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Ad-Hoc Query on 2022.64 Municipal level initiatives in TCN soft-landing

Requested by Lithuania on 25 November 2022

Compilation produced on 27 January 2023

Responses from Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, Greece, Hungary, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Slovakia, Slovenia, Spain, Sweden (20 in Total)

Disclaimer:

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1. BACKGROUND INFORMATION

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Established in 2021, International House Vilnius (hereinafter – IH Vilnius) is a joint initiative of Go Vilnius, the city's official tourism and business development agency, and Work in Lithuania, a talent attraction program encouraging foreign talents to pursue careers in Lithuania. IH Vilnius offers free consultations and services related to relocation to Lithuania and living in Vilnius: from residence permits and social insurance, to employment services, taxes, and other relocation services. Specialists from 5 different state institutions (the Migration Department, the Tax Inspectorate, the Social Insurance Agency, the Employment Service, and Go Vilnius – development agency of Vilnius) work together, under the same roof, in the office of IH Vilnius. The IH Vilnius office is in the building of Vilnius municipality; therefore, municipal services are available to customers as well.

In general, IH Vilnius provides services to all foreigners, although the Migration Department serve foreigners who come for highly qualified jobs. In addition to services, IH Vilnius also facilitates online and offline informational seminars, workshops, job fairs, networking events, Lithuanian language courses and a mentorship program connecting foreigners to locals. All IH Vilnius services are free of charge.

IH Vilnius started carrying out surveys where foreigners are asked to state their satisfaction with living in Vilnius. The general satisfaction rate is 4 out of 5. Please see the attachment for detailed results.

Seeking to learn from best practices of other countries and improve the scope and quality of services, IH Vilnius would like to know whether other EMN Member and Observer Countries have similar one-stop-shops and learn more about their structure, goals, and services. Please add links to their websites, share relevant contact information or attach any other relevant resources.

We would like to ask the following questions:

1. Do you have any municipal level centres where foreigners can receive the main migration and integration services in one place (similar to International House Vilnius, as described in the background information)?

Please describe.

2. If the answer to Q1 is YES, please describe which are the main actors involved and the services offered?

If they have a website could you please provide the link.

3. If the answer to Q1 is YES, are there any surveys available that measure foreigners' satisfaction of these municipal level centres (NPS-net promoter score or similar)?

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Please see example attached in LT answer.


4. If the answer to Q3 is YES, what is the foreigners' satisfaction rate? Please share links to surveys, if possible.

Please see example attached in LT answer.

We would very much appreciate your responses by **27 December 2022**.

2. RESPONSES

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		Wider Dissemination ²	
	EMN NCP Austria	Yes	1. In Vienna, the "Business Immigration Office" was established in 2021. Moreover, the Austrian Business Agency (ABA) Unit "Work in Austria" provides certain services. Please see Q2 for more information.

¹ If possible at time of making the request, the Requesting EMN NCP should add their response(s) to the query. Otherwise, this should be done at the time of making the compilation.

² A default "Yes" is given for your response to be circulated further (e.g. to other EMN NCPs and their national network members). A "No" should be added here if you do not wish your response to be disseminated beyond other EMN NCPs. In case of "No" and wider dissemination beyond other EMN NCPs, then for the Compilation for Wider Dissemination the response should be removed and the following statement should be added in the relevant response box: "This EMN NCP has provided a response to the requesting EMN NCP. However, they have requested that it is not disseminated further."


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		<p>2. Business Immigration Office:</p> <p>In Vienna, the Business Immigration Office was established in 2021. At the Business Immigration Office, the Vienna Business Agency, the Vienna Public Employment Service (AMS) and the Immigration Department of the City of Vienna (MA 35) take care of prompt and efficient processing of residence permits.</p> <p>The following services are offered at the Business Immigration Office:</p> <ul style="list-style-type: none"> • Providing advice about residence permit matters to skilled international employees, companies, organisations, research institutions, and educational institutions; • Providing a first overview of services offered by the City of Vienna. <p>Applications for specific residence permits can be submitted to the staff of MA 35 at the Business Immigration Office. This includes applications for: Red-White-Red Card for employed or self-employed key employees; EU Blue Card; settlement permit for artists, start-up founders and researchers including family reunification; residence permits for ICT; as well as applications to change the purpose of stay and applications for extension for specific residence or settlement permits.</p> <p>Furthermore, the staff of the Vienna Business Agency offer confidential and free initial advice about questions regarding residence rights and employments rights of foreign nationals at the Business Immigration Office. This service is voluntary and can be provided in several languages and in person, by email, by phone or in a zoom meeting.</p> <p>If required, the AMS issues opinions and statements and carries out a labour market examination in specific cases (e.g. in the context of Red-White-Red Cards and EU Blue Cards). The staff of AMS is not located at the Business Immigration Office and therefore all communication is by email.</p> <p>(Source: https://www.wien.gv.at/english/administration/immigration/business-immigration-office.html)</p> <p>Austrian Business Agency (ABA) – Work in Austria:</p> <p>The ABA – Work in Austria Unit was launched in 2019 as new department of the Austrian Business Agency operating under the Federal Ministry for Digital and Economic Affairs. On 1 October 2022, an amendment to</p>
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			<p>the Act Governing the Employment of Foreign Nationals entered into force, setting up ABA – Work in Austria as central contact point for advising companies in the recruitment of international specialists and expanding it into a service centre where companies and TCNs are provided with multilingual and digitally supported information and advice on the submission of applications for Red-White-Red Cards and EU Blue Cards (Article 20h para 1 of the Act Governing the Employment of Foreign Nationals). (Source: Government Proposal – Explanatory Notes, 1528 of the supporting documentation, XXVII. Legislative Term).</p> <p>ABA – Work in Austria offers a comprehensive web portal for interested qualified employees from other countries, providing extensive information on working in Austria, job prospects and career opportunities (through a job platform) as well as support and guidance in taking all the required steps needed to enter the Austrian labour market. ABA – Work in Austria's Immigration and Residence Services serve as the first point of contact and as a one-stop-shop for legal inquiries from companies on hiring skilled international employees. Furthermore, the initiative's Relocation Services offer advice and support regarding questions about living and working in Austria, including the following topics: employment law, tax law, childcare facilities, recognition of foreign degrees and professional qualifications and language certificates, accommodation inquiries (real estate service) and relocation, health system and insurance.</p> <p>ABA – Work in Austria's website is available under https://www.workinaustria.com/en/.</p> <p>3. n/a</p> <p>4. n/a</p>
	EMN NCP Belgium	Yes	<p>1. Belgium is a federal state with the competencies in the field of person-related matters, such as integration, falling under the responsibility of the Communities. Thus, the integration process is managed differently depending on whether you are integrating in the Flemish</p>

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			<p>Community (and in Dutch-speaking Brussels), the French Community (and in French-speaking Brussels) or in the German-speaking Community. For more details on the division of competences and the agencies responsible for integration in each Community, see BE answer to AHQ 2022.44.</p> <p>In Flanders, integration services are offered by the Agency for Integration and Civic Integration (Agentschap Integratie en Inburgering - https://www.integratie-inburgering.be/), which is an externally autonomous agency of the Flemish government. The Agency has 64 contact points throughout Flanders and Brussels (for those wishing to integrate into the Flemish-speaking Community) providing the services of the agency. In Wallonia, integration is spread across 8 Regional Integration Centers (Centre Régional d'Intégration - CRI), themselves supported and advised by DisCRI (Decision for consultation and support for the Regional Integration Centers of Wallonia). Each of these centers has a certain number of municipalities under its jurisdiction; therefore municipalities will always refer foreigners to the relevant center for any integration-related question.</p> <p>Because integration is not a competence of the local (municipal) levels, Belgian municipalities are not likely to offer services similar to those described for International House Vilnius. The only municipal initiative that we identified is International House Leuven, an initiative of the City of Leuven and Leuven MindGate, which is an organization that facilitates collaboration and innovation within the Leuven Innovation Region. The International House Leuven is an information, knowledge and service center for internationals and their families, and for organisations in the Leuven region employing international talent.</p> <p>Nonetheless, in January, Flanders will launch a website where (prospective) expats can find information on living and working in Flanders. The Flemish community drew inspiration from the International House Leuven.</p> <p>2. See answer to Q1 for the actors. Website: https://www.internationalhouseleuven.be/ International House Leuven provides support relating to relocation, social integration, living</p>
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			<p>and working in the Leuven region. More specifically, it provides the following services:</p> <ul style="list-style-type: none"> • It has one central portal website that provides all relevant information in English for foreigners residing/wishing to reside in Leuven; • It acts as a single point of contact for questions relating to living in Leuven; • It organizes regular newcomers' webinars & evenings, providing an opportunity for newly arrived people to get an introduction to their new home city and ask any questions that may pop up during those first weeks; • It organizes regular information sessions and workshops on a variety of topics such as renting, healthcare, culture shock...; • It provides the opportunity to join a range of social activities such as going to the theater, cooking workshops, guided walks ...; • It publishes a monthly newsletter announcing all its activities as well as language neutral regional events combined with other "good to knows"; • It provides information sessions & webinars on (re)starting a career in Leuven and an intensive (partner) career program; • It offers events that are free to the public (both international and local) with help from volunteers; • It runs a Welcome Ambassador Programme, teaming up Leuven residents (international or local) with new international individuals to offer guidance and support, and helping newcomers thrive in a new environment. <p>3. Before International House Leuven opened, a survey was conducted at regional level (Flanders), the results of which can be consulted in the White Paper "Towards an Outstanding Working and Living Environment for International Knowledge Workers". It is important to note that this was not a measurement of satisfaction with municipal services but</p>
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			<p>also of employers' support and general satisfaction with living in the region. The study has not been repeated (yet). Internal surveys on client satisfaction with projects of the International House Leuven are done at the completion of each cycle (for example after each career programme), but not a general satisfaction survey.</p> <p>4. See answer to Q3. Link to the survey mentioned: https://www.dropbox.com/s/f8qra0sk381mngp/Towards%20an%20outstanding%20w...</p>
	EMN NCP Bulgaria	Yes	<ol style="list-style-type: none"> 1. No 2. 3. 4.
	EMN NCP Croatia	Yes	<ol style="list-style-type: none"> 1. Croatia does not have a centralized office for provision of social services to third-country nationals. There are several cities, including the city of Zagreb, that have established coordinations for integration of third-country nationals (here we are particularly referring to persons who have been granted international or temporary protection) or centralized information-sharing points, in form e.g. websites containing all relevant information from different integration departments. Centralized information-sharing points are applicable to both national and local level. On the other hand, one-stop shop integration centers in form of


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			<p>centralized physical places that offer different integration services, provided by competent state or local administration bodies, have not yet been formally established in Croatia, although researches regarding necessary preconditions for its implementation have been initiated.</p> <p>The Ministry of the Interior of the Republic of Croatia has requested support from the European Commission under TSI Regulation, with the aim of socio-economic integration of TCNs in EU MS.</p> <p>The European Commission has approved the project, and implementation of the project started in July 2022, with IOM as partner.</p> <p>One of the main activities of this project is designing a one-stop-shop model that aims to set the scene for an improved flow of information to affordable and adequate essential services, including health, housing, transport, education, labor market through simplified administrative procedures.</p> <p>2. N/A</p> <p>3. N/A</p> <p>4. N/A</p>
	EMN NCP Cyprus	Yes	<p>1. No</p> <p>2. N/A</p> <p>3. N/A</p>


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			4. N/A
	EMN NCP Czech Republic	Yes	<p>1. Yes, with some differences.</p> <p>2. The most important tools for integration on the regional level is network of 18 Centres for Support of Integration of Foreigners („Integration Centres“) - https://www.integracnicentra.cz/?lang=en . First Integration Centres were launched in the year 2009 and since 2018 they serve in all 14 regions of the Czech Republic. Objective is to create opportunities for long-term, clearly structured and strategic support of integration. Integration Centres initiate, organize and carry out the activities supporting social, legal, lingual and cultural position of legally staying third-country nationals and since 2020 also EU citizens. Integration Centres mainly ensure information and consultancy activities in social and legal fields, organize courses of the Czech language, interpreting services, social-cultural courses, access to Internet and library, obligatory adaptation-integration course, regional platforms of stakeholders, monitoring and events with host society. The closest to IH Vilnius is probably the Integration Centre Prague - https://icpraha.com/en/ . This is due to the fact that Prague is both the capital and the region and the proportion of immigrants is significantly higher than in other regions. However, the fundamental difference is that the Integration Centre Prague does not directly employ civil servants. If something needs to be dealt with civil servants or relevant authorities in their places, intercultural work or direct support take place.</p> <p>3. Yes.</p> <p>4. The Integration Centre Prague evaluates client satisfaction using questionnaires and the results show that</p>

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			around 95 percent of clients are satisfied. This result, for example, corresponds to the results of the Google ranking (4,8 – more than 450 reviewers). The results are not published; they are used for internal analysis.
	EMN NCP Estonia	Yes	<p>1. Yes. In Estonia there are:</p> <ol style="list-style-type: none"> 1. International House Estonia (opened in 2018) 2. International House Tartu (opened in 2015) 3. Tartu Welcome Centre (opened in 2019) <p>2.</p> <p>Yes. In 2018, “International House of Estonia” (IHE) was opened as a one-stop-shop service centre in Ülemiste City, Tallinn. The purpose of IHE is to offer consultations and ensure access to public services for international newcomers to Estonia and their local employers. The services of IHE are designed for internationals (primarily skilled migrants) who have come to work or study in Estonia, their spouses and companies that are hiring international personnel. In addition, IHE also welcomes Estonian families who want to repatriate to Estonia. Services include: assistance with getting documents (residence permit consultations through Skype, personal ID code consultation and residence registration consultation), consultations for migrants already residing in Estonia or shortly arriving and for employers with established companies in Estonia, IHE also arranges a variety of events that can help newcomers to build social networks (such as Adaption to Estonian Culture) and offers language courses, children activities etc. IHE was opened in close cooperation with the Estonian Ministry of Interior, The Ministry of Economic Affairs and Communications, subordinate agencies Enterprise Estonia (responsible for talent attraction and retention) and Work in Estonia program. IHE’s webpage is available here: https://workinestonia.com/internationalhouse/</p> <p>In 2015, “International House Tartu” (IHT) was established to support foreigners moving to Tartu, and employers and authorities that work with newcomers. IHT is focussed on supporting the newcomers to settle down during the first months and provide interactive introduction on Estonian language and culture. International House Tartu developed a website www.koomen.ee for their social enterprise Kõömen founded in 2018. This enterprise offers catering services and workshops in both Tallinn and Tartu for refugees and new immigrants for entering the labour market and for wider social involvement. Kõömen organizes special trainings, language training events, and this is a place for first experiences on the Estonian labour market. IHT was opened and co-funded by the Estonian Ministry of Interior.</p>

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			<p>IHT's webpage is available here: https://www.internationalhouse.ee/en/services/</p> <p>In 2019, "Tartu Welcome Centre" (TWC) was opened. The centre has a team of local advisers providing information and guidance for international newcomers settling in Estonia. TWC has an information hotline and special reception hours for individual consultations such as registration related services (Estonian ID-code, registering a place of residence, Estonian ID-card, temporary residence permit), help with finding housing, assistance on matters regarding health and safety, banking, provide information about adaption programs such as "Settle in Estonia" etc. TWC opened its doors with the support of the Tartu City Government, University of Tartu, Tartu Academy of Life Sciences and the Estonian Ministry of Interior.</p> <p>TWC's webpage is available here: https://tartuwelcomecentre.ee/</p> <p>3. Tartu Welcome Centre has not conducted general foreigner's satisfaction surveys. However (before COVID-19 pandemic), TWC collected feedback on different events and activities organized for foreigners.</p> <p>4. N/A</p>
+	EMN NCP Finland	Yes	<p>1. Yes. There are International House service points in Helsinki, Tampere, Turku and Joensuu. The International House service points gather services for international newcomers under one roof. Each point consists of slightly different services/operators. In addition, there are smaller regional and municipal service points offering general counseling and support for immigrants.</p> <p>2. International House Helsinki (IHH) is the most comprehensive of the service points. International House Helsinki provides a wide range of information and public authority services to meet the needs of international newcomers in the Helsinki capital region. In addition, IHH can provide support to employers throughout the international recruitment</p>



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			<p>process, from searching for candidates to helping new international employees settle in the Helsinki capital region. International House Helsinki is a service point operated jointly by the cities of Helsinki, Espoo and Vantaa, Digital and Population Data Services Agency (DVV), Finnish Tax Administration (Vero), Social Insurance Institution of Finland (Kela), Finnish Immigration Service, Uusimaa Employment and Economic Development Office, Helsinki Region Chamber of Commerce, the Finnish Centre for Pensions (ETK) and the Central Organization of Finnish Trade Unions (SAK). International House Helsinki is part of the Finnish Government's Talent Boost Programme and is funded by the Ministry of Economic Affairs and Employment. https://ihhelsinki.fi/</p> <p>International House Tampere is a Single Service Point for supporting Internationals with living, working, studying and connecting with Local Employers. International House Tampere is a service point operated jointly by the city of Tampere, Tampere Vocational College Tredu, Tampere University Community, Local Employment and Economic Development Offices (TE Offices) and Social Insurance Institution of Finland (Kela). International House Tampere is part of the Finnish Government's Talent Boost Programme and is funded by the Ministry of Economic Affairs and Employment. https://internationalhousetampere.fi/</p> <p>International House Turku brings together counselling and guidance services promoting and supporting the integration of immigrants and international newcomers in Turku and the Turku region. The services are offered in many languages, across multiple channels and they are easily accessible. IH Turku consists of a Welcome Desk, Multilingual advice and guidance service, Soft-landing service, Law Advisor, Social guidance, Business Advisor, Study Advisor for Vocational Education, Career and Guidance Counselling at Turku UAS, The Career Skills Mapping Week, Guidance for Higher Education with SIMHE (Supporting Immigrants in Higher Education in Finland project). https://ihturku.fi/en/services/</p> <p>International House Joensuu offers help and support to new Joensuu residents who have moved to the city from abroad. International House Joensuu compiles the services of various operators in one place. The services are provided by the Immigration Services of the City of</p>
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			<p>Joensuu, the city's development company Business Joensuu, the employment services of the City of Joensuu and the educational institutions in the region. https://www.internationaljoensuu.fi/en/</p> <p>3. International House Helsinki did a satisfaction survey in 2019. Unfortunately, more recent data is not available.</p> <p>4. In 2019, the satisfaction rate with the International House Helsinki service point was 9.4 (on the scale of 1-10).</p>
	EMN NCP France	Yes	<p>1. NO</p> <p>2.</p> <p>3.</p> <p>4.</p>
	EMN NCP Greece	Yes	<p>1. Yes. Migrant Integration Centres (MICs) operate in 11 Municipalities in Greece and offer, under one roof, a wide range of integration services to third country nationals legally residing in the country (i.e. to immigrants who hold any kind of residence permit, applicants for international protection and beneficiaries of international protection). The founding of Migrant Integration Centres has been centrally planned, specifically by the Social Integration Directorate of the Ministry of Migration and Asylum. However, the put into practice</p>


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			<p>and the ensuring of funding of this policy was undertaken by another Ministry, that is by the Ministry of Labour and Social Affairs, which established the Municipalities' "Community Centres", of which the MICs consist a special department. The Community Centres and their departments (MICs) are funded by the European Social Fund (ESF) through the Regional Operational Programs. The Social Integration Directorate of the Ministry of Migration and Asylum is monitoring the operation of MICs and has a coordinating role, since the orderly operation of integration structures at the local level falls within its competencies.</p> <p>2. The main actors involved are:</p> <p>At the central level:</p> <ul style="list-style-type: none"> -The Ministry of Labour and Social Affairs -The Ministry of Migration and Asylum -The Ministry of Development and Investment (Special Department for the Coordination and Monitoring of ESF actions) <p>At the local level:</p> <p>The Municipality, in the premises of which the MIC operates. Specifically, the MIC operates under the supervision of the Directorate of Social Services of the Municipality. It is staffed by a social worker, a legal advisor, a psychologist and one or more intercultural mediators.</p> <p>The services offered include:</p> <ul style="list-style-type: none"> a) Provision of information, services, and counselling on migrants and refugees' integration as well as networking. b) Cooperation and referral of requests to other relevant structures, services and bodies (e.g. Migrants and Refugees' Integration Councils-MRICs, associations of migrants and refugees, NGOs, public social services etc.). c. Implementation of actions such as: i) courses of Greek language and elements of Greek history and culture
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			<p>for adult migrants and beneficiaries of international protection, ii) intercultural actions emphasizing the co-existence of children and young migrants with Greeks and iii) actions promoting access of migrants and beneficiaries of international protection to the labor market.</p> <p>For more detailed information, see: https://migration.gov.gr/en/kentra-entaxis-metanaston/</p> <p>3. No. The Social Integration Directorate of the Ministry of Migration and Asylum has published two (2) Booklets monitoring and evaluating the operation of MICs, for the years 2019 and 2021. These two (2) Booklets (available only in Greek, see again: https://migration.gov.gr/en/kentra-entaxis-metanaston/) do not measure foreigners' satisfaction by services provided by MICs in particular. However, they monitor and evaluate the operation of MICs in certain detail, describing and analyzing the provided services, identifying and analyzing challenges and difficulties (such as the need for more staff in some MICs, the need for more intercultural mediators in more foreign languages, the need for upskilling of staff, the need for more services and more MICs etc.), as well as suggesting ways to deal with these challenges and difficulties.</p> <p>4. -</p>
	EMN NCP Hungary	Yes	<p>1. No such centres are available in Hungary.</p> <p>2. N/A</p> <p>3. N/A</p> <p>4. N/A</p>


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	EMN NCP Latvia	Yes	<p>1. Yes.</p> <p>2. Information Centre for Newcomers is located in Riga, as well there are four regional offices located in Daugavpils, Jēgļava, Liepāja and Valmiera. Centre provides lawyer free consultations on working days by phone, e-mail and in person (a visit should be arranged in advance). Information Centre for Newcomers is implemented by society “Shelter “Safe House”” within the framework of the Asylum, Migration and Integration Fund. Starting from 2023 Latvia is planning to open “One stop agency” for third-country nationals. The main office will be in Riga and several offices in regions. Target group: persons who are citizens of third countries (including Ukrainian civilians) legally staying in the territory of Latvia; asylum seekers and recipients of international protection (refugees and persons with subsidiary protection).</p> <p>The idea of the “One stop agency” is to offer the line of services in one place as well as to obtain to Welcoming programme which consists of various informative and interactive training modules and is aimed at supporting third-country nationals who have migrated to Latvia to settle in and to acquire the primary knowledge and skills. The support provided will be based on the individual's needs.</p> <p>3. No/</p> <p>4. N/a</p>
	EMN NCP	Yes	1. Yes. International House Vilnius (hereinafter – IH Vilnius) is a joint initiative of Go Vilnius,



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	Lithuania		<p>the city's official tourism and business development agency, and Work in Lithuania, a talent attraction program encouraging foreign talents to pursue careers in Lithuania. IH Vilnius offers free consultations and services related to relocation to Lithuania and living in Vilnius: from residence permits and social insurance, to employment services, taxes, and other relocation services. In general, IH Vilnius provides services to all foreigners, although the Migration Department serve foreigners who come for highly qualified jobs. In addition to services, IH Vilnius also facilitates online and offline informational seminars, workshops, job fairs, networking events, Lithuanian language courses and a mentorship program connecting foreigners to locals. All IH Vilnius services are free of charge.</p> <p>2. Specialists from 5 different state institutions (the Migration Department, the Tax Inspectorate, the Social Insurance Agency, the Employment Service, and Go Vilnius – development agency of Vilnius) work together, under the same roof, in the office of IH Vilnius. The IH Vilnius office is in the building of Vilnius municipality; therefore, municipal services are available to customers as well. Website: https://ihvilnius.lt/home</p> <p>3. Yes</p> <p>4. IH Vilnius started carrying out surveys where foreigners are asked to state their satisfaction with living in Vilnius. The general satisfaction rate is 4 out of 5. Please see the attachment for detailed results. Please see the survey results attached. talentu_tyrimas_2022.pdf</p>
	EMN NCP Luxembourg	Yes	1. No. Luxembourg does not have any municipal level centres where foreigners can receive main migration and integration services. See also LU EMN NCP answer to ad-hoc query

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	g		<p>2022.044.</p> <p>2. N/A</p> <p>3. N/A</p> <p>4. N/A</p>
	EMN NCP Malta	Yes	<p>1. Malta currently doesn't have a municipal level centre where foreigners can receive the main migration and integration services in one place.</p> <p>2. N/A</p> <p>3. N/A</p> <p>4. N/A</p>
	EMN NCP Netherlands	Yes	<p>1. Yes. There are nine one-stop-shop municipal level centres where foreigners can receive the main migration and integration services in one place in the Netherlands. There are also other expat centres in the Netherlands, however, there are only nine one-stop-shop centres where the Netherlands' Immigration and Naturalisation Service (Immigratie- en Naturalisatiedienst – IND) provides their services. The locations are Amsterdam, Eindhoven, Groningen, the Hague, Hengelo, Maastricht, Rotterdam, Utrecht and Wageningen.[1] A tenth location will become fully operational as a one-stop-shop location on 1 January 2023 in Nijmegen.[2] At the locations in Maastricht and Nijmegen, the IND provides services not only</p>

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			<p>to expats, but to all migrants.[3] 'Invest in Holland' serves as an umbrella organisation, providing basic information on all the expat centres in the Netherlands. Most locations are organised independently from one another, but tend to cover a larger geographical area.[4] The expat centres are spread out over the whole country, each serving a designated region, usually including nearby municipalities and/or regions, in connection with local service providers. On occasion, the centres work together in organising events.[5] In general, but subject to variation, the expat centres in the Netherlands can offer various services, including support with:[6]</p> <ul style="list-style-type: none"> • Becoming a recognised sponsor (for employers); • Residence permits; • Registration in the Municipal Personal Records Database (Basisregistratie Personen – BRP); • Issuance of a citizen service number (burgerservicenummer – BSN); • Housing; • Schooling; • Healthcare; • Personal needs; • Supporting employers and employees with their admission procedures; • Support in tax affairs; • Banking affairs, and; • Spouse/children programmes. <p>[1] Invest in Holland, 'Expatriate centers in the Netherlands', https://investinholland.com/wp-content/uploads/2020/09/Expatriate-Brochure-A4-small.sept20.final_.pdf, last accessed on 30 November 2022.</p> <p>[2] Information provided by the Ministry of Justice and Security on 16 December 2022.</p>
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		<p>[3] Ibid.</p> <p>[4] Invest in Holland, 'Expat Centers in the Netherlands – special services for international employees', https://investinholland.com/wp-content/uploads/2020/09/Expat-Brochure-A4-small.sept20.final_.pdf, last accessed on 30 November 2022.</p> <p>[5] Information provided by the Ministry of Justice and Security on 16 December 2022.</p> <p>[6] Invest in Holland, 'Expat Centers', https://investinholland.com/how-we-help/expat-centers/, last accessed on 30 November 2022.</p> <p>2. As the nine expat centres all offer similar services, for practical reasons, three of them are highlighted here, 'IN Amsterdam', 'International Welcome Center North' and 'Holland Expat Center South' in order to give a general overview of what the municipal level initiatives in TCN soft-landing in the Netherlands do. [1] In terms of governance, each expat centre is organised differently however. For example, some charge fees for their services, others do not, and there are big differences in scale as the Amsterdam centre alone serves approximately half of all expats in the Netherlands. [2]</p> <p>1. Amsterdam (IN Amsterdam)</p> <p>The main actors are: [3]</p> <ul style="list-style-type: none"> • Municipalities of Amsterdam, Amstelveen, Almere, Diemen, Haarlem, Hilversum, Haarlemmermeer and Velsen; • The IND, and; • The Dutch Tax Office (Belastingdienst). <p>Services offered: [4]</p> <ul style="list-style-type: none"> • Services for companies and employees, such as registering employees with the IND and their municipality;
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		<ul style="list-style-type: none"> • Services for international newcomers, such as helping to apply for a startup-based residence permit; • A job orientation programme, and; • Partnership programme. <p>Website: https://www.iamsterdam.com/en/our-network/in-amsterdam</p> <p>1. Eindhoven (Holland Expat Center South)</p> <p>The main stakeholders are^[5]:</p> <ul style="list-style-type: none"> • The Breda, Eindhoven and Tilburg municipalities; • The IND; • Brainport Development, and; • The province of North-Brabant. <p>For Holland Expat Center South, the official partners are private service providers that operate in the different cities. There is a wide variety of service providers that provide a multitude of services that are divided in the following categories^[6]:</p> <ul style="list-style-type: none"> • Formalities; • Taxation; • Finance & insurance; • Education & careers; • Housing; • Personal & social needs, and; • Culture & leisure.
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			<p>Website: https://hollandexpatcenter.com/en/</p> <p>1. Groningen (International Welcome Center North)</p> <p>The International Welcome Center North (IWCN) in the city of Groningen covers all internationals living in the provinces of 'Groningen', 'Friesland' and 'Drenthe', the relatively sparsely populated northern-most provinces of the Netherlands. The main stakeholders of the IWCN are^[7]:</p> <ul style="list-style-type: none"> • Groningen Municipality; • The IND; • University of Groningen, and; • Connect International Foundation. <p>The main services provided are divided in the following categories^[8]:</p> <ul style="list-style-type: none"> • Housing agents; • Relocation services; • Utilities and home services; • Health & Wellness; • Finance & insurance; • Legal & payroll; • Tax consultants; • Jobs & career support, and; • Education & translations <p>Website: https://iwcn.nl/</p>
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		<p>The remainder of the expat centres and their respective websites are:</p> <ol style="list-style-type: none"> 1. The Hague (The Hague International Centre) - https://www.thehagueinternationalcentre.nl/; 2. Hengelo (Expat Center East Netherlands) - https://expatcentereastnetherlands.nl/; 3. Maastricht (Expat Centre Maastricht Region) - https://expatcentremaastrichtregion.nl/; 4. Rotterdam (Rotterdam Expat Centre) - https://rotterdamexpatcentre.nl/; 5. Utrecht (International Welcome Center Utrecht Region) - https://www.utrecht.nl/city-of-utrecht/international-welcome-centre-utrecht-region-iwcur/; 6. Wageningen (Welcome Center Food Valley) - https://www.wur.nl/nl/show/welcome-center-food-valley-1.htm; 7. Nijmegen (Lifeport Welcome Center), from 1 January 2023 onwards - https://lifeport.nl/nieuws/lifeport-welcome-center-speciaal-voor-internationaal-talent-in-de-regio/. <p>[1] The websites of all the expat centers that are not included in the text in alphabetical order are: The Hague: https://www.thehagueinternationalcentre.nl/; Hengelo: https://expatcentereastnetherlands.nl/; Leiden: https://www.expatcentreleiden.nl/; Maastricht: https://expatcentremaastrichtregion.nl/; Rotterdam: https://rotterdamexpatcentre.nl/; Terneuzen: https://www.expatcenterzeeland.com/; Utrecht: https://www.utrecht.nl/city-of-utrecht/international-welcome-centre-utrecht-region-iwcur/; Wageningen: https://www.ecfv.nl/.</p> <p>[2] Information provided by the Ministry of Justice and Security on 16 December 2022.</p> <p>[3] I Amsterdam, 'IN Amsterdam – About', https://www.iamsterdam.com/en/our-network/in-amsterdam/about, last accessed on 30 November 2022.</p> <p>[4] I Amsterdam, 'IN Amsterdam – Services', https://www.iamsterdam.com/en/our-network/in-amsterdam/about/our-services, last accessed on 30 November 2022.</p> <p>[5] Holland Expat Center South, 'About us', https://hollandexpatcenter.com/en/about-us/, last accessed</p>
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			<p>on 30 November 2022.</p> <p>[6] Holland Expat Center South, 'Official partners', https://hollandexpatcenter.com/en/official-partners/, last accessed on 30 November 2022.</p> <p>[7] International welcome center north, 'about IWCN', https://iwcn.nl/information/, last accessed on 30 November 2022.</p> <p>[8] International welcome center north, 'Service Partners', https://iwcn.nl/service-partners/all-service-partners/, last accessed on 30 November 2022.</p> <p>3. Yes.</p> <p>4. The most recent survey on the success of the expat centers was published in 2018 in the report 'Attractiveness of the Netherlands for highly skilled migrants' (Aantrekkelijkheid van Nederland voor kennismigranten). In this report, the respondents rated the services and support provided by the expat centers neutral (3%), positive (40%) and very positive (57%). [1]</p> <p>Similar high ratings were reported after an IND pilot-project in Expat Centre Maastricht Region in 2020-2021. On a scale from one to five, the expat centre received a satisfaction rate of 4.9 for the clarity of written information provided and a 4.95 for the front desk staff. [2]</p> <p>Surveys ranking foreigners' satisfaction on living in the Netherlands have been conducted widely, from an international survey, to national surveys, as well as regional and local surveys on a variety of topics. Some of these surveys include:</p> <ul style="list-style-type: none"> • InterNations Expat Insider Survey 2022: Ranks the Netherlands as 33 out of 59 countries to live for expats. <ul style="list-style-type: none"> ○ https://www.internations.org/expat-insider/2022/netherlands-40260 • The Feeling at Home survey 2021 – Do internationals living in the Amsterdam area
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			<p>feel at home?: 45% of respondents living in Amsterdam felt very or fairly at home in the Netherlands, but 25% did not feel at home at all. Some general problems include language barriers, discrimination and difficulty making Dutch friends. This survey is in line with national findings.</p> <ul style="list-style-type: none"> ○ https://www.iamsterdam.com/en/our-network/in-amsterdam/about/data-and-reports ● Health Care Survey Northern Netherlands (IWCN): Of all respondents who use the Dutch healthcare system only 27% trust that their doctor knows what is best for them, whereas 47% do not trust this. 35% of respondents are positive about the quality of the healthcare, while 40% consider the quality to be low. A common complaint is the Dutch approach of 'go home and take a paracetamol', 56% of respondents are unhappy about this. 23% of respondents are satisfied with those areas of healthcare that they deem most important. <ul style="list-style-type: none"> ○ https://iwcn.nl/results-of-health-care-survey-northern-netherlands/ <p>Since 2014, the economic research bureau 'Decisio' monitors international workers in the Netherlands in yearly reports on both the regional and national level. In these reports Decisio addresses topics such as number of international workers per region, labour sectors, time spent in the Netherlands, origin and family life.^[3] In the national report of 2022, some of the main findings show that there has been an average increase of 4% of highly skilled workers since 2010, and an average increase of 5% of economic migrants. Both groups primarily work and live in the urbanised region 'randstad' in and around the cities of Amsterdam, Rotterdam, The Hague and Utrecht and are primarily presented by people under 45 years old (approximately 80%) who are predominantly male (approximately 60%). The main difference between highly skilled workers and economic migrants is their income. Economic migrants earn on average €27 000 whereas highly skilled migrants earn on average €67 500 per year.^[4]</p>
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			<p>[1] IND, 'Aantrekkelijkheid van Nederland voor kennismigranten', https://ind.pucoverheid.nl/doc/PUC_9933220000_1/, p. 18.</p> <p>[2] ECMR, Maastricht University & IND, 'Infographic IND-pilot project', https://expatcentremaastrichtregion.nl/application/files/2616/3161/4667/00716_ECMR_IND-pilot-infographic-27July2021-C_DEF.pdf, last accessed on 26 December 2022.</p> <p>[3] Decisio, 'International employees and organisations', https://decisio.nl/en/sectors/economics/international-employees-and-organisations/, last accessed on 16 December 2022.</p> <ul style="list-style-type: none"> • [4] Decisio, 'Rapport monitor internationals landelijk mei 2022', https://decisio.nl/wp-content/uploads/Rapport-monitor-internationals-landelijk-mei-2022.pdf, last accessed on 26 December 2022.
	EMN NCP Slovakia	Yes	<ol style="list-style-type: none"> 1. No. 2. NA 3. NA 4. NA
	EMN NCP Slovenia	Yes	<ol style="list-style-type: none"> 1. While there are no such centres at the municipal level, a similar centre exists on the national level – the Info point for foreigners. (https://www.ess.gov.si/iskalci-zaposlitve/zaposlitev-tujih-


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			<p>drzavljanov/infotocka-za-tujce/).</p> <p>2. The centre was established in 2019 and operates under the aegis of the Employment Service of Slovenia. The aim of the centre is to provide support to migrant workers and employers, as well as anyone else who needs information, advice and administrative assistance with documentation concerning entry and residence in Slovenia, employment and work, education and training opportunities, new developments in national legislation on the employment of foreigners, and rights at work, social and health care in Slovenia. The Infopoint offers information on:</p> <ul style="list-style-type: none"> - Job opportunities and conditions, - Information on the procedures and documentation required to obtain a visa, a residence permit and the relevant work permits depending on the purpose of entry and stay in Slovenia, - Information on rights and obligations under employment law and on procedures for protecting rights in the event of breaches. <p>3. No surveys are being conducted but data on foreigners' satisfaction is being collected via the website analytics.</p> <p>4. Information not available.</p>
	EMN NCP Spain	Yes	<p>1. No</p> <p>2.</p> <p>3.</p>

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			4.
	EMN NCP Sweden	Yes	<p>1. Yes.</p> <p>2. We have an example reflecting one municipality. The main actors involved are beside different municipality operations, the Public Employment Service, the Region (responsible for publicly financed healthcare, public transport, other overall issues within the county, such as regional planning and cultural subsidies) and NGOs .</p> <p>3. No.</p> <p>4.</p>
