

Current migration situation in the EU: impact on local communities (update)

February 2018

This focus report looks at how the presence of large numbers of persons in need of international protection in specific localities affects local communities. FRA already published a report on the impact of migration on local communities in July 2016. This updated version examines how the situation has developed in the seven EU Member States covered by the previous report (Austria, Bulgaria, Greece, Germany, Hungary, Italy and Sweden). It also assesses the situation in the seven additional EU Member States currently covered by the agency's regular overviews (Denmark, Finland, France, the Netherlands, Poland, Slovakia and Spain).

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Thematic focus: local communities (update)

This focus report assesses how the presence of large numbers of persons in need of international protection affects local communities in terms of housing, education, the local economy and social responses. It looks at two community locations with high numbers of asylum seekers and refugees in each of the 14 EU Member States covered. The findings are based on interviews with local actors, including local authorities and non-governmental organisations (NGOs). Where possible, these are compared with the findings of FRA's July 2016 report on local communities, which covered seven of the 14 Member States.

Compared to 2016, the number of asylum seekers generally decreased in the majority of the locations in 2017. However, providing adequate and affordable housing remains one of the main challenges for local communities. Other recurring challenges include tackling negative social responses,

supporting (social) integration, providing education and preventing school segregation, providing healthcare, and addressing the transition from education to employment.

There have also been positive developments, particularly the increase in and development of support for asylum seekers by civil society organisations. Promising practices in terms of fundamental rights were also reported in education and language acquisition, employment and labour markets, healthcare, and accommodation. Safety and security for local communities and asylum seekers increased in some locations. Social responses to and perceptions of asylum seekers and refugees have overall been positive. Some local communities specifically welcomed the resulting population increase and the positive effects on local economies.

MAIN FINDINGS

- Few stakeholders who were, among others, responsible for certain areas of funding in the respective municipalities were aware of EU funding being used to support local services, initiatives or developments. In several locations, national funding was used to support municipalities providing services and support to people in need of protection.
- Few training courses were organised specifically for local authorities to ensure fundamental rights compliant treatment of persons in need of international protection. Where such training took place, international or national organisations working with migrants and refugees provided it, focusing on vulnerable persons such as unaccompanied children.
- Locations in many EU Member States reported a surplus of places available in accommodation centres in 2017 compared to 2016. This was mainly due to a decrease in arrivals. As a result, facilities were closed in some countries. A few EU Member States – including Greece, Spain and Sweden – reported under-capacity in selected locations.
- Several EU Member States reported efforts to distribute asylum seekers evenly across the country. In most countries, asylum seekers are accommodated by the authorities in charge, and cannot choose where to live. In some countries, asylum seekers have to stay in reception centres, at least initially.
- According to the interviewed stakeholders, the place of living significantly affects asylum seekers' ability to integrate with local communities and to access essential necessities for integration such as the labour market.
- In many EU Member States – including Austria, Denmark, the Netherlands, Poland and Slovakia – some accommodation facilities for asylum seekers are situated at the periphery of cities, a factor the interviewed stakeholders considered problematic for integration.
- Access to compulsory school is ensured in a significant number of EU Member States. Access to secondary and tertiary education is limited.

- Local actors reported both several challenges and good practices in education regarding language issues and introductory classes, training of teachers, specific support for asylum-seeking children and their families, segregation in education, and coordination or communication between stakeholders working in the field of education.
- Locations in most EU Member States reported increasing turnover for existing businesses – such as small shops and hotels – attributed to purchases by support staff and, to a lesser extent, refugee customers as well as people engaged in public works.
- New jobs have been generated in counselling and support services and in relation to the management of reception facilities and public works, according to local actors of selected locations in Austria, Denmark, Finland, Slovakia, Spain and Sweden. Asylum seekers and refugees also set up new businesses, according to local actors in Austria, Bulgaria and Sweden.
- Unclear residence status and language issues remained the main obstacles for businesses to employ asylum seekers. While asylum seekers often face employment-related restrictions due to their residence status, practical obstacles also affect the employment of protection status holders. These include: language skills, type and level of qualifications, professional training and support needs, and the recognition of diplomas and qualifications. Additional barriers to employment include: the lack of affordable housing and transport, hidden xenophobia, bureaucratic hurdles for employers, as well as unattainable expectations (wage, type of work) on the part of asylum seekers and refugees. In addition, a number of asylum seekers experience difficulties as a result of trauma they have experienced and continue to endure, which impedes their access to the labour market.
- Volunteer activities generally continued at a high level or slightly decreased. Some locations reported improved organisation and cooperation among established and new organisations.
- Local populations have maintained overall positive attitudes towards asylum seekers and refugees, maintaining friendly relations or perceiving them as largely enriching their communities, as reported in selected locations in Bulgaria, Finland, France, Germany, Greece, the Netherlands, Spain, Sweden and, to a lesser extent, Slovakia.

Setting the scene

Locations covered

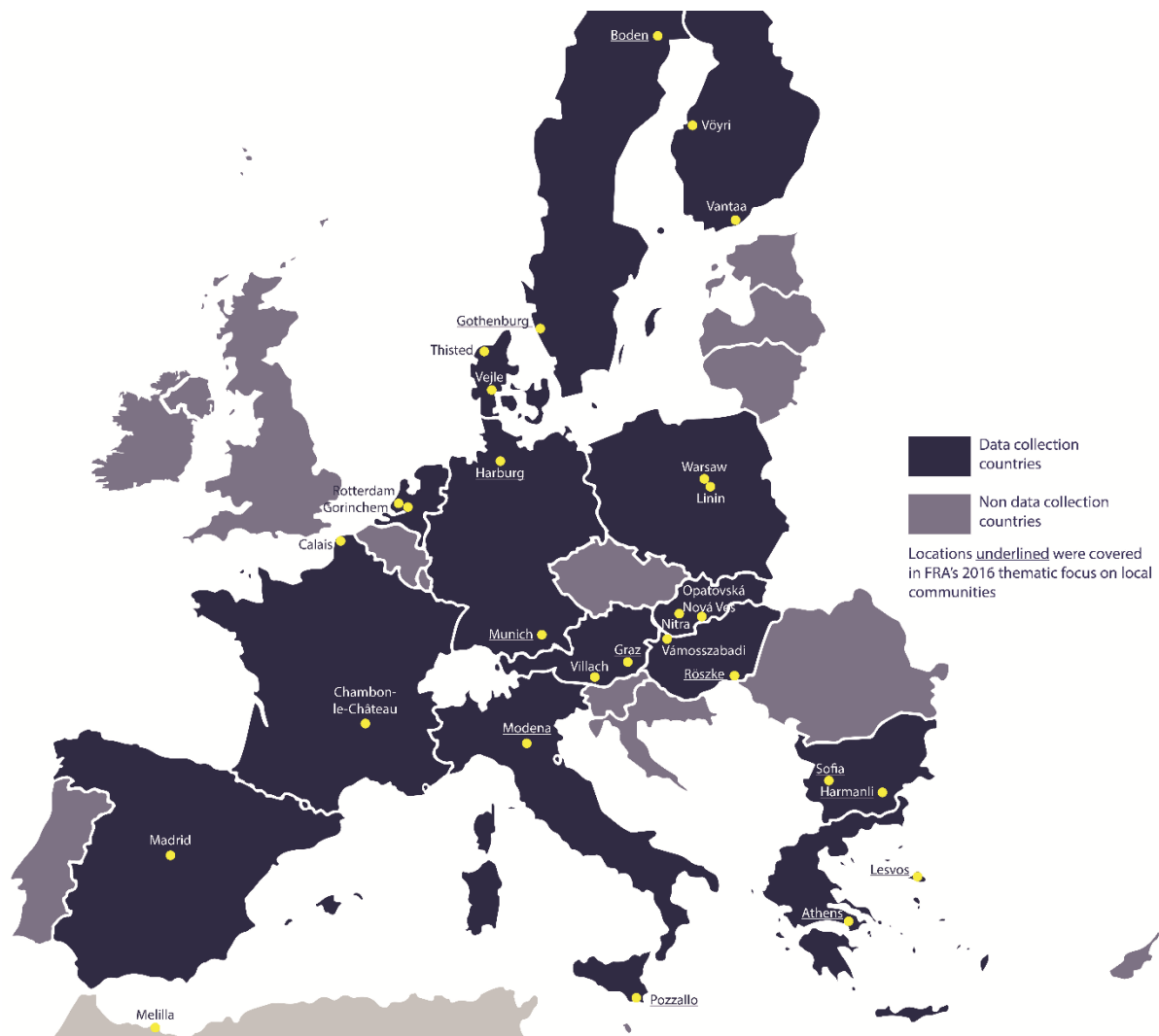
For each of the 14 EU Member States covered, two community locations with a high number of persons in need of international protection – asylum seekers as well as recognised beneficiaries of international and humanitarian protection – were selected.

Policy framework

The arrival of significant numbers of people seeking asylum in the EU in 2015 and 2016 prompted increased efforts to involve local and regional authorities in assisting and integrating migrants. Inclusion of migrants and refugees is a priority theme in

the Urban Agenda for the EU. Within it, the Partnership on Inclusion of migrants and refugees published a non-binding action plan proposing actions for better regulation, funding and knowledge. The Council of Europe's (CoE) Congress of Local and Regional Authorities adopted a resolution and recommendation on the role of local and regional authorities facing migration. It underlined that local and regional governments had limited means and guidance available due to a policy crisis at national and international level. Furthermore, it called on local and regional authorities of the CoE member states to adopt an early integration approach, raise awareness, promote intercultural education and initiate capacity building.⁶

Figure: EU Member States and localities covered



Notes: The map shows all locations covered in this report. The findings cannot be considered representative of the situation in the 14 EU Member States. Instead, they give an indication of the nature of their experiences. ‘Harburg’ refers to the district of Harburg in the south of Hamburg.

Source: FRA, 2018

Statistics and numbers

In the majority of locations covered, the number of asylum seekers decreased between 2016 and 2017 (as shown in [Table 1](#)). For example, since June 2016,⁷ the number of asylum seekers decreased by 40 % in Boden (Sweden).⁸ In a few locations, the number of asylum seekers remained similar or increased. In the transit zone in Rösztke (Hungary), the increase occurred due to the new law on the extended border control policy,⁹ under which applications for

international protection were practically possible only in one of the two transit zones.

Asylum seekers presented a small share of the population (under 2 %) in almost all of the locations with available data. Sofia (Bulgaria) reportedly had the lowest number of asylum seekers per capita (about 0.75 asylum seekers per 1,000 inhabitants). Chambron-le-Château (France) had the highest, with the number of asylum seekers corresponding to almost one fifth of the municipality’s population.¹⁰

Table 1: Approximate number of asylum seekers and inhabitants in covered locations, and trend compared to 2016

EU Member State	Location	Number of asylum seekers in November 2017 (approx.)	Number of inhabitants (approx.)	Compared to 2016
AT	Graz	N/A (basic care: 2,532*)	287,000	↘
	Villach	N/A (basic care: 528*)	61,000	N/A
BG	Harmanli	<u>360</u>	25,000	↘
	Sofia	<u>900</u>	1.2 million	↘
DE	Munich	6,130	1.5 million	↘
	Harburg	2,178	245,000	↘
DK	Vejle	N/A	113,000**	↘
	Thisted	N/A	44,000**	↘
EL	Athens	N/A	3.8 million**	-
	Lesvos	N/A	85,000**	↗
ES	Madrid	N/A	3.2 million	N/A
	Melilla	N/A	86,000	N/A
FI	Vantaa	910	219,000	↘
	Vöyri	179	6,700	↘
FR	Calais	<u>500-1000</u>	75,000	↗
	Chambon-le-Château	55	292	-
HU	Röszke	241	3,200	↗
	Vámoszabadi	23 (refugees and asylum seekers)	5,200	-
IT	Pozzallo	N/A	19,500**	N/A
	Modena	N/A	185,000**	N/A
NL	Rotterdam	395 (asylum seekers and status holders)	630,000**	↘
	Gorinchem	120 (facility was later closed)	35,000**	↘
PL	Warsaw	N/A	3.1 million**	N/A
	Linin	114	N/A	↘
SE	Boden	989	28,000	↘
	Göteborg	4,263	557,000	↘
SK	Nitra	N/A	80,000**	N/A
	Opatovská Nová Ves	2	600**	N/A

Notes: ↘ = decrease; ↗ = increase; - = same/similar number; N/A = not available;

Underlined entries represent estimates provided by stakeholders due to limited available official data.

* The basic care system in Austria includes asylum seekers, subsidiary protection status holders, and refugees for the first four months after having been granted asylum (see, for example, Austria, Carinthian Basic Care Act ([Kärnter Grundversorgungsgesetz – K-GrVG](#)), Art. 2(3)).

** Entries are based on information from Eurostat, official municipality websites or statistics authorities.

Source: FRA, 2017

Funding for local services and initiatives

In support of the reception of asylum seekers and refugees, local services and initiatives have received funding from different sources. Reception facilities have generally relied on national funding, as illustrated in Vejle and Thisted (Denmark), Vantaa (Finland), Rotterdam (the Netherlands) and Gothenburg (Sweden).

The municipalities have commonly covered additional costs – for example, for education and psychotherapy in Graz (Austria),¹¹ day care costs in certain cases in Vantaa (Finland)¹² or social activities in Gorinchem (the Netherlands).¹³ In Calais, the municipal authorities only agreed to finance cleaning services and the municipal police to monitor migrants.¹⁴ In Harmanli and Sofia¹⁵ (Bulgaria) and Opatovská Nová Ves¹⁶ (Slovakia), no specific national funding was available for the municipalities. In Röszke and Vámosszabadi (Hungary), the transit zone and the open camp were financed solely by the state.¹⁷

Only few local actors were aware of EU funding; some reported not having direct access to EU funding. For example, in Greece, the local authorities in Lesvos received a one-time payment from the Emergency Fund¹⁸ and in Athens funding from the European Civil Protection and Humanitarian Aid Operations (ECHO) for a centre for child and family care,¹⁹ cultural mediation, legal aid and psychosocial support.²⁰ In Gothenburg (Sweden), some districts relied on the European Social Fund and Asylum, Migration and Integration Fund for various projects, including for labour market integration.²¹ In Linin, and Poland in general, EU funding was a primary source of funding for local NGOs supporting, for example, educational activities for migrant children.²² However, since the Ministry of the Interior and Administration

has limited NGOs' access to European funds, no new calls have been published, which has reduced integration-related initiatives.²³ Municipalities in other EU Member States have continued to rely on EU funded NGO support.

Training for local authorities

Few training initiatives have been organised specifically for local authorities to ensure fundamental rights compliant treatment of persons in need of international protection.

In the majority of local communities, no such training took place or the interviewed stakeholders were not aware of training having taken place. This was the case in Thisted²⁴ and Vejle²⁵ (Denmark), Chambon-le-Château (France), Harburg²⁶ (Germany), Lesvos²⁷ (Greece), Röszke and Vámosszabadi (Hungary), Linin and Warsaw (Poland), Nitra²⁸ and Opatovská Nová Ves²⁹ (Slovakia), and Gothenburg (Sweden). In some cases, local authorities expressed concern over the lack of such training – as, for example, in Gothenburg (Sweden).³⁰

Where training took place, international or national organisations working with migrants and refugees provided the training. It focused on vulnerable persons such as unaccompanied children – for example, in Harmanli (Bulgaria)³¹ and Calais (France).³²

National and municipal authorities have also provided training. In Graz (Austria), for example, the city's youth department organised training courses for social workers.³³ In Gorinchem (The Netherlands), the Public Health Service provides training to employees of the Central Agency for the Reception of Asylum Seekers, social workers and other persons working with children to raise awareness about psychosocial problems and how to spot them.³⁴

Housing

In October and November 2017, selected locations in a significant number of EU Member States – including Austria, Bulgaria, Denmark, Finland, Germany, Hungary, the Netherlands, Poland and Slovakia – reported a **surplus of places available in accommodation centres** compared to 2016. This was mainly due to a decrease in arrivals. As a consequence, facilities were closed in some countries. For instance, in the Netherlands, authorities announced in April 2017 that the total capacity for the reception of asylum seekers would be reduced from 48,700 to 31,000 places by the end 2017.³⁵ In Denmark, in the autumn of 2017, the Immigration Service decided to close both centres in Thisted and one of the centres in Vejle (Centre Børkop).³⁶ In Hungary, during 2017, the open reception centres were brought down from four to two. In Harburg (Germany), it was mentioned that overcapacity had developed in 2016 due to decreased arrivals.³⁷ In Austria, some facilities have also been closed due to a capacity surplus, while some regions have prohibited or discussed prohibiting asylum seekers from renting private apartments, including by law.³⁸

Some EU Member States, including Greece, Spain and Sweden, reported **under-capacity** in selected locations. In Melilla, the Spanish city located on the northern coast of Africa, the housing situation is particularly difficult for unaccompanied children, many of whom sleep in the streets, according to a recent report.³⁹ Housing for asylum seekers is a challenge in Madrid too due to limited social housing, high rents in the private housing market, and distrustful owners unwilling to rent to asylum seekers.⁴⁰ However, in a positive development, the government plans to increase the total number of reception places from 5,270 (as of July 2017) to 8,333 in the first quarter of 2018.⁴¹ In Lesbos (Greece), the hotspot in Moria has the capacity to accommodate approximately 3,000 persons, but is currently accommodating 6,423 individuals.⁴² In Gothenburg (Sweden), housing is scarce – especially rental flats – and it is difficult for asylum seekers to enter the rental market because such arrangements require

personal contacts with someone willing to sublet a flat.⁴³ In France, an exceptional situation exists in Calais, where the absence of a reception centre prevents migrants from having accommodation. It was reported that NGOs provide for some emergency shelter measures (e.g. nights in hotels) to the most vulnerable, i.e. women and children.⁴⁴

Interviewed stakeholders generally agreed that the place of living significantly affects asylum seekers' ability to integrate and access other essential necessities, such as the labour market and social connections, and that accommodation in central urban areas or villages promote integration more than those in the periphery. For example, in the **Netherlands**, the reception location AZC Gorinchem is located in the middle of the residential area, and according to local authorities this means that people encounter each other automatically and therefore blend more naturally.⁴⁵

In a number of EU Member States – including Austria, Denmark, the Netherlands, Poland and Slovakia – it was mentioned that in some cases asylum seekers are placed in facilities situated **at the periphery of cities or in rural areas**, a factor which the stakeholders interviewed considered problematic for integration. For example, in the Netherlands, the reception centre AZC Beverwaard is located at the borders of a residential area; the interaction between people living in the centre and the surrounding residents is minimal.⁴⁶ In Poland, it was reported that the reception centres' locations influence the chances of integrating with the local community because some of the open centres are in distant locations. This, together with the fact that the asylum seekers' stay in these centres is only temporary, does not support integration.⁴⁷

The way public housing is distributed may also contribute to segregation of asylum seekers in specific areas, as reported for Madrid (Spain). Here, facilities to accommodate asylum seekers are concentrated in specific areas of the city (mainly Southern Madrid), contributing to the concentration of asylum seekers in these neighbourhoods. The resulting ghettoisation is

one of the most pressing concerns of the organisations that work with the city's migrant population.⁴⁸ Segregation is not an issue in Chambon-le-Château, a small town in southern France, where the local authority reported that, thanks to the 14 accommodation places being scattered throughout the village, the location of housing does not prevent asylum seekers from being integrated into the local community.⁴⁹

Offering housing support to promote access to employment

In Vejle (Denmark), many asylum seekers apply to live in areas where they have social connections and the housing is cheaper – but where employment prospects are lower. Therefore, the municipality uses the option of so-called 'combined rental' (*kombineret boligudlejning*). This means that the authorities can reject an application to live in one of these areas but at the same time they have to find similar housing in other parts of the city. This option is used to improve the chances of integration, including access to employment.

Source: Denmark, Municipality of Vejle, November 2017

Some positive developments were reported in Madrid (Spain) and Gothenburg (Sweden). For example, in Madrid, the municipal housing company managed to secure more public housing and distribute social housing more evenly across the city's districts.⁵⁰

In several countries, asylum seekers are accommodated by the authorities in charge and cannot choose where to live. In some countries, asylum seekers have to stay in reception centres, at least initially. In Hungary, for example, they have to stay in one of the two 'transit zones', Rösztke or Tompa, until a decision on their asylum application is taken.⁵¹ If they receive a positive decision, they are moved to one of the 'open centres' or can decide to move to private homes (if their financial resources permit). In Germany, asylum seekers are obliged to stay in

a reception centre for at least 6 weeks and at most 6 months.⁵² After six weeks, they can move to private homes and are entitled to request financial support from the state to support their housing expenses.⁵³ However, some federal states – like Bavaria, North Rhine Westphalia and Brandenburg – have started to oblige asylum seekers to stay in reception centres for up to 24 months,⁵⁴ as allowed, by derogation, by the law.⁵⁵ In Bulgaria – both in Sofia and Harmanli – persons in need of international protection do not have access to municipal housing, because municipal regulations require applicants to have Bulgarian citizenship and permanent residence on the territory of the municipality for several years (ten years in Sofia, five years in Harmanli).⁵⁶

Several EU Member States – including Austria, France, Italy, the Netherlands and Spain – reported efforts to distribute asylum seekers evenly across the country, therefore distributing the impact of newcomers across the country. For instance, in Austria, according to federal constitutional law, every municipality has to offer places for asylum seekers to the extent of a benchmark of 1.5 % of the municipal's population.⁵⁷ In France, the local authority of Chambon-le-Château noted that asylum seekers were distributed amongst the towns that volunteered to take them.⁵⁸ Similarly, in Italy, according to a yearly distribution plan, municipalities are invited to volunteer to accommodate asylum seekers to the extent of a benchmark of 2.5 asylum seekers per one thousand inhabitants.⁵⁹ In Sweden, a law⁶⁰ passed in 2016 stipulates that all municipalities must receive newly arrived protection status holders that have been assigned to them by the Swedish Migration Agency. This new legislation is a step towards a more even distribution of newly arrived persons among Sweden's 290 municipalities/cities.

Education

Compared to June 2016, local actors reported overall improvements in access to education for school-age asylum seeking children.

In most countries, school-age asylum-seeking children are in school. In some, access to education is systematically guaranteed and children are quickly enrolled in schools, while in others, flaws persist. Among the first group of countries, in the Netherlands asylum-seeking children are given access to formal education as quickly as possible after they arrive in the country. All children between five and 17 years of age, including asylum-seeking children, are obliged by law to pursue education.⁶¹ Asylum-seeking children have to wait for at most three months before going to school.⁶² In addition, each reception centre has a special primary school. In Spain, according to law, all foreign minors who are in Spain have a right to education under the same conditions as Spanish children; the only requirement is that the child is registered in the Municipal Register.⁶³ In Austria, it was reported that asylum-seeking children of compulsory school age are in class within one week (Graz)⁶⁴ or one to two weeks (Villach)⁶⁵ after being transferred from first reception into basic care. In Chambon-le-Château (France), as soon as the children of asylum seekers arrive, they attend the school in the town.⁶⁶

In a few countries, education for asylum-seeking children is generally ensured, but flaws remain. For instance, in Hungary, in the transit zone at Röszke, children between six and 18 years of age receive schooling inside the facility; however, civil society organisations claim that the education offered does not differentiate between age groups and that most activities are suitable for younger children only (e.g. drawing, singing).⁶⁷ The situation is better for asylum-seeking children residing in open camps and children's homes, who in principle have access to formal education.⁶⁸ In Bavaria (Germany), according to Bavarian law, children must access the education system no later than three months after submitting the application for asylum.⁶⁹ However, it is not entirely clear how far children are schooled in emergency reception centres that are operated by the federal states.⁷⁰

Finally, in a few countries, the right to access education remains challenging. In mainland Greece, among children residing in urban

accommodation, reportedly only about half of the children aged between six and 15 attend formal schools. On the islands, including Lesbos, access to formal education is a reality only for children living in urban accommodation. In Lesbos, according to the accommodation and shelter providers, only about one third of unaccompanied children have access to formal schools.⁷¹ In Nitra (Slovakia), according to an NGO, the directors of public schools refused in some cases to enrol refugee children, who therefore had to attend local religious schools.⁷²

While access to compulsory school is ensured in a significant number of EU Member States, access to secondary and tertiary education is often a problem. In Munich (Germany), it was reported that it is hardly possible for refugee children to attend state secondary schools (*Realschulen*) and high schools (*Gymnasien*).⁷³ In Austria, federal law excludes asylum seekers from the legal obligation to be in education or vocational training from age 15 to 18 years;⁷⁴ it was reported that asylum seekers have managed to access secondary schools, but those above the age of 18 have practically no chance to access education.⁷⁵

In Boden (Sweden), adult asylum seekers were not allowed to attend language training and civic education until they obtained a resident permit. Civil society counteracted the lack of educational opportunities by arranging a variety of language acquisition activities. Many persons therefore already knew a bit of Swedish when they were allowed to start their education.⁷⁶

Beyond access to education, the following challenges and good practices in relation to ensuring education for asylum seekers were identified in the EU Member States covered:

Language issues and introductory classes

Asylum seekers' lack of language proficiency is one of the main challenges in education. However, some countries – such as Germany, Greece, Hungary and the Netherlands – reported having in place special introductory classes (also called *transition classes* for *newcomers*, *integration* or *international classes*). These mainly offer language support to pupils from

refugee and migrant families before they join standard classes. In Gothenburg, Swedish language training and civic education were provided in the students' native languages if they were illiterate in their own languages.⁷⁷

Training of teachers

A lack of adequately trained teachers, prepared to work with refugee and asylum-seeking children, was noted in Hungary and Slovakia (Opatovská Nová Ves).⁷⁸ In other locations, such as Gorinchem (the Netherlands), it was reported that teachers are appropriately qualified to work with asylum-seeking children and have pursued additional training.⁷⁹

Specific support for asylum-seeking children and their families

Some countries mentioned the lack of specific support for asylum-seeking/refugee children and their families as an issue. In Germany, it was reported that many refugees need more frequent breaks and rest periods and that regular schools should become more flexible.⁸⁰ In Austria, it was reported that some school directors put no extra effort into supporting the children and families in their specific situation. This may result in difficulties due to missed deadlines, for instance.⁸¹ In Spain, a lack of additional financial support for families of asylum seekers – such as transportation assistance, scholarships, subsidies, paid school lunches, etc. – aside from those granted by NGOs, was noted.⁸²

Some good practices were mentioned in specific locations. These include school start support, which provides advice for parents and an educational mentoring programme (*LernpatInnen*), i.e. peer support given by students who study together with the newcomers (Graz, Austria).⁸³ In Thisted (Denmark), efforts include trying to involve the parents by holding meetings on how to help children with their education.⁸⁴

Segregation of asylum-seeking (and other migrant) children within specific schools was also mentioned as a relevant challenge. In Denmark (in Vejle⁸⁵ as well as Thisted⁸⁶), it was

reported that children of asylum seekers often end up being concentrated in specific schools. Some Danish parents move their children to other schools in the city with a lower concentration of children with a migrant background. A good practice in this regard was reported in Villach and Graz (Austria) and Boden (Sweden), where asylum-seeking children are distributed across local schools, regardless of where they live.⁸⁷

A further challenge in some locations was the transition from education to employment and/or integration in the labour market – for instance, in Gothenburg (Sweden), Harburg and Munich (Germany), and Nitra (Slovakia). In Harburg and Munich, it was a challenge to provide for schooling and vocational training to improve refugees' qualifications for employment.⁸⁸

Finally, the **lack of adequate coordination and/or communication** between different authorities and stakeholders was mentioned as a challenge in a few countries, such as Poland and Sweden. In this regard, a good practice was mentioned in Gorinchem (Netherlands), where regular consultation between schools, local government and the local Refugee Council takes place and one person at the Refugee Council is appointed as the fixed contact person for questions related to education.⁸⁹

Economic impact

Local businesses

Compared to June 2016, local actors reported overall more positive effects on businesses resulting from the presence of asylum seekers and refugees.

In nearly all EU Member States, local actors referred to increases in turnover for existing local businesses/local retail, the generation of new jobs, and/or the creation of new businesses.

Local actors also referred to negative effects only in France and Hungary. In Calais, they noted effects on tourism and trade.⁹⁰ In Vámoszabadi, local businesses reportedly indicated that they lost local customers due to refugee customers.⁹¹

Local actors in Italy, the Netherlands and Poland did not identify any impact on local businesses, although positive effects were reported at national level in the Netherlands.⁹² In big cities, the share of asylum seekers and refugees was considered to be too low to have a visible impact on local businesses (Sofia,⁹³ Gothenburg).⁹⁴

Locations in most EU Member States reported an increase in turnover and profits for businesses attributed to purchases by support staff and, to a lesser extent, refugee customers and those engaged in public works. These have benefitted small shops, supermarkets, the gastronomy sector, hotels and maintenance and security companies.

In Thisted (Denmark), Vöyri (Finland) and Chambon-le-Château (France), local companies and craftsmen have experienced an increase of orders and purchases relating to operation, maintenance or repair work at local reception centres. Local retail/small shops and supermarkets have benefitted from reception staff and refugee customers spending their allowances in the municipality, as reported in Vöyri (Finland), Calais and Chambon-le-Château (France), Munich (Germany), Rösztke (Hungary), and Boden (Sweden).⁹⁵ Moreover, private landlords and hotels, as well as the respective municipalities at large, have benefitted from leasing their properties to reception staff (e.g. the Migration Agency staff in Boden, police in Calais) or directly to asylum applicants (e.g. in Boden).⁹⁶ In Athens (Greece) and Melilla (Spain),⁹⁷ benefits for local businesses also increased as a result of the presence of public as well as NGO support staff, journalists and researchers.

New jobs have been generated in counselling and support services and in relation to the management of reception facilities and public works, according to local actors in Graz (Austria),⁹⁸ Thisted (Denmark), Vöyri (Finland), Opatovská Nová Ves (Slovakia), Madrid and Melilla (Spain) and Gothenburg (Sweden).

In Madrid (Spain), job opportunities emerged with NGOs in charge of managing the reception facilities, as well as with the Spanish Commission for Refugee Care, the Spanish Red Cross, Accem, Acoge, La Merced Migraciones and the Andalusian Hosting Federation.⁹⁹ In Vöyri (Finland), the employment impact has been considerable, with some 50 persons employed full time in reception-related activities in 2016.¹⁰⁰ In Opatovská Nová Ves (Slovakia), the asylum facility has employed several local people, which the local community perceives positively due to the very high unemployment rate in the area.¹⁰¹ In the Netherlands, already by mid-July 2015, more than one thousand jobs had been generated within the reception system and asylum processing services, in addition to employment generated for cleaners, instructors, supermarkets, snack bars and suppliers arising in the surroundings of the (at that time) 59 active centres.¹⁰²

Asylum seekers and refugees also set up new businesses, according to local actors in Graz (Austria), Harmanli (Bulgaria) and Gothenburg (Sweden). Examples include refugees opening workshops for repairing cell phones in Harmanli¹⁰³ and grocery shops in Graz.¹⁰⁴

Table 2: Locations reporting positive effects on local business and employment

EU Member State	Higher turnover for existing businesses	New jobs	New businesses
AT	Graz	Graz	Graz
BG			Harmanli
DE	Munich		
DK	Thisted, Vejle	Thisted	
EL	Athens		
ES	Melilla	Madrid, Melilla	
FI	Vöyri	Vöyri	
FR	Calais, Chambon-le-Château		
HU	Röszke		
NL	at national level	at national level	
SE	Boden	Gothenburg	Gothenburg
SK		Opatovská Nová Ves	

Source: FRA, 2017

Access to labour market and vocational training

Several locations experienced positive developments regarding the employment of people in need of protection. The City of Munich (Germany), for example, financed support programmes for apprentices.¹⁰⁵ In Harburg (Germany), refugees were highly motivated to qualify for and look for employment.¹⁰⁶ In Vejle, integration of people in need of protection was reportedly quite successful since the municipality helped them to enter the labour market and they were not spending too much time at language schools and other institutions.¹⁰⁷

At the same time, obstacles for businesses to employ asylum seekers and refugees remain. As reported in June 2016, asylum seekers often face restrictions due to their unclear residence status. Other practical obstacles have also affected the

employment of protection status holders. These include language skills, type and level of qualifications, professional training and support needs, the recognition of diplomas and qualifications, the lack of affordable housing and transport, hidden xenophobia, bureaucratic hurdles for employers, as well as individual expectations (wage, type of work) and difficulties (trauma).

Asylum seekers' access to employment and professional qualification programmes is often subject to conditions – such as time passed since the launch of the asylum application or a labour shortage in the specific professions and type of work. Further restrictions – as, for example, in Sweden – require applicants to have a passport and a formal job offer with a certain salary level.¹⁰⁸

Asylum seekers in Poland may start working six months after lodging their asylum application; in Bulgaria they may do so after three months. In

Austria, asylum seekers can access vocational training only for jobs that are short of staff or apprentices, which has resulted in very few asylum seekers in training.¹⁰⁹ Furthermore, asylum seekers are restricted to doing volunteer work of benefit to the community.¹¹⁰

In Germany, access to the labour market in practice depends on the country of origin. Unless asylum seekers come from one of the 'top five' countries with a high likelihood of being granted international protection (Eritrea, Iran, Iraq, Somalia and Syria), they cannot access the Agency for Employment's programmes providing further qualifications and language skills, which are generally needed to find employment.¹¹¹ In Munich, this affects a large group of persons who stay for long time periods due to lengthy asylum procedures, appeals and obstacles to return. Costs for qualifying this group for employment have to be covered by the municipality.¹¹²

Some EU Member States, including France, Hungary and the Netherlands, have generally excluded asylum seekers from the labour market and/or educational or training programmes, meaning that people start learning the language only after obtaining a residence permit.¹¹³ In Germany, the insecure legal situation and the fear of getting a negative asylum decision have undermined sustainable language acquisition and the completion of degrees; a need for combining language classes with childcare was identified specifically to integrate more women in vocational training and employment.¹¹⁴ Locations in Austria, Finland and Slovakia also identified language barriers as a main obstacle to employment.

In Bulgaria, the Employment Agency¹¹⁵ has been operating a special programme to encourage the integration of refugees in the labour market. It includes Bulgarian language courses; professional qualification training, such as for construction workers, bakers, stock and plant breeders, waiters, chefs and hairdressers in Harmanli; and full-time subsidised employment for up to 12 months for unemployed international protection status holders.¹¹⁶

Many local actors reported the need to invest in refugees' education and professional training to match labour market requirements. In some locations, employment is available primarily for highly qualified functions, as reported in Munich (Germany);¹¹⁷ or facilitated in specific sectors with a shortage of workers – for example, teachers, doctors, nurses and engineers in Gothenburg (Sweden)¹¹⁸ and gastronomy in Villach (Austria).¹¹⁹ Professional training has also had to address basic education gaps, including in topics such as mathematics and general education – for example, in Germany (Harburg).¹²⁰ The Hungarian Association for Migrants has organised integration and vocational training courses for refugees in the open camps, and serves as a link to future employers, e.g. by translating job calls and applications and managing administrative matters. Most employers have been satisfied with the refugees' work performance and dedication and believe such programmes are important to ease labour shortages.¹²¹

Employers have often faced complicated procedures to hire refugee employees. Recruitment further requires careful selection, specific skills and special guidance for refugee employees. Companies are not always willing to make such additional efforts – as reported, for example, from Austria.¹²²

The Chamber of Commerce and Industry in Munich has addressed such hurdles by setting up a special team of consultants who help companies wishing to recruit refugees. They have been in close contact with the Agency of Employment and the immigration office.¹²³ Similarly, in Vejle (Denmark), the municipality has hired extra job consultants to facilitate the employment of refugees. The Swedish Public Employment Service (*Arbetsförmedlingen*) set up a website called Job Skills,¹²⁴ where asylum seekers and refugees can register their competences.¹²⁵ The municipalities of Athens and Munich organise training courses and mentoring for the local refugee and migrant

populations under Eurocities project to facilitate access to the labour market.¹²⁶

In several EU Member States – for example, Austria and Spain¹²⁷ – procedures for recognising diplomas and professional titles have been complicated. In Austria, university diplomas may be recognised, but there is no clear procedure for assessing professional qualifications concerning manual professions, which may vary depending on the relevant federal and provincial laws and employers.¹²⁸ In response to a parliamentary motion,¹²⁹ the Netherlands established a task force that streamlined the recognition of diplomas and improved the way refugees are informed about the status of their diplomas.¹³⁰

Co-financing tailored support for asylum-seeking apprentices

An international company in Villach (**Austria**) invested in supporting apprentices who are asylum seekers, who have become some of their best trainees. The company has co-financed additional language courses; assigned mentors/supervisors, who received supervision themselves; and adapted the apprentices' accommodation to the fact that the asylum seekers, unlike the local apprentices, stay over the weekend. The company also realized that training modules on soft skills, like gender-relations and teambuilding, which were developed for the asylum-seeking apprentices, were also useful for the other apprentices and so incorporated these modules into their general apprenticeship training.

Source: Caritas Carinthia, November 2017

The lack of **affordable housing** has been a major obstacle to labour market integration in Munich (Germany), as most of the available jobs are located in areas where housing prices and rents are high.¹³¹ Similarly, in Spain (Madrid), most job opportunities are in the city, but many refugees living at the outskirts of the city cannot afford public transport.¹³²

Local actors in some EU Member States, including in Villach¹³³ (Austria) and Gothenburg¹³⁴

(Sweden), referred to hidden **xenophobia and prejudices** among businesses as obstacles to labour market integration. Statistics in Sweden have shown that access to the labour market is more difficult for persons born outside of Sweden; that persons born outside of Sweden are paid less than Swedish-born persons; and that competences among persons born outside of Sweden are not matched properly.¹³⁵ Some businesses need information about these patterns and how to counteract them to have more diverse staff.¹³⁶

At the same time, companies have also reached out proactively to potential refugee employees. In Finland (Vantaa), a local service company engaged in cleaning and property maintenance contacted the Immigration Services to initiate a cooperation to employ refugees, asylum seekers and unemployed immigrants. Basic Finnish or English language skills were set as requirements and the company offered individual assistance in solving practical problems, such as opening a bank account or finding alternative means for secure salary payment when bank accounts could not be opened due to lack of identification documents. Following a pilot project initiated in 2016, nine of the 15 participants were employed. In a next phase, the project will include language and culture training and extend to some 20–30 persons.¹³⁷ In Germany (Harburg), local employers consciously opened their businesses for refugees and migrants and advertise specifically for these groups.¹³⁸ Companies in several EU Member States continued to employ refugees following internships.

In Sweden, a new professional function (service assistant) was created within the municipal care for the elderly (*Äldrevården*), considering specifically newly arrived persons as applicants. While training their Swedish language skills, service assistants get first-hand experience of working with elderly care.¹³⁹ The position does not require any specific competences, and involves tasks such as cleaning, making beds and preparing food. The function will relieve the nurses of certain tasks and create further jobs. In

Gothenburg, 100 positions as service assistants have been created so far.¹⁴⁰

Different expectations in terms of salary and type of work as well as psychological problems resulting from trauma were mentioned as some individual circumstances affecting employability. In Austria (Graz), for example, a mismatch of qualifications and labour market needs as well as the significant number of persons with psychological problems have been major hurdles to individuals finding or keeping a job.¹⁴¹

Social responses

Social responses in most EU Member States have remained overall positive since June 2016, while continuing to include also negative reactions. Locations in all EU Member States, except for Bulgaria and the Netherlands, also reported negative perceptions and reactions. In Hungary, where no initiatives supporting inclusion or local-level contacts were reported, and Poland, reactions have been largely negative, according to local respondents.¹⁴²

Actions of support and positive perceptions

Volunteer activities have generally continued at high levels or experienced slight decreases, including in locations in Austria, Bulgaria, Finland, France, Germany and the Netherlands. Some locations reported improved organisation and cooperation among established and new organisations or thematic consolidation of support work.

In Graz (Austria), many volunteers, including at community level, have supported integration efforts.¹⁴³ The city of Villach (Austria) has coordinated the cooperation of all local actors, including social organisations as well as private initiatives and volunteers.¹⁴⁴

Volunteers in Munich (Germany) have been well connected via the platform Willkommen-in-München.de.¹⁴⁵ In Harburg (Germany), support organisations were able to consolidate their work, resulting in/from less turnover, further

qualification in intercultural competences, and knowledge of laws concerning asylum and social issues.¹⁴⁶

Encouraging asylum seekers' active participation in the community

Noting that interactions between persons living in the reception centre in Rotterdam, the **Netherlands**, and the surrounding neighbourhood was minimal, Pharos (the Dutch Centre of Expertise on Health Disparities) developed a successful project called *Aan de slag* (Let's start). It encourages persons living in the reception facilities to participate in volunteer work in the neighbourhood.

Source: The Netherlands, Pharos, 'Aan de slag – vrijwilligerswerk door bewoners van asielzoekerscentra', November 2017

In Gothenburg (Sweden), civil society established a range of networks, the majority focusing on unaccompanied children.¹⁴⁷ Readiness to help asylum applicants has however tended to be greater than for persons who have received residence permits, even though the latter are likely in greater need of support to integrate in the labour market and society at large.¹⁴⁸

In Warsaw (Poland), several support initiatives have extended to asylum seekers and refugees, particularly in support of housing, despite the generally negative attitudes.¹⁴⁹

Local populations have maintained positive attitudes towards asylum seekers and refugees, maintaining friendly relations or perceiving them as largely enriching their communities, as reported from Harmanli (Bulgaria), Chambon-le-Château (France), Harburg (Germany), Athens and Lesbos (Greece), Rotterdam and Gorinchem (the Netherlands), Madrid (Spain), and Boden (Sweden); and, to a lesser extent, Opatovská Nová Ves (Slovakia).

Private initiatives in Rotterdam (the Netherlands) that were mutually appreciated

have included, for example, a weekly 'Meet&Eat', where inhabitants of South-Rotterdam invite a family from the reception centre over for dinner. Other examples include a fortnightly dinner for 30 to 40 persons, where local residents and people living in the reception centres prepare and eat a meal together; a local theatre organising theatre lessons for adults; and soccer club Feyenoord organising soccer clinics and a tournament in which neighbourhood children as well as children living in the reception centre participated.

Language cafes opened in Gorinchem (the Netherlands) and Boden (Sweden),¹⁵⁰ where local residents provide language lessons to people living in the nearby reception centres.

In Opatovská Nová Ves (Slovakia), despite limited contacts, the local community adopted a more positive attitude towards asylum seekers living in the asylum facility¹⁵¹ as some asylum seekers joined the local football club and helped the team win some matches.¹⁵²

In Madrid (Spain), the mayor's active support and the Madrid City Council's Welcome Refugees Campaign helped to maintain positive attitudes towards asylum seekers and refugees.¹⁵³

In Harmanli (Bulgaria), the municipality organised social activities together with asylum seekers and refugees, including a football tournament for children and a graffiti festival to increase mutual tolerance, using the wall around the reception centre. The municipality also plans to hold a local edition of the Global Migration Film Festival, again with the support of the International Organization for Migration (IOM).¹⁵⁴

In depopulated areas such as Chambon-le-Château (France) and Boden (Sweden), the population increase was welcomed. Due to the presence of asylum seekers in Chambon-le-Château, the town has managed to keep various public services, including a school.¹⁵⁵ In Boden, the population increase was welcomed and expected to boost the healthcare sector resulting from many unaccompanied adolescents' interest in becoming future staff, unlike Swedish teenagers.¹⁵⁶

Security concerns have been addressed positively in several locations. For example, in Graz (Austria), where refugee involvement in drug dealing in public parks was noticed, the local/regional police established effective crime prevention programmes, including native-speaking NGO staff and seeking personal contact with asylum-seeking teenagers.¹⁵⁷ In Madrid (Spain), a special unit was established to identify and prosecute discriminatory acts and hate crime, including against asylum seekers and refugees.¹⁵⁸

Safety for asylum seekers as well as local communities improved in Harmanli and Sofia (Bulgaria), Rösztke (Hungary) and Rotterdam (the Netherlands).¹⁵⁹

Finding 'support families' for young asylum seekers

In Vantaa (Finland), a local association recruited 'support families' to support young asylum seekers and let them take part in every day family life, hobbies and recreational activities. This has been a positive learning experience for the families, as well, with some young people moving in with them after reaching the age of majority.

Source: Finland, Vantaa municipality, November 2017

Hostility and mistrust

Resistance against reception centres has been common even in locations where the local community is generally positive and open towards asylum seekers and refugees. In Vejle (Denmark), the municipality had to resolve local concerns by providing fencing and signs when opening a new centre in Børkop. Residents in Nitra (Slovakia) organised meetings against the refugees in their villages. However, the situation calmed down when their fears of increasing crime rates did not materialise.¹⁶⁰

In Gothenburg (Sweden), plans to build apartments in districts with few asylum seekers and refugees triggered negative reactions,

which included involvement by Nazi organisations – but these were met by strongly positive counter-reactions.¹⁶¹

Enhancing community relations - TRUST project

In Finland, the Ministry of Justice-led TRUST project aims to encourage good relations in communities that receive asylum seekers. The project is based on the idea that attitudes, sense of security, interaction and participation are key elements of good relations.

According to a survey of asylum seekers and local-level immigration/integration officers carried out as part of the project in seven municipalities, a third of the interviewed asylum seekers had experienced discrimination; and staff and volunteers at asylum centres were sometimes reluctant to disclose where they work due to fear of negative reactions and harassment. The survey concluded that there is a need for further spaces for interaction, more opportunities for refugee organisations to be heard, and education on equality and non-discrimination, particularly in schools.

Source: Finland, Ministry of Justice (Oikeusministeriö/Justitieministeriet), 'Miten meillä menee? Kartoitus väestösuhteiden tilasta Suomessa painopisteinä vastaanottokeskuspaikkakunnat' (How are we doing? Survey on community relations in Finland), 1 June 2017

In Rösztke (Hungary), with more asylum seekers resorting to irregular ways of entering the country, the increased activity by smugglers and human traffickers has caused friction with the local community. In rural areas, farmers have complained about waste and noise at night, associated with smugglers using dirt roads; the municipality has had to cover increased costs related to towing away abandoned vehicles and cleaning.¹⁶² In Vámoszabadi (Hungary), the majority of the local population has opposed the open camp, urging the city's mayor to close it, especially because it was intended to be a temporary solution. Locals have expressed fears

about differences in culture and appearance, and about the Muslim religion in general.¹⁶³ Local

authorities have not initiated any measures to foster integration or communication between refugees and local communities.¹⁶⁴

In Linin (Poland), parents have opposed educational activities in schools promoting tolerance, multiculturalism and acceptance of vulnerable individuals;¹⁶⁵ new pupils in need of international protection have not been welcome.

Locations in some EU Member States, including Austria¹⁶⁶ and Germany,¹⁶⁷ reported that everyday xenophobia and racism have increased or become increasingly socially acceptable.

An anti-refugee Facebook posting by an Austrian comedian received much media attention and support by individuals (7,330 'likes' and an invitation by the Austrian Freedom Party to an election campaign).¹⁶⁸

In Calais (France), members of private militias regularly intruded on the informal camp and instigated violence. Since the camp's closure, they have supported far-right websites.¹⁶⁹

Consolidating reception and integration efforts

The city of Villach (Austria) invited the local civil society to offer ideas and suggestions on how to deal with the arrival of asylum seekers. The municipality followed up on several suggestions – for example, developing a new policy strategy ("Leitbild") on integration and establishing regular meetings with reception facility providers. Regular meetings, reliable communication and the recognition of inputs increased trust, better coordination of support activities, and mobilized local NGOs and community. The city's governing party's (social democrats) clear stance has also prevented members of other political parties from publicly taking a hostile position.

Source: Austria, Caritas Carinthia (Caritas Kärnten), November 2017

In Melilla (Spain), hostility towards and harassment of unaccompanied minors has increased since 2016, with many citizens perceiving them as criminals even though they have had no significant impact on crime rates in the city.¹⁷⁰ The social network Melilla Popular Opinion Group called for “putting these children in a borehole” or returning them to the centre for minors in a “wooden box”. More than 14,000 persons follow the group online and some 4,000 people joined one of its demonstrations for safety on the streets. The Public Prosecutor is investigating the group for inciting hatred against foreign unaccompanied children in Melilla.¹⁷¹

In some EU Member States, reactions by local authorities negatively affected community relations and integration prospects. The mayor of Pozzallo (Italy), for example, referred to the Tunisian citizens arriving in increasing numbers as criminals and potential terrorists.¹⁷² In Calais (France),¹⁷³ the local authorities introduced administrative requirements – such as proof of residence – limiting migrants’ access to public services, such as the swimming pool or media library. In Röske, asylum seekers cannot leave the transit zone, which presumably makes the local population feel more secure, according to the local authorities.¹⁷⁴

Stakeholders in November 2017 (for December 2017 highlights and February 2018 focus report)

Country	Stakeholders interviewed
Austria	City of Graz, Mayor's Office (<i>Stadt Graz, Bürgermeisteramt</i>); City of Graz, Department for education and integration, Unit for integration (<i>Abteilung für Bildung und Integration, Integrationsreferat</i>); Caritas Styria (<i>Caritas Steiermark</i>); Caritas Carinthia (<i>Caritas Kärnten</i>).
Bulgaria	Municipality of Sofia, Public Order and Security Department; Municipality of Harmanli; Red Cross Bulgaria.
Denmark	Municipality of Thisted (<i>Thisted Kommune</i>); Municipality of Vejle (<i>Vejle Kommune</i>).
Finland	City of Vantaa (<i>Vantaan kaupunki/Vanda stad</i>); Municipality of Vöyri (<i>Vöyrin kunta/ Vörå kommun</i>); Helsinki Deaconess Institute (<i>Helsingin diakonissalaitos/Diakonissaanstalten i Helsingfors</i>); Association of Finnish Local and Regional Authorities.
France	France Land of Asylum (<i>France-Terre d'Asile</i>); Chambon-le-Château, Mayor's Office.
Germany	District administration Harburg, Coordination Migration and Participation (<i>Kreisverwaltung Harburg, Koordinationsstelle Migration und Teilhabe</i>); District administration Munich (<i>Sozialreferat</i>); District administration Munich (<i>Referat für Bildung und Sport der Landeshauptstadt München</i>); Chamber of Commerce and Industry District Harburg and Munich (<i>Industrie- und Handelskammer Landkreis Harburg und München</i>); Refugee Council of Lower Saxony; Adult education centre Harburg (<i>Volkshochschule Landkreis Harburg</i>); Adult education centre Munich (<i>Volkshochschule München</i>); Trade Union Education and Science, Bavaria (<i>Gewerkschaft Erziehung und Wissenschaft, Landesverband Bayern</i>).
Greece	Municipality of Athens (<i>Δήμος Αθηναίων</i>); Municipality of Lesbos (<i>Δήμος Λέσβου</i>); UNICEF Greece; UN High Commissioner for Refugees Greece (<i>Ύπατη Αρχή Αρμοστέια του ΟΗΕ για τους Πρόσφυγες – Ελληνικό Τμήμα</i>).
Hungary	Röszke, municipality (<i>Röszke önkormányzat</i>); Vámoszabadi, local authority; (<i>Vámoszabadi önkormányzat</i>); National Police Headquarters (<i>Országos Rendőr-főkapitányság</i>); Immigration and Asylum Office (<i>Bevándorlási és Menekültügyi Hivatal</i>); Hungarian Association for Migrants (<i>Menedék Migránsokat Segítő Egyesület</i>).
Italy	Municipality of Pozzallo (<i>Comune di Pozzallo</i>); NGO "Borderline Sicilia"; Asylum-Seekers and Refugees Protection System (<i>Sistema di protezione per richiedenti asilo e rifugiati, SPRAR</i>).
Netherlands	Municipality of Rotterdam (<i>Gemeente Rotterdam</i>);

Country	Stakeholders interviewed
	Municipality of Gorinchem, Department of Welfare, Urban Planning & Economic Development (<i>Gemeente Gorinchem</i>).
Poland	Association for Legal Intervention (<i>Stowarzyszenie Interwencji Prawnej, SIP</i>); UNHCR Poland; Polish Migration Forum (<i>Polskie Forum Migracyjne, PFM</i>); Primary School in Coniew (<i>Szkoła Podstawowa w Coniewie</i>); Municipal Government Administration of the City of Góra Kalwaria (<i>Urząd Miasta Góra Kalwaria</i>); Head of the Office for Foreigners (<i>Szef Urzędu ds. Cudzoziemców, UDSC</i>); Education Office in Warsaw (<i>Kuratorium Oświaty, KO</i>); Uchodźcy.info initiative; Chlebem i solą initiative.
Slovakia	Municipality of Opatovská Nová Ves; Slovak Humanitarian Council; NGO Pokoj a dobro.
Spain	Unit of Foreigners and Borders of the National Police, Ministry of Interior (<i>Unidad de Extranjería y Fronteras de la Policía Nacional, Ministerio del Interior</i>); Sub-directorate for Immigrant Integration of the Ministry of Employment and Social Security (<i>Subdirección General de Integración de los Inmigrantes del Ministerio de Empleo y Seguridad Social</i>); Equity, Social Rights and Employment Department of Madrid City Council (<i>Área de Gobierno de Equidad, Derechos Sociales y Empleo del Ayuntamiento de Madrid</i>); Diversity Management Unit of the Municipal Police Officers, Madrid City Council (<i>Unidad de Gestión de la Diversidad de la Policía Municipal de Madrid, Ayuntamiento de Madrid</i>); Department of Social Welfare of the autonomous city of Melilla (<i>Consejería de Bienestar Social de la Ciudad autónoma de Melilla</i>); Office for Refugee Affairs of the Autonomous Community of Madrid (<i>Oficina de Atención al Refugiado de la Comunidad Autónoma de Madrid</i>); Spanish Ombudsman (<i>Defensor del Pueblo</i>); Accem NGO; La Merced Migraciones NGO; Chair of Refugees and Forced Migrants of Comillas ICAI-ICADE, INDITEX (<i>Cátedra de Refugiados y Migrantes Forzados de Comillas ICAI-ICADE, INDITEX</i>); Spanish Refugee Aid Commission (<i>Comisión Española de Ayuda al Refugiado, CEAR</i>); Jesuit Migrant Service (<i>Servicio Jesuita Migrantes, SJM</i>); Spanish Committee of UNHCR (<i>Comité español de la Agencia de la ONU para los Refugiados, ACNUR</i>).
Sweden	Swedish Migration Agency (<i>Migrationsverket</i>); Boden, Local authority; Boden, Reception centre for newly arrived pupils; Gothenburg, City government office, (<i>Göteborg, stadsledningskontoret</i>); Red Cross Gothenburg (<i>Röda Korset Göteborg</i>); Red Cross Boden (<i>Röda Korset Boden</i>).

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Further information:

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For the February 2018 report on Migration to the EU: five persistent challenges, see:
<http://fra.europa.eu/en/publication/2018/five-persistent-migration-challenges>.

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