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# Welcoming EU Mobile Citizens: Mapping Local Policy Responses and Making Recommendations

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## Welcome Policies

- Welcome policies are conceived of in this report as a specific constellation of policy initiatives, administrative practices and informal governance responses
- To ensure that mobile EU citizens have:
  - appropriate information at hand
  - access to the appropriate labor market, civic and educational opportunities
  - In order to facilitate a smooth transition from the status of mobile to settled resident.
- Best practices or good practices?



## Introduction

“Local Welcoming Policies: EU migrants”- WS1 Research, WS2 Development & Implementation, and WS3 Dissemination.

WS1: Consolidated report: fieldwork and city reports produced by local researchers in Amsterdam, Brussels, Dublin, Copenhagen, Hamburg and Gothenburg

University of Gothenburg: Coordinator of the research portion of the project and responsible for the development of the methodology, framework and guidelines provided to local researchers



## Policy Areas

- General Information Needs for Newcomers
- Training of front desk staff in local administration
- Language education policy
- Housing policy
- Labor market Policy
- Civic Participation
- Diversity and intercultural dialogue
- Social Rights
- Schooling



## General Information Needs

- Good Practice in Gothenburg regards the collaboration of the city with civil Society
- Good practice in Dublin is the involvement of the City Council's Library Service as an information point available to migrants.
- Good practice in Copenhagen is IHC terms serving as a “one stop shop”.
- In Hamburg there is the “Hamburg Welcome Center”. It follows the one-stop-shop principle. Online information and physical service point.
- Amsterdam is pioneering in terms of proactively providing information to new migrants via pilot projects



## Training Of Front Desk Staff In Local Administration

- Gothenburg: efforts to increase knowledge of the rights of EU mobile citizens within the public employment center - continuous training of their front desk staff
- Copenhagen: experience-based learning is essential in providing a good service. Good practice: the hiring criteria
- Amsterdam: Flexible language policy. Front desk can provide customers' services in languages besides Dutch



## Language Education Policy

- Amsterdam: Free language courses for all levels
- Brussels: Bilingual city, Easier/cheaper to learn Dutch
- Gothenburg: no person number, “medical English”, PhD students language courses
- Copenhagen: extended length of courses
- Dublin: Libraries
- Hamburg: Combination of Language and orientation in integration courses



## Housing

- Good practice: EU mobile citizens have the same rights on the public housing market as the native population
- Gothenburg: NGO's, homelessness
- Websites with information available in English regarding housing market
- Housing counseling in one stop services
- In the case of Copenhagen, one good practice is the IHC attempt to establish a network of municipalities and social housing organizations in order to promote social housing in suburban municipalities.





## Labour Market Policy

- Brussels: Registration to Actiris
- Copenhagen: Registration to the public job centre
- One good practice in Gothenburg is the collaboration between the employment center and the NGO Crossroads
- A good practice in Dublin is the launch of some specific programmes targeting migrant integration in the labor market
- Amsterdam: course titled 'language towards work and education'
- Hamburg : outreach activities with the aim of increasing awareness of EU mobile citizens' rights at the labour market /consulting-agency "Fair Mobility"



## CivicParticipation

- Brussels: Active in informing about voting rights
- A good practice is the organization of special events for civic participation and active citizenship by IHC
- Information campaigns, such as ‘check the register’ are mounted on a twice-yearly basis - DCC’s franchise section is very conscious of the need to reach out to migrant populations who are entitled to vote.



## Diversity and Intercultural Dialogue

- In Amsterdam a good policy is that the municipality has a Diversity department
- In Brussels a good practice is the organization of activities aimed specifically at intercultural dialogue between immigrants and Belgian citizens
- “Becoming Copenhagener” is a common framework used by the international citizen service.
- A good practice in Dublin is the allocation of community grants (maximum €10,000) to qualifying groups who are active in the area of inclusion/integration.
- “Göteborg EU migrants”: Promote human rights for migrants and immigrants and for the improvement of their situation in Gothenburg.



## Social Rights

- In Amsterdam a good policy is that EU mobile citizens are entitled to allowances such as housing and healthcare allowances.
- In Brussels a good practice is the social orientation course in Bon
- In Copenhagen University students with a part time job are entitled to student grants on terms equal to those of Danish nationals.
- In Hamburg there are 5 special medical centers for EU mobile citizens staffed by volunteers and funded via donations



## Schooling

- Brussels: 4 European schools, Foyer working with Roma children
- In Copenhagen public international European School
- Gothenburg has the good local policy of enrolling all children in school regardless of person number.
- Hamburg has public bilingual schools



# Thinking Beyond the Data: What Might Cities Keep In Mind?

- Path Dependency and Cognitive Locks
  - New challenges met by drawing on old ways of addressing seemingly similar problems
  - Can be both helpful and a hindrance
    - Existing institutional “backbone” that can be drawn upon
    - But a limited policy and administrative engagement with other types of EU mobile EU citizens



# Thinking Beyond the Data: What Might Cities Keep In Mind?

- Media as a Societal Actor
  - Societal challenges not made in vacuums; discursive landscape shaped by media frames
  - Media matters greatly because of how EU mobile citizens are problematized (2004/07, 2008 and present)
    - And thus, which policy and administrative solutions become salient
    - Affects the public, policymakers and the public administration



# Thinking Beyond the Data: What Might Cities Keep In Mind?

- Media as a Societal Actor
  - Continue to supplement media information with other sources (policy learning trips)
  - Critical awareness of falling back on media frames
  - More proactive communication policy
    - Informational campaigns
    - Where discrepancies between flows and media coverage exist: *push back*
    - Develop training modules for front-desk staff