

ON-THE-MOVE -"The reality of free movement for young European citizens migrating in times of crisis"

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MANUAL FOR AUTHORITIES:

on good practices related to the freedom of movement in the EU



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Introduction

The good practices presented in this manual were identified on the basis of the results of the research conducted in the framework of the project “On the move - the reality of free movement for young European citizens migrating in times of crisis”. The project was implemented for a period of 3 years between 2015 and 2017 by 15 research institutions and NGOs in 15 EU countries: Austria, Belgium, Bulgaria, Cyprus, Estonia, Greece, France, Germany, Italy, the Netherlands, Poland, Portugal, Romania, Spain and the United Kingdom.

Researchers conducted 575 interviews with young EU citizens aged 25-35 years old who had decided to exercise their right to free movement, and 68 interviews with experts representing a variety of institutions dealing with matters related to free movement. The young EU citizens interviewed had either moved to another EU Member State from their home country and remained abroad, wished to move or were preparing to move to another EU MS, or had moved and had returned to their country of origin. The experts interviewed were from national ministries and government-affiliated agencies providing services for outgoing, incoming and returning movers, non-governmental organizations, trade unions, local authorities/municipalities, public employment services, public welfare services, European Job Mobility Portal - EURES counsellors, Erasmus Plus national agencies, diaspora associations, private companies, chambers of commerce and research institutions.

The aim of this research was to examine the prevailing trends related to the freedom of movement of young Europeans and to describe both the positive and negative factors that influence the phenomenon of intra-EU mobility at the individual, national and EU levels. Another aim was to identify what institutional practices hinder or promote freedom of movement.

This manual presents a selection of 17 good practices implemented in 15 EU countries at local, national and international levels. They are initiatives from public authorities and civil society organisations; some of them are implemented in cooperation with the private sector. The practices are divided into 8 categories which correspond to the stages of mobility and/or types of problems they aim to address: information for future and current movers provided in the countries of origin, prevention of labour trafficking, welcome and integration programmes, streamlining administrative procedures, legal assistance to free movers, fostering civic engagement, prevention of brain drain, and cross-national cooperation between local authorities.

I. Information for future and current movers provided in the countries of origin

The results of the research conducted in the framework of the project show that although prospective and current young mobile EU citizens generally feel well-informed about the freedom of movement in general, more specific knowledge about rights and duties related to particular aspects of life remains limited. Many do not look for information prior to departure and do so only after they have encountered a situation where they need to learn more about their rights. The internet and a circle of friends of the same nationality are often the main sources of information. This section presents several good practices in the field of information, both online and offline, implemented mostly by the state authorities responsible for matters of intra-EU mobility and local administration.

1.1. BULGARIA - Information portal for Bulgarians abroad

Level of implementation	National
Title of practice	Information Portals for Bulgarians Abroad - Rodina and Rodina Consult
Name of implementing organisation (in original language)	<i>Държавна агенция за българите в чужбина</i>
Name of implementing organisation (in English)	State Agency for Bulgarians Abroad
Implementing entity	Government
Date of establishment of the practice	No information available
Main target group	Bulgarian diasporas abroad and EU citizens living in Bulgaria
Description of practice	<p>The Bulgarian State Agency for Bulgarians Abroad created two internet portals as a response to the need of Bulgarian diasporas to keep their connection with their home country and receive up to date information about current events and changes in Bulgaria.</p> <p>The Rodina (Home Country) Portal (http://rodinabg.net) contains information on current events in Bulgaria, such as details on elections, health care reforms, social policies, achievements of famous Bulgarians abroad, links to initiatives and websites of various Bulgarian communities in Europe and elsewhere. Various competitions and career fairs are also advertised.</p> <p>The second portal, Rodina Consult (http://rodinaconsult.eu) focuses on providing practical information and advice on procedures for buying property in Bulgaria, contractual obligations, etc. It has sections on employment, health, learning Bulgarian, qualifications, social and tax policy, as well as links to sections of websites of Bulgarian institutions. It is oriented towards freely moving Bulgarians and EU citizens in the country.</p>

Main features that make it a model practice	This practice is a good way for an institution entrusted with taking care of Bulgarian diasporas to keep them informed in a user-friendly manner about current developments in the country and the opportunities for them to come back or exercise a business activity in Bulgaria. It can be seen as a response to the criticism towards the Bulgarian institutions which are perceived as distant from the Bulgarian diaspora and unfamiliar with information technologies.
Elements that make the practice sustainable	The practice can be seen as sustainable since the portals are maintained by the human and financial resources of a state agency and do not depend on project financing, as NGO initiatives do. The agency's ownership can also ensure continuity of effort despite personnel changes.
Budget, sources of financing	State budget
Reference or contact person	http://www.rodinabg.net/ http://rodinaconsult.eu/

1.2. ROMANIA - guide for Romanian workers in the EU

Level of implementation	National
Title of practice	The guide for the Romanian worker in EU member states
Name of implementing organisation (in original language)	<i>Ministerul Muncii și Justiției Sociale</i>
Name of implementing organisation (in English)	Ministry of Labour and Social Justice
Implementing entity	Government
Date of establishment of the practice	May 2017
Main target group	Romanian people working in an EU member state or willing to move to another EU country to work.
Description of practice	<p>The Ministry of Labour and Social Justice produced 21 manuals for Romanian workers in EU member states, namely: Austria, Belgium, Czech Republic, Cyprus, Croatia, Denmark, Estonia, Finland, France, Germany, Greece, Ireland, Italy, Luxemburg, Malta, The Netherlands, Portugal, United Kingdom, Spain, Sweden and Hungary.</p> <p>The manuals offer information related to job availability, possible employers, registration procedures, work regulations and conditions, living conditions, political, legislative and administrative systems, costs of living, cultural life, accommodation, education systems, health systems, transport, social security systems, and institutions that can provide information and practical advice.</p> <p>The manuals contain 40 pages, are written in the Romanian language and are available online. The manuals are also</p>

	available on the web pages of Embassies.
Main features that make it a model practice	The manual gathers all the necessary information from official sources for movers working or willing to work abroad in one place.
Measurable impact of the practice	Counting the number of manuals downloaded is a way to measure the impact of the practice.
Elements that make the practice sustainable	The information is available online and is adapted to each EU member state.
Budget, sources of financing	Public funding
Reference or contact person	http://www.mmssf.ro/j33/index.php/ro/2014-domenii/munca/mobilitatea-fortei-de-munca/3132

1.3. PORTUGAL - Offices for Support to Emigrants

Level of implementation	National level
Title of practice	Offices for Support to Emigrants (<i>Gabinetes de Apoio ao Emigrante</i>).
Name of implementing organisation (in original language)	<i>Direção Geral dos Assuntos Consulares e das Comunidades Portuguesas do Ministério dos Negócios Estrangeiros</i>
Name of implementing organisation (in English)	Directorate-General of Consular Affairs and the Portuguese Communities of the Ministry of Foreign Affairs
Implementing entity	Government
Date of establishment of the practice	No information available
Main target group	Portuguese people who want to go abroad. Portuguese migrants who returned to Portugal
Description of practice	The Offices for Support to Emigrants are a result of a partnership between the Directorate-General of Consular Affairs and the Portuguese Communities and different municipalities across the country. Currently, the network is composed of approximately 120 offices. Initially, the main goal was to support the return and the reintegration of those Portuguese who had left the country and were returning to Portugal (mostly older people). However, the economic crisis raised a new area of concern: support to those who want to leave the country.
Main features that make it a model practice	The Offices have the capacity to cover all the country; they offer a wide range of information concerning different countries (e.g. on social security, recognition of educational qualifications, investments, taxes)
Elements that make the practice sustainable	The existence of a partnership between the Directorate-General of Consular Affairs and the Portuguese Communities and different municipalities make the practice sustainable.

Budget, sources of financing	Municipalities, Directorate-General of Consular Affairs and the Portuguese Communities of the Ministry of Foreign Affairs
Reference or contact person	https://www.portaldascomunidades.mne.pt/pt/gabinete-de-apoio-ao-emigrante-gae .

1.4. SPAIN - CEXT, Portal of Young Spanish Abroad

Level of implementation	National level
Title of practice	<i>CEXT, el Portal de los Jóvenes Españoles en el Exterior</i> . CEXT, the Portal of Young Spanish Abroad
Name of implementing organisation (in original language)	<i>Dirección General de Migraciones de la Secretaría General de Inmigración y Emigración, Ministerio Empleo y Seguridad Social</i>
Name of implementing organisation (in English)	General Directorate of Migration of the General Secretariat of Immigration and Emigration, Ministry of Employment and Social Security
Implementing entity	Government and civil Society
Date of establishment of the practice	2009
Main target group	Young movers and young movers to-be
Description of practice	<p>CEXT (www.cext.es) is a social network designed for young Spanish residents abroad. In an innovative, accessible and participative format, it responds to their needs and concerns. The aim of CEXT is to offer its users the possibility to meet other people in the same situation or to be in direct contact with the associations and groups to which they belong. It changes the unidirectional model of traditional information portals, since it offers registered users the possibility to publish their own content and information, as well as to comment and interact with others.</p> <p>The page has the following sections:</p> <ul style="list-style-type: none"> • EMPLOYMENT: CEXT has a network of key informants (collaborators) who report on employment in their country of residence. Recently an employment section gathering together work offers for Spanish people has been included. This section also provides updated information on scholarships, courses and cultural events around the world. • ENTITIES: Different entities related to migration publish their profiles, activities and relevant content, and connect with visitors. • SOCIAL NETWORKING AND EXPERIENCES: This page enables users to create thematic groups, comment on posts and connect with other users who are in the same city. It also has a section on the experiences of young Spaniards who have emigrated and have an interesting story to tell.
Main features that make it a model practice	In addition to providing standard information gathered from official websites, this portal offers the possibility to meet

	<p>other people in the same situation, or to be in direct contact with the various associations and groups.</p> <p>CEXT is a channel for associations, institutions and portals dedicated to migration to offer solutions to the needs of young people.</p>
Measurable impact of the practice	<p>The number of job offers and website visitors is a good way to measure its impact. For instance, as of 2017, there are 94,352 job offers in Argentina, 1,448,498 in Germany, and 564,314 in the Netherlands (sample of 3 out of 30 countries)</p> <p>The website has 170 partners, 250 groups and 26,000 registered users.</p>
Elements that make the practice sustainable	<p>The interest of the Spanish authorities in having a non-institutional site.</p> <p>A user-friendly portal for organisations working with movers.</p>
Budget, sources of financing	Spanish government.
Reference or contact person	<p>www.cext.es</p> <p>Jaime Solano is the director of the project</p> <p>https://www.linkedin.com/in/jaime-solano-a624b4/?ppe=1</p>

1.5. SPAIN - Europa Joven

Level of implementation	Local level
Title of practice	<i>Europa Joven</i>
Name of implementing organisation (in original language)	<i>Ayuntamiento de Madrid</i>
Name of implementing organisation (in English)	Madrid City Council
Implementing entity	Government
Date of establishment of the practice	2006
Main target group	Young movers and young movers to-be
Description of practice	<p>Located in Madrid City Council, Europa Joven offers young people information and advice about studying, working or volunteering in another country, mainly the European Union. Young people can make their inquiry through e-mail, telephone or in person.</p> <p>In addition, it offers information sessions on all issues related to mobility for both young people and youth organizations. Incoming European volunteers help to organise intercultural and language-learning workshops</p> <p>Throughout the year, different activities or events related to Europe are organized, such as Europe Day (9 May) or European Youth Week.</p>

	<p>A monthly newsletter provides useful information on training courses, internships, and work opportunities.</p> <p>The Europa Joven offices exist in some other Spanish towns (Coslada, Fuenlabrada, Málaga, Valencia) but Madrid offers the broadest scope of service.</p>
Main features that make it a model practice	<p>This initiative has been operating for more than 10 years and its popularity among users, as well as the number of projects, is increasing. The constant updating of the website, the presence of an advisory team and the engagement of incoming volunteers make it a model practice.</p>
Elements that make the practice sustainable	<p>Funding from the European Union and the Spanish Government. The service has its own facilities and a working team.</p> <p>Participation of European volunteers that interact with Spanish youngsters.</p>
Budget, sources of financing	<p>European Union and Madrid Town Council. This initiative is co-funded by the Eurodesk Network (www.eurodesk.eu).</p>
Reference or contact person	<p>http://www.europajoven.org/</p>

II. Prevention of labour trafficking

Labour trafficking was indicated by several experts as an important problem persisting in certain European countries and among certain mobile citizens. An increased risk of labour trafficking is also associated with certain sectors of the economy (such as agriculture and construction). Awareness raising campaigns are typical prevention strategies implemented by institutions, in particular in the sending countries, however, the destination countries also engage in combatting labour trafficking. The example below is a practice undertaken by the Dutch government in relation to the problem of exploitation of Eastern European workers in the Netherlands.

2.1. POLAND, ROMANIA, BULGARIA and the NETHERLANDS - Network of Policy Officers on Labour Migration and Social Affairs

Level of implementation	National level
Title of practice	Network of Policy Officers on Labour Migration and Social Affairs, Embassy of the Kingdom of the Netherlands in Poland, Bulgaria and Romania
Name of implementing organisation (in original language)	<i>Rijksoverheid</i>
Name of implementing organisation (in English)	Government of the Netherlands, Ministry of Foreign Affairs
Implementing entity	Government
Date of establishment of the practice	In 2013, bilateral agreements were signed between the Netherlands and Bulgaria, and Poland and Romania to strengthen cooperation in the field of labour migration. In 2014, three extra policy officers at the three embassies were appointed. A budget was made available for communication activities.
Main target group	Bulgarian, Polish and Romanian citizens planning to move or currently living in the Netherlands
Description of practice	<p>The aim of the cooperation is to make it easier for migrant workers to get information about working and living in the Netherlands and to prevent trafficking for labour exploitation. Another goal is to strengthen the liaison function of the Dutch embassies between implementing agencies in the Netherlands and their sister organisations in Bulgaria, Poland and Romania. In the Netherlands the agencies are: Inspectorate SZW (labour inspectorate); SVB (the National Insurance Bank, which implements national insurance schemes in the Netherlands); and UWV (Employee Insurance Agency, which implements employee insurances and provides labour market and data services).</p> <p>The joint approach is based on three pillars:</p> <ol style="list-style-type: none"> (1) Analysis of migration to the Netherlands (2) Building a network with national and local governments and other organisations

	<p>(3) Information activities, both online and offline.</p> <p>Information for Polish migrant workers in the Netherlands:</p> <p>As part of the information activities, the Embassy of the Kingdom of the Netherlands in Warsaw prepared an informative film for Polish citizens who are planning to go to or have arrived in the Netherlands to work. The film is full of advice of both experienced Poles who are already working in the Netherlands, and of professionals who support migrants. 'Prepare yourself before you go' is the main message of the film. The film is intended to encourage migrants to look for information about the country they are planning to go to, information about their future employer, as well as about the organisations or institutions that could provide them with support in case of problems. The film is available in Polish and in English and can be watched on the website of the Dutch Embassy in Poland.</p> <p>Other activities undertaken by the policy officers to increase awareness among migrant workers are very diverse. They include the use of information materials, Facebook and other websites. Direct contact with people who (may) want to come to the Netherlands is also very important. For this purpose, numerous meetings for job seekers and representatives of local organisations have been organised.</p>
Main features that make it a model practice	It is a response to the problem of labour exploitation of Central European migrant workers in the Netherlands. It is focused on prevention - it reaches the target group <u>before</u> they move.
Elements that make the practice sustainable	The need to prevent human trafficking and labour exploitation has been identified by the government of the Netherlands. It is therefore a matter of national concern and state resources have been allocated to address the problem.
Budget, sources of financing	The programme is funded by the government of the Netherlands.
Reference or contact person	<p>https://www.teamwork-against-trafficking-for-labour-exploitation.nl/examples/information-for-migrant-workers-netherlands</p> <p>Information for Polish citizens and link to the film: https://www.netherlandsandyou.nl/travel-and-residence/working-in-the-netherlands/poland</p>

III. Welcome and integration programmes

Welcome and integration programmes are initiatives that perform the role of guiding new arrivals around their new place of residence. They can be implemented by both national authorities, who aim to make newcomers familiar with the national legislation or language, and local authorities or other entities operating at the local level, who focus on presenting the local institutional framework and opportunities. Their usual focus is on the most basic aspects of life, such as residence, employment, education and healthcare systems.

3.1. AUSTRIA - Start Wien

Level of implementation	Local level
Title of practice	Start Wien (Start coaching Vienna)
Name of implementing organisation (in original language)	<i>Magistratsabteilung Integration and Diversity (MA 17), in cooperation with: Magistratsabteilung Einwanderung und Staatsbürgerschaft (MA 35), Wiener ArbeitnehmerInnen Förderungsfonds (waff), Beratungszentrum für Migrantinnen und Migranten, Arbeitsmarktservice (AMS), Wiener Arbeiterkammer (AK Wien), Wirtschaftskammer Österreich (WKÖ), VHS Wien - Wiener Volkshochschulen</i>
Name of implementing organisation (in English)	Municipal Department for Integration and Diversity
Implementing entity	Government
Date of establishment of the practice	2008
Main target group	Newly arriving migrants: EU movers and third-country nationals who receive their first residence permit (<i>Erstniederlassungsbewilligung</i>) or a registration for the purpose of family member (<i>Familienangehörige/r</i>).
Description of practice	<p>The Start Wien project is one of the core elements of the integration programme and welcome package of the City of Vienna. It consists of a one-hour consultation that can be held in 24 different languages. It is usually held right after migrants receive their residence permit from Municipal Department 35 - Immigration, Citizenship, Registry Offices (MA 35).</p> <p>At the start, coaching appointment migrants receive the Vienna education booklet (<i>Wiener Bildungspass</i>) which includes Vienna language vouchers (<i>Wiener Sprachgutschein</i>) to an amount of €300 (for migrants following family reunification with an Austrian citizen or with a third-country national) or €150 (European Economic Area (EEA) nationals and third-country nationals who are family members of EEA nationals).</p> <p>Start Wien also includes lectures in several languages about the rules of living together as good neighbours, the structures of the Austrian education and public healthcare systems, the labour market and housing market in Vienna, and the Law on</p>

	Residence and Settlement in Austria (for a list of subjects see www.startwien.at/cms/view/content?p_id=6-module-subjects).
Main features that make it a model practice	Start Wien is a service offered to every migrant receiving her/his first residence permit. The service has been institutionalized with no end date. The key factor of success is the provision of information and counselling in migrants' native language. Most staff members are native speakers and have migration experience of their own, and can therefore better understand the needs of movers and promote intercultural understanding.
Elements that make the practice sustainable	Offering consultation at the office where the residence permit is issued is an effective approach to reaching migrants and providing them with valuable information. Migrants are invited to ask questions and get answers in a language they feel comfortable with. This practice is particularly transferable to bigger cities, in which it is feasible to make multiple-language consultation at the registration office constantly available. One city official reports that 80 - 90% of targeted persons are reached. She believes that the service had a positive impact in reducing difficulties for newly arrived migrants in dealing with authorities, and helped migrants to accelerate their search for schools/kindergartens and health services.
Budget, sources of financing	City of Vienna
Reference or contact person	http://www.startwien.at/en-eu/startcoaching

3.2. BELGIUM - Integration trajectories with an assigned counsellor

Level of implementation	Local level
Title of practice	Integration trajectories (<i>Inburgeringstraject</i>) with an assigned counselor
Name of implementing organisation (in original language)	<i>bon-Brussels onthaalbureau voor inburgering/le bureau d'accueil bruxellois pour l'intégration civique</i>
Name of implementing organisation (in English)	<i>bon</i> - the Brussels reception office for civic integration
Implementing entity	Since 2015 this practice has been incorporated into the Flemish Agency for Social and Civic Integration, although it remains 'a pluralist Brussels-based organization working with and from within the embedded bilingualism and multilingualism of the Brussels-Capital Region.'
Date of establishment of the practice	Set up on the basis of the 'integration decree' of the Flemish parliament which came into force on 1 April 2004.
Main target group	EU citizens coming into the Brussels-Capital region of Belgium
Description of practice	Brussels reception office provides integration courses and counselling to EU citizens free of charge (they are obligatory)

	for non-EU citizens). According to their website, 'bon gives clear and correct information about living, working and life in Belgium and Brussels. It also tells you about what the rights and duties of Belgian citizens are. Bon provides this knowledge in a set of courses available in over 13 contact languages. Integration participants get individual and future-oriented counselling, and workshops focused on employment, education and participation in society. Additionally, bon offers participants an accessible way to learn Dutch.'
Main features that make it a model practice	This was the most frequently cited good source of information and assistance by free movers interviewed in Belgium.
Elements that make the practice sustainable	It is funded by the Flemish government and is a policy priority. It is free for EU citizens who are not obliged, but welcome, to participate.
Budget, sources of financing	About €6.4 million (2015) from the Flemish government.
Reference or contact person	http://bon.be/en ; http://bon.be/nl/internationaal-project-local-welcoming-policies-for-eu-migrants

3.3. ESTONIA - Welcoming Programme

Level of implementation	National level
Title of practice	Welcoming Programme (<i>Kohanemisprogramm</i>)
Name of implementing organisation (in original language)	<i>Siseministeerium</i>
Name of implementing organisation (in English)	The Ministry of the Interior implements the programme through procured parties
Implementing entity	Government
Date of establishment of the practice	The Welcoming Programme was established by the Regulation 34 "Welcoming Programme" on 13 August 2014. The Regulation entered into force on 1 August 2015.
Main target group	Immigrants who have lived in Estonia for less than five years
Description of practice	The Welcoming Programme supports the adaptation of newly arrived immigrants. It consists of one-day thematic training courses/modules and a basic Estonian language course (CEFR A1). The following modules are included: basic module, working and entrepreneurship, studying, research, family life, international protection, and children and young people. Thus, participants can obtain information about the functioning of the Estonian state and society, daily life, working, studying etc. Newly arrived immigrants can choose which modules they would like to participate in. Participation in the programme is free of charge. After having passed a module or language

	<p>training course, a participant receives a certificate of completion.</p> <p>The Police and Border Guard Board enrol newly arrived immigrants in the programme and notify them that they have been enrolled in the programme. Immigrants who received a temporary right of residence or a temporary residence permit before 1 August 2015, but who have lived in Estonia for less than 5 years, can request that the Police and Border Guard Board enrol them in the Welcoming Programme.</p>
Main features that make it a model practice	<p>Participation in the Welcoming Programme allows newly arrived immigrants to better understand local culture and be prepared for coping with day-to-day situations, as well as problems that may arise.</p> <p>The programme includes a wide range of topics, and the modular structure allows participants to tailor the programme content to their needs.</p> <p>The free CEFR A1 language course gives participants a basic knowledge of Estonian which they can use in their everyday lives (e.g. in a café or shop).</p> <p>Referral to the programme by the relevant authorities responsible for issuing residence permits and identity cards ensures that newly arrived immigrants will receive the necessary information about the programme.</p>
Elements that make the practice sustainable	<p>Estonia has been paying a lot of attention to integration issues (e.g. by the national strategy, "Integrating Estonia 2020"), while also trying to attract foreigners (e.g. by the Work in Estonia programme). By combining several national strategies to attract foreigners, there remains an interest to sustain and improve the welcoming programme.</p>
Budget, sources of financing	<p>The programme is funded by the European Social Fund, the Asylum, Migration and Integration Fund (AMIF) and from the state budget.</p>
Reference or contact person	<p>www.settleinestonia.ee/, www.riigiteataja.ee/en/eli/525062015003/consolide</p>

3.4. ESTONIA - targeted websites

Level of implementation	National level
Title of practice	Development of targeted websites which contain information for different groups of people moving to Estonia, e.g. "Work in Estonia," "Study in Estonia", "Research in Estonia"
Name of implementing organisation (in original language)	<i>Ettevõtlike Arendamise Sihtasutus (EAS) koostöös erinevate ministriumide ning partnerorganisatsioonidega</i>
Name of implementing organisation (in English)	Enterprise Estonia in collaboration with different ministries and other partner institutions
Implementing entity	Government

Date of establishment of the practice	2015-2016
Main target group	<p>"Estonia.eu" - people who are interested in Estonia in general</p> <p>"Work in Estonia" - people who move to Estonia for work</p> <p>"Study in Estonia" - people who move to Estonia to study</p> <p>"Research in Estonia" - people who move to Estonia to conduct research</p> <p>"Settle in Estonia" - people who move to Estonia for different kinds of reasons</p>
Description of practice	<p>Estonia is trying to attract talent to the country, while also paying attention to integration issues, and this is a part of several national strategies, e.g. Integrating Estonia 2020. The websites contain most of the information that might be useful for people who are planning to move to Estonia for different kinds of reasons. The availability of the necessary information on one website (virtual one-stop-shop) makes it easier for people to find relevant and up-to-date information, making the process of moving smoother.</p> <p>For example, the "Work in Estonia" website contains a step-by-step guide to finding a job in Estonia as well as information about work permits, employment contracts and taxes.</p>
Main features that make it a model practice	<p>The existence of such websites simplifies the process of searching for relevant information. The websites cover all important aspects related to moving to and living in Estonia. The websites cross-reference each other so it works as a virtual one-stop-shop.</p>
Elements that make the practice sustainable	<p>The websites targeting different groups of potential immigrants can be developed by the relevant governmental bodies and interested partners in other contexts. The main criteria to be fulfilled are comprehensiveness and clarity of information and provision of this information in foreign languages, e.g. English.</p>
Budget, sources of financing	<p>"Work in Estonia" and "Study in Estonia" are funded from the state budget and by the European Regional Development Fund. "Settle in Estonia" (and the Welcoming Programme) is funded by the European Social Fund, the Asylum, Migration and Integration Fund (AMIF) and from the state budget.</p>
Reference or contact person	<p>https://estonia.eu, www.workinestonia.com/, www.studyinestonia.ee/, www.settleinestonia.ee/</p>

3.5. AUSTRIA - CINT (Centre of Excellence for Expatriates and their Families)

Level of implementation	Local
Title of practice	<p>CINT (Centre of Excellence for Expatriates and their Families) VEREIN CLUB INTERNATIONAL - <i>Servicestelle für internationale Fach- und Schlüsselarbeitskräfte</i></p>

Name of implementing organisation (in original language)	<i>Stadt Graz in cooperation with Wirtschaftskammer und der Industriellenvereinigung</i>
Name of implementing organisation (in English)	CINT is a service point that was initiated by the City of Graz (in the Austrian region of Styria) in cooperation with the Chamber of Commerce and the Federation of Industry.
Implementing entity	Government, civil society, and partner companies.
Date of establishment of the practice	CINT was founded in 2011 and started operating in 2012.
Main target group	Expatriates, who work in the destination country and their relatives. Companies employing EU movers or TCNs.
Description of practice	<p>It aims to support key employees, needed by the economy, in all steps after their arrival in Styria. If one of CINT's partner companies employs a person from abroad, CINT offers support in all matters related to the relocation (e.g. through answering questions, providing information and all necessary documents on the CINT website, helping to find temporary and permanent accommodation, importing vehicles and relocating family members, supporting partners in finding a job, assisting with dealing with the authorities, translating, helping with medical insurance, organizing thematic information events on tax equalization, pensions systems or family allowances, organizing networking and cultural activities, and arranging excursions to different sites in Styria)</p> <p>Most of the key employees who are CINT's clients are in the age group 25-35, it is very rare that a client is older than 40.</p>
Main features that make it a model practice	It is an example of cooperation between the public sector, the government and the private sector (companies) and it equally supports employers who hire movers and TNCs who work in the destination country. Furthermore, there is a holistic approach to service provision (rather than a specialized one), encompassing services for movers in the area of administration, language, housing, health, work, education, culture and leisure time.
Elements that make the practice sustainable	<p>CLUB INTERNATIONAL - CINT is a centre of excellence and service for international key employees and their families in Graz and Styria. On the one hand, CINT supports international personnel in everyday challenges and thereby unburdens its member companies. On the other hand, CINT strengthens the Styrian economy in terms of internationalization.</p> <p>Since 2011, CINT has served international key employees from all over the world and has reached an overall satisfaction rate of nearly 100%.</p>
Budget, sources of financing	The enterprises which are members of the CINT and whose employees have access to the services and public funding.
Reference or contact person	http://cint.at/

IV. Streamlining administrative procedures

During our field research, bureaucracy was highlighted as a major barrier for many EU movers who often do not know where to begin with administrative procedures. These are often considered complex and lengthy, with an endless number of forms to fill in and a low level of accessibility to foreigners who do not speak the national language. Several authorities have tried to tackle this issue by setting up new types of organisations.

4.1. GREECE - Citizens' Service Centre

Level of implementation	Local level
Title of practice	Citizens' Service Centre
Name of implementing organisation (in original language)	<i>Κέντρο Εξυπηρέτησης Πολιτών (ΚΕΠ)</i>
Name of implementing organisation (in English)	Citizens' Service Centre
Implementing entity	Government
Date of establishment of the practice	2011
Main target group	The services are dedicated to all citizens of Greece and also EU citizens living in the country and dealing with Greek public authorities. Citizens' Service Centres for Greeks also operate outside Greece; they interact with the Greek public administration through consulates and are linked to the e-kep online platform of the Ministry of the Interior and Public Administration
Description of practice	The purpose of the Citizens' Service Centre is to reduce bureaucracy and provide a faster citizens' service regarding their contact with the public sector. The Citizens' Service Centre is the contact point between the public services and citizens. The Citizens' Service Centres operate on the principle of an integrated service (one-stop-shop), providing: 1) information regarding the necessary actions for the completion of administrative tasks, 2) task completion, providing clients with appropriate application forms, and 3) other services such as issuing certified copies of documents, electronic submission of tax returns by TAXIS, FEK, social welfare issues, health issues etc.
Main features that make it a model practice	The idea behind the service is contained in the slogan " <i>moving documents rather than citizens</i> ", and the service promotes the one-stop shop management model of integrated administration.

Elements that make the practice sustainable	Established by law, stable financing, effective delivery of administrative services.
Budget, sources of financing	State budget
Reference or contact person	http://www.kep.gov.gr/portal/page/portal/kep/

4.2. NETHERLANDS - Quick collective registration

Level of implementation	Local level
Title of practice	Quick collective registration (<i>versnelde groepsregistratie</i>)
Name of implementing organisation (in original language)	<i>Gemeente Westland</i>
Name of implementing organisation (in English)	Municipality of Westland
Implementing entity	Government
Date of establishment of the practice	2011
Main target group	EU movers
Description of practice	<p>Municipal registration of movers in the Netherlands is seen as one of the main challenges in the field. Movers are required to register with the municipality, which is the starting point for all other procedures. Movers who are not registered do not have a social security number, and therefore cannot request benefits, open a bank account or formally enter into employment. For the authorities, registration is important in order to understand the size of the mover population so they can adjust their policies accordingly. Due to a lack of information, a lot of movers do not register after they arrive in the Netherlands.</p> <p>This practice is a successful way to make the level of non-registration as low as possible, by organising group registration sessions at a local level. The municipality of Westland (a large agricultural area with high numbers of EU workers) organises about 20 group registration evenings per year, at which about 200 EU movers can register at once. Through automatization and a reduction of administrative requirements, the time taken to register is reduced from 30 minutes to 2 minutes per person. The registration sessions take place at an employer's premises in the evening, in order to reach as many persons as possible. 55 employers in the region have been involved in this model.</p>

Main features that make it a model practice	The practice reduces the gap between municipalities and EU movers and takes a proactive approach to organising registration. It is targeted directly at new arrivals and offers assistance that is usually not provided by the municipalities, due to insufficient resources to otherwise reach new arrivals. The cooperation with employers is a useful way to reach these groups and to improve the levels of registration of EU movers.
Elements that make the practice sustainable	The structural embedding of the practice in the municipality's workflow and the cooperation with employers at the local level make the practice sustainable
Budget, sources of financing	Budget has to be arranged by the municipality in question.
Reference or contact person	

V. Legal assistance to free movers

For free movers who do not know about their rights or who have their rights as EU citizens violated, several NGOs and associations provide free support. For instance, the EU Rights Clinic provides assistance to EU movers in Belgium who received expulsion orders.

5.1. BELGIUM - EU citizens' rights clinic

Level of implementation	National level
Title of practice	EU citizens' rights clinic
Name of implementing organisation (in original language)	EU Rights Clinic
Name of implementing organisation (in English)	EU Rights Clinic
Implementing entity	Civil society
Date of establishment of the practice	January 2013 (The European Year of Citizens)
Main target group	EU citizens and their family members who cannot afford the services of a lawyer
Description of practice	The mission of the EU Rights Clinic is to help EU citizens and their family members who cannot afford the services of a lawyer in resolving any problems they may encounter when moving around the EU and assist them in enforcing their European rights. Presentation: https://prezi.com/rynprpwqziow/anthony-presentation-eu-rights-clinic/
Main features that make it a model practice	It has provided valuable services allowing free movers in Belgium and other EU member states to enforce their EU citizenship rights.
Elements that make the practice sustainable	The EU Rights Clinic is a joint initiative of the University of Kent in Brussels, the Kent Law Clinic and ECAS, the European Citizen Action Service. The services provided are pro bono.
Budget, sources of financing	Commission and pro bono work
Reference or contact person	https://blogs.kent.ac.uk/eu-rights-clinic/about-us/meet-the-team/

VI. Fostering civic engagement

Feeling integrated can be difficult for new movers and it has a strong impact on their moving experience. Initiatives at the local level can easily foster the integration of movers to their new neighbourhood.

6.1. GERMANY - 'Give something back to Berlin'

Level of implementation	Local level
Title of practice	'Give something back to Berlin' (GSBTB)
Name of implementing organisation (in original language)	'Give something back to Berlin' (GSBTB)
Name of implementing organisation (in English)	'Give something back to Berlin' (GSBTB)
Implementing entity	Civil society
Date of establishment of the practice	2012
Main target group	Migrant population of Berlin
Description of practice	GSBTB promotes the ideas of Intercultural volunteering; a project platform and network that make social engagement and neighbourhood work accessible to the large migrant population of Berlin. Every month GSBTB organises a community event where refugees, newcomers and Berliners of all kinds - Germans, recently-settled people, long-time neighbours - come together to meet, mix, learn and share. Hundreds of volunteers come from over 60 countries. Migrants and refugees living in Berlin share their information with newcomers and get involved in social projects all over the city. At the team up meetings newcomers can create or expand their local networks while building bridges between different communities and worlds, creating mutual understanding and respect. People get to know each other, hear about job opportunities, find accommodation, get their first internship, find a project to get involved in and make new friends. The GSBTB also provides job coaching, language courses, art and cooking groups, etc.
Main features that make it a model practice	It can be implemented in each city with a small financial effort
Elements that make the practice sustainable	The idea is as simple as any Facebook page or LinkedIn group, but plays out in real life. It creates connections of all kinds; social, professional, business, and possibilities for finding people for your project, idea or cause. It does not require special funding.

Budget, sources of financing	No information available
Reference or contact person	http://gsbtb.org/about/

VII. Prevention of brain drain

Finding the right balance between fostering movement and preventing brain drain can be a real challenge. Some authorities have decided to tackle the issue of brain drain, which is the migration of highly-skilled and qualified individuals that impacts the national economy, in innovative ways.

7.1. BULGARIA - Scholarship Fund 'Go, Study and Come Back'

Level of implementation	National level
Title of practice	Scholarship Fund 'Go, Study and Come Back'
Name of implementing organisation (in original language)	<i>Тук-Там</i>
Name of implementing organisation (in English)	Tuk-Tam (Here and There)
Implementing entity	Civil society
Date of establishment of the practice	2016
Main target group	Young Bulgarians who want to pursue master's degrees abroad.
Description of practice	In 2016 the scholarship fund 'Go, Study and Come Back' was started by financially supporting three motivated young Bulgarians to pursue master's degrees in foreign universities. In 2016/2017 two scholarships of 5000 BG Leva (approximately 2500 Euros) and one of 1000 BG Leva (approximately 500 Euros) were granted. In 2017, a donation campaign was held, collecting close to 36000 BG Leva (approximately 18000 Euros) from over 120 individual donors, 2 companies and many people and organisations which publicized the campaign.
Main features that make it a model practice	This is a model practice because it recognizes the strong drive of young Bulgarians to study abroad, and offers them this opportunity while at the same time emphasizing the importance of young movers coming back to Bulgaria and bringing their international experience to the home country, contributing positively to the business and work environment.
Elements that make the practice sustainable	The sustainability of the practice is still to be further proven, but one of the elements it can count on is the long experience of the implementing NGO (Tuk-Tam) in bringing Bulgarians' foreign experience to the local environment and the potentially positive role of the current beneficiaries as ambassadors of the idea of the fund.
Budget, sources of financing	Individual and corporate donations
Reference or contact person	https://tuk-tam.bg/projects/fund/

VIII. Cross-national cooperation between local authorities

By setting up partnerships, local authorities of different EU countries can provide a taste of moving to their local audiences and improve their experience of moving.

8.1. FRANCE - Young Ambassador Nantes-Saarbrücken

Level of implementation	Local level
Title of practice	Young Ambassador Nantes-Saarbrücken
Name of implementing organisation (in original language)	<i>La ville de Nantes, le Centre culturel franco-allemand (CCFA) and Universität des Saarlandes</i>
Name of implementing organisation (in English)	City of Nantes (France), Franco-German cultural centre and the Saarland University (Germany)
Implementing entity	Partnership between local authorities and civil society
Date of establishment of the practice	The partnership was signed in 2008 (though the cities of Nantes and Saarbrücken have been twin towns since 1965)
Main target group	Young people from Nantes and from Saarbrücken
Description of practice	<p>The aim of the cooperation is to strengthen the links between the twin cities as well as to foster openness towards Europe among their young inhabitants.</p> <p>Every year, a young person from each country acts as a young ambassador of their home town in the other country for one year.</p> <p>Their role is to visit schools and universities in the city to promote European mobility. The ambassadors also support young people in the city who plan to move to another European country.</p> <p>Finally, they have a key role in supporting the development and implementation of projects in cultural, sporting, artistic and professional exchanges between the two cities. These projects need to raise awareness and involve young people with no or little international experience.</p>
Main features that make it a model practice	This practice is a good example of how twin cities can be a great opportunity for local authorities to foster European projects and the participation of their young inhabitants in European mobility. The fact that one of its objective is to reach young people not familiar with international mobility is also a key element to present it as a model practice.
Elements that make the practice sustainable	The cooperation between local authorities and civil society is fundamental to making this practice sustainable and relevant on the local level, as well as the fact that it has been created by young people from the Youth council of Nantes (<i>Conseil nantais de la jeunesse</i>).

Budget, sources of financing	The programme is co-funded by the Franco-German office for youth (<i>Office franco-allemand pour la jeunesse/Das Deutsch-Französische Jugendwerk</i>)
Reference or contact person	Presentation of the Programme on the website of the Franco-German cultural centre: http://www.ccfa-nantes.org/category/jeune-ambassadeur/presentationja/

Conclusions

The diversity and quality of the practices implemented to deal with EU movement show that it is a shared concern between EU countries. At the same time, it also appears that on a local and regional level, national or local governments as well as civil society could and should exchange more on their experience to more generally tackle the issues faced by young free movers. As assessed in the above examples, it appears that most practices could be easily transferred to other EU countries.

Some countries have developed expertise in dealing with specific areas, like the Netherlands with the issue of forced labour migration. Other countries need to face this and could benefit from an exchange of experiences. Brain drain is another issue that several countries need to address, and these could benefit from the experience of Bulgaria.

Although tackling the issue of integration of EU citizens may seem secondary when considering the migration of third-country nationals, several experiences show that both can be the target of a public policy with good results. The example of Start Wien in Vienna is one good example that has proven to be effective and welcomed by EU migrants, and which could be reproduced in other big cities. Even in times of austerity, the question of the integration of movers should not be left aside, and the example of “Give something back to Berlin” shows that more solidarity can be achieved without over-spending.

Easy access to intelligible information has been identified as a key difficulty for young EU movers. To tackle this issue, EU countries would benefit from sharing experiences on the way to access movers. The example of Vienna shows that the registration office is a good starting point to reach these targets. They should also consider the best support for sharing information, this discussion could benefit from the experience of Romania and its manual for movers, or from the experience of Estonia with the creation of targeted websites.

Considering the needs of European movers that are widely shared in EU countries, governments, local or national, as well as civil society should exchange on the practices already implemented in some EU countries and build on their experience to improve the reality of free movement for young people in all the countries of the European Union.