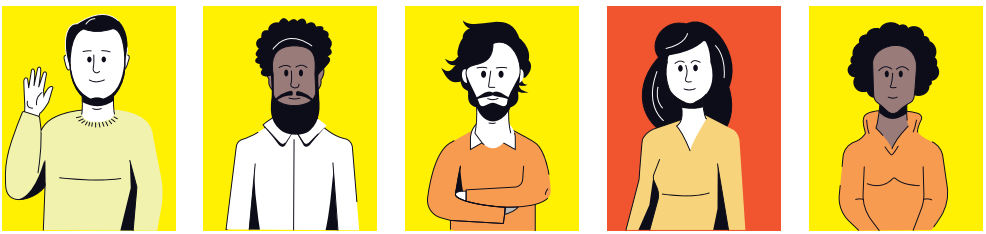


GUIDELINES FOR **SUCCESSFUL INTEGRATION** OF IMMIGRANTS AND REFUGEES LEGALLY IN THE EU









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The two most important conditions needed for successful integration are:

1. Committed political leadership
2. A host population that is actively involved



1. LEADERSHIP: PRACTICAL RECOMMENDATIONS FOR LOCAL LEADERS



Short-Term Actions (0–12 Months)

- Launch a 'Welcome Ambassador' programme in which local citizens volunteer to meet and guide one or more immigrants over a period of time, giving advice on local customs, simple administrative procedures, basic language assistance, meeting other local citizens. This reduces isolation. Train the volunteers and offer them certificates in recognition of their training.

- Create a one-stop integration hub offering newcomers:

  a) information about their responsibilities and their rights according to local, regional, national and European law;

  b) language courses – focus on conversational language for daily life; consider level of digital skills of the newcomer;

  c) administrative support (residency, healthcare access, diploma recognition, etc.);

  d) CV workshops and information about job opportunities.

- Partner with local employers (private and public) to offer internships for immigrants. Business leaders are often key allies in facilitating successful integration.

- Organise regular public forums with the host population to discuss the opportunities, the progress and the challenges of integration progress (e.g. every 3 months). Involve the local media.



Medium-Term Actions (1–3 Years)

- Establish neighbourhood teams bringing locals and immigrants together to tackle neighbourhood challenges together. Evidence shows that creating spaces where host population and immigrants can meet, understand each other, find common interests, and create solutions together, helps to build community and reduce tensions.

- Develop a digital platform for host-immigrant matching (e.g., housing, mentorship, skills, hobbies, etc.).

- Seek and obtain EU/regional funding (e.g., AMIF, ESF) for long-term programmes.

- Train police, teachers, and healthcare workers to facilitate the process of integration, providing advice, recognising and welcoming diversity in the community.

- Host an annual 'Integration Festival' organised by immigrants showing their favourite culinary dishes, music, and artistic creations.



Long-Term Actions (3–5 Years)

- Encourage and facilitate immigrant representation in the local democratic process. Ensure they understand how it works, what is expected of them, what their rights are, what is not allowed, and how to contribute to local democratic life. Experiment with neighbourhood or school councils.

- Create a municipal integration fund with contributions from businesses that create mixed spaces for host-immigrant interaction (for example, for joint urban gardening activities, cultural/musical workshops, etc.).

- Expand partnerships with local employers (private and public) to include training for specific sectors, such as healthcare or IT.

- Publish an annual integration report tracking how volunteering by the host population contributes to successful outcomes. Communicate this report widely.

- Lobby national government for more flexible funding for local integration initiatives.

- Prevent the formation of 'ghettos' where neighbourhoods are populated overwhelmingly by one type of population. Use incentives, investments, urban planning, and work with schools and businesses, to keep all neighbourhoods mixed. **The objective is to achieve a common feeling by all citizens of shared belonging to the same city.**

2. ACTIVELY INVOLVED HOSTS: HOW TO ENGAGE THE HOST POPULATION

Build Trust Through Transparency & Communication

+Clearly explain the benefits of integration (e.g., economic growth, cultural enrichment, stronger communities).

+Discuss concerns openly (e.g., housing shortages, job competition), while stressing the responsibilities and rights of all.

+Work with media and community leaders to counter misinformation.

Create & Support Volunteer & Mentorship Programmes

+Formalise roles for locals (e.g., mentors, language buddies, housing sponsors). Require minimum levels of commitments from volunteers (e.g. 6 months), with training provided. Evidence shows that social cohesion improves when host citizens are involved as partners.

+Recognise contributions (e.g., certificates, public acknowledgment, free passes to cultural events, networking opportunities).

Foster Shared Spaces & Cultural Exchange

+Create opportunities for mutual understanding. Evidence shows that conversation, finding common interests, sharing knowledge, joint projects, cultural and culinary exchanges, etc., all reduce prejudice and foster mutual understanding.

+Invest in physical spaces where locals and immigrants interact naturally (e.g., community centres, parks, markets). Ensure that childcare facilities are offered, create opportunities for language exchanges, shared meals, etc.

+Support grassroots initiatives (e.g., sports clubs, art projects, neighbourhood gardens).

Engage Employers & Trade Unions

+Incentivise businesses to hire and train immigrants (e.g., offer subsidies, tax breaks). Employment accelerates integration.

+Create sector-specific partnerships (e.g., healthcare, logistics) to match immigrant skills with labour needs.

Empower Local Institutions (Schools, Police, Healthcare)

+Train teachers, police, and healthcare workers in cultural competence and anti-discrimination practices. Train multilingual mediators to work within these institutions.

+Encourage immigrant representation in local institutions (e.g., parent-teacher associations, neighbourhood councils).

+Organise regular meetings between police and immigrant communities to build trust and address concerns (e.g., information sessions, guidance, preventing racial profiling, etc.).

Use Digital Tools to Facilitate Engagement

+Create online platforms/apps where locals can offer skills, housing, or mentorship to immigrants. Create a social media account where host citizens can volunteer to be mentors.

+Social media campaigns to showcase success stories and encourage participation.

Measure & Communicate Impact

+Track and regularly publish data on employment rates, school performance, language skills, host volunteering, social trust, etc.

+Celebrate milestones (e.g., '100 locals mentored immigrants this year'). Hold an annual awards ceremony for hosts who volunteer.

+Keep constant dialogue with the host population, with the immigrant community, with community leaders, with local media.

3. RIGHTS & RESPONSIBILITIES OF IMMIGRANTS AND HOSTS

Responsibilities of immigrants

- Learn about and abide by local laws and regulations.
- Learn about and respect local customs and cultural norms.
- Engage actively in language and training programmes.
- Contribute to the community through work, volunteering, or civic participation.
- Work to integrate self and family, while building relations with host citizens.

Rights of immigrants

- Access to essential services: housing, healthcare, education and employment.
- Respect for their unique identity, freedom of religion, and cultural background.
- Opportunities for language and training.
- To be treated with dignity, free from discrimination and racism.
- Participation in community decision-making and cultural exchanges.

Responsibilities of host citizens

- Show tolerance and respect for all newcomers and their rights; abide by the law.
- Foster understanding and acceptance of immigrants among the community.
- Support local businesses and services in adapting to cultural nuances.
- Participate in community-building initiatives that bring diverse groups together.
- Combat myths and misinformation regarding immigrants.

Rights of host citizens

- Involvement in the design and implementation of integration policies.
- Receive regular information from local authority about the integration process.
- Participate in cultural exchanges and community events with immigrants.
- Receive training and information about building relationships with newcomers.
- Continuity of fundamental aspects of local culture and way of life.



4. LIBERAL & DEMOCRAT PRINCIPLES FOR INTEGRATION

The values of freedom and democracy are universal - they do not 'only work' with specific nationalities, religions or ethnic groups. But they do need teaching, explaining, nurturing, and defending.

Every person has a right to achieve their full potential in society.

Language is a vital tool for a person to contribute their full potential.

What a person aspires to do is more important than the person's background.

A fair society provides equal opportunities to all.

Empowering citizens to help shape their community, produces the best results.

Well-managed diversity is a source of economic and cultural strength.

↘**Integration does not mean** immigrants must abandon their identity of origin, it is a process which allows them to contribute to their new society having their unique identity valued and respected, while they respect and value the laws and values of their new home.

↘**Successful integration** produces stronger more resilient local communities.

↘**Integration is essential** for the future of the European Union, because the Union's population is expected to drop while fertility rates are expected to remain low, so Europe's standard of living can only be maintained in future decades partly by immigration.



5. COMBATING M/DISINFORMATION: THE FACT SANDWICH

Misinformation:

→ The act of providing wrong or misleading information.

Disinformation:

→ The act of providing deliberately false information.

The Fact Sandwich has been proved to be an effective method:

+**Lead with the fact.**
+**Warn about the myth** – *but do it briefly to avoid amplifying the myth!*
+**Explain why** the myth is wrong
+**Repeat the fact** to reinforce it.

How to deploy your Fact Sandwich

+**Repeat, repeat, repeat.** Use every opportunity to repeat the fact sandwich.
+**Work simultaneously with other actors** who are your allies.
+**Understand your target audience**, appeal to their values and emotions.
+**Use a trusted spokesperson.** Ensure the message is communicated by a person that the target audience trusts and relates to. Online and offline.
+**Use humour** to attract attention.
+**Act quickly!**

6. POLICY EXAMPLES FROM CITIES AROUND THE WORLD

1. Language Learning & Education

↘Language courses provided in neighbourhoods, workplaces, and schools, with childcare, focusing on conversational language for daily life.
↘Flexible, modular language courses with digital options.
↘Intensive language and cultural orientation for refugee children.
↘Assessment and support hubs for immigrant students, including language training.
↘Bilingual education supporting immigrant children's native language alongside local language.
↘Language classes linked to vocational training and citizenship preparation.
↘Early childhood language support and parental involvement programmes.

- Language classes in libraries and community centres.
- Multilingual language cafés in neighbourhoods.
- Fast tracked language courses for job seekers.
- Workplace language courses for immigrants.
- Language and cultural activities supporting integration.
- Online language courses for remote learners.

2. Employment, Skills & Economic Integration

- Job training and placement programmes for immigrants, including sector specific skills and recognition of foreign qualifications.
- Pairing skilled immigrants with professionals in their field for short mentorships.
- Mentorship programmes pairing immigrant entrepreneurs with experienced business owners.
- Training, microloans, and networking for immigrant entrepreneurs.
- One stop employment centres offering job matching, CV workshops, and language classes.
- Subsidised internships for immigrants.
- Business incentives to hire immigrants.
- Fast tracked qualification recognition for skilled immigrants.
- Sector specific job training for immigrants (e.g., healthcare, IT).

3. Housing & Urban Inclusion

- Permanent housing plus social support for homeless immigrants and refugees.
- Temporary housing provided to immigrants through partnerships with local NGOs.
- Subsidised housing quotas to prevent ethnic segregation.

- Neighbourhood-based integration plans with housing upgrades and social services.
- Rent subsidies and community spaces to prevent ghettoisation.
- Financial aid for refugees and immigrants at risk of homelessness.
- Public housing stock with quotas for immigrants.
- Supported housing and community sponsorship for refugees.
- Temporary housing and rental assistance for asylum seekers.
- Legal aid and rental assistance for undocumented immigrants.
- Legal and financial counselling for immigrant tenants.
- Permanent housing combined with social work for homeless immigrants.

4. Social Cohesion & Community Engagement

- Annual festivals celebrating cultural diversity to reduce prejudice and build relationships.
- Regular meetings between police and immigrant communities to build trust and address safety concerns.
- Social events pairing immigrants with local families.
- Multilingual women trained as community mediators.
- Community centres offering cultural exchange, language cafés, and legal advice.
- Discounted museum entries, theatre tickets, and art classes for immigrants.
- Community-led councils to design integration strategies.
- Trained mediators resolving conflicts in diverse neighbourhoods.
- Discounted rental of sports equipment and venue bookings for immigrant groups.
- Community hubs offering legal advice, language courses, and childcare
- Community organising to advocate for immigrant rights and services.
- Annual awards for individuals or organisations promoting integration,
- Volunteer programmes pairing locals with immigrant newcomers.
- Public forums for immigrants to voice concerns.

5. Digital Inclusion

- Digital literacy courses helping immigrants use online services, job search tools, and language learning tools.

6. Health & Wellbeing

- Multilingual health workshops and mental health support for immigrants.
- Immediate health checks and trauma counselling for asylum seekers.
- Culturally sensitive healthcare and mental health services.
- Mobile clinics and interpreters in refugee shelters.
- Dedicated medical teams for refugee health screenings and follow ups.
- Subsidised health assessments and mental health support for refugees.
- Culturally adapted psychotherapy and support groups.
- Healthcare access for undocumented immigrants, including mental health care.
- Subsidised prenatal and postnatal care for immigrant mothers.
- Training for healthcare staff on cultural competence and language access.

7. Integration Infrastructure & One Stop Services

- One stop integration hubs offering multilingual counselling, problem solving, and coordinated services.
- Multilingual social workers and neighbourhood teams providing local support in immigrant-dense areas.

You can find this document in other EU languages here

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