

Joint Migration Policy Roundtable 2020

The integration of migrants, including refugees, in many Member States of the European Union and Associated Countries remains a challenge for both public authorities and local communities.

MIICT, Re-Build, NADINE, MICADO, WELCOME and EasyRights are Horizon 2020-co-funded initiatives who work towards the development of ICT-enabled solutions and toolkits for the implementation of inclusion policies by public administrations. As efficient and effective migrants' integration can only be achieved by clearly understanding the migrants' personal and family situation, but also by involving all key actors, such as researchers, public authorities, civil society organizations and migrants, the 6 projects apply a participatory co-creation approach in the design and provision of tools and services.

In this context, the 6 initiatives, together with their responsible project officers from the Research Executive Academy are hosting a losed Policy Roundtable event, targeted at the six projects consortia, their Expert and Advisory Boards and representatives from the European Commission, to tackle 3 key synergy pillars – the **ICT component**, the **co-creation approach** and the **role of public authorities and policy makers** in the delivery of digital public services to the migrants.

Moderators

Speakers

How can ICT support integration and digital public services delivery to migrants on a local level and what does that mean for the European digital transformation?

Saskia Bayerl

CENTRIC – MIICT

Claudia Günther

*Citi of Hamburg -
MICADO*

Stefano Quintarelli UNSDSN.ORG, President of Advisory Group on advanced technologies UN/CEFACT, President of the steering committee of the Agency for Digital Italy

Alberto Levy International lecturer, technology and marketing consultant, executive strategist

Leonard Doyle Spokesperson of the IOM (International Organization of Migration)

Neil Clarke Head of Legal Programmes and EU Advocacy at the Minority Rights Group

Agis Chrysafidis Research Associate, Center for Security Studies (KEMEA), Hellenic Ministry of Citizen Protection

Simon Fellmer Department of Integration Policy at the Ministry of Labour, Social and Family Affairs and Integration



Can co-creation and participatory designs be successful approaches for developing tools and digital public services for migrants?

Maria Amata Garito <i>UNINETTUNO - REBUILD</i>	Elizabeth Kassinis Executive Director, Caritas Cyprus Anastasios Karakostas CERTH Ilias A. Bellis Warrant Officer, Border Protection Division, Hellenic Police Headquarters Oscar Gussinyer Resilience Earth
Francesca Rizzo Politecnico di Milano. <i>EASYRIGHTS</i>	Erika Zárata Resilience Earth Andrea Facchini Regional contact person for Immigration, Regione Emilia-Romagna Ayse Patan Project Manager, District of Hamburg-Nord

How can we improve the collaborations between policy makers and public authorities for supporting migrant integration and delivery of digital public services to migrants?

Ana Eckhardt Rodriguez <i>VVA – NADINE</i>	Hana Jalloul Spanish Secretary of State for Migration Dennis van Gessel EC DG Employment, Social Affairs & Inclusion Lien Eedekens Coordinator of Reception Policy for newcomers at the Diversity and Equal Opportunities Department (Leuven)
Maria Moudtsou <i>WELCOME</i>	Diana Radoslavova Founder and Director of the Center for Legal Aid – Voice in Bulgaria Patricia Martinez European Association for Information on Local Development Valentina Zoccali Sustainable Communication (S-Com) Ronald Derks Municipality of Delft, Netherlands

Event Coordinators: MIICT/ SYNYO: Florian Huber | EC/REA: Hinano Spreafico, Wolfgang Bode, Alma Joy Ridderhof



Wednesday | 14.10.2020 | 10:00 - 12:00 CEST

How can ICT support integration and digital public services delivery to migrants on a local level and what does that mean for the European digital transformation?

Schedule

Discussion Points

10:15 - 10:45

Welcome by Moderators
and Inputs by Speakers

10:00 - 10:15

Welcome and
Introduction by
Event Coordinators

11:00 - 11:15

Clarifications and
questions by
the Moderators to the
Panel

11:15 - 12:00

Q&A and Discussions
with
the all Participants

12:00

Closing of the Session

- Digital transformation processes about eGovernment/PAs appear to be heterogeneous, with some countries in EU far behind the average¹. What are the key obstacles and barriers in implementing at local level the principles expressed in the EC Digital Strategy² regarding “Digital solutions for EU-wide public services”, the principles of the eGovernment Action Plan 2016-2020 and the Tallinn Ministerial Declaration on eGovernment?
- Which are the best practices on how ICT can help public service delivery to migrants?
- Which policy levels are crucial for boosting the use of ICT for migrant integration and what is the role of EU policy in this context? How can EU, national, regional and local policy makers and authorities as well as NGOs etc. be supported to overcome these challenges? What would be the role of the projects/MS/EU?
- Is there an EU-wide effort for harmonizing skills assessment methods for migrants? Is there a role for ICT here?
- Under which conditions public authorities fully adopt EU programs ICT innovation

¹ <https://ec.europa.eu/digital-single-market/en/news/egovernment-benchmark-2019-trust-government-increasingly-important-people>

² https://ec.europa.eu/info/sites/info/files/strategy/decision-making_process/documents/ec_digitalstrategy_en.pdf



Thursday | 15.10.2020 | 10:00 - 12:00 CEST

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- We can state that open and participatory processes are able to increase transparency in decision making and political actions at both local, national and EU level, but does this transparency reflect on trust?
- Could a wide involvement of stakeholders and interested parties in the decision making and in the solution design process reshape (or help reshaping) the perception of migrants and refugees in citizenship?
- What are the best practices for representative representation in co-creation processes (involving all citizen groups, including migrants, citizens with diverse backgrounds etc)? What are the best practices for engaging citizens in the full process of providing digital services?
- Co-creation and participatory design are – to some extent – buzzwords. But what are the requirements for a really taking into account the feedback and inputs from the end-users/migrants and translating their needs into user-centric tools?
- How can ICT development and EU projects in general deal with the uncertainties that come from the strong participation of end-users?
- ICT systems are constantly being further developed, both from a content and a technical perspective. How can we ensure these improvements bring an added value? At which stages of the development of ICT solutions should migrants be involved?



Friday | 16.10.2020 | 10:00 - 12:00 CEST

How can we improve the collaborations between policy makers and public authorities for supporting migrant integration and delivery of digital public services to migrants?

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Discussion Points

- How could the positive experiences coming from local pilots be scaled up and have an impact on wider processes?
- What kind of results or evidences could boost the adoption of a methodology and/or a technical solution at a wider (more cities/regions involved) or upper (national/EU) political level?
- Which concrete actions can be taken by the EU to support improving the delivery of digital public services to migrants? How could this be included in the European digital government policy for the next 5 years?
- In terms of employment and skills: what can member states do to increase transparency on current skills gaps in the countries?
- How can NGOs better communicate the benefits of integration? How can policy-makers help NGOs identify the main bottlenecks in the arrival journey of a migrant?
- What is the experience in the pilot countries – especially on the local level? How can we facilitate regular multi-stakeholder joint meetings between Pas, policy makers, NGOs and migrant representatives?
- What is the role of women for supporting the collaboration between different stakeholders?

