Background paper[1]

Theme 1: From vulnerability to resilience: recognizing migrants as agents of development

Roundtable 1.2:
Migrants' engagement with public services: from basic access to co-production

Introduction

Current global trends

1. Sustainable development policies and public services delivery can influence migration decisions, conditions and consequences. Likewise, migration can be perceived as a consequence, a driver or an inherent aspect of economic, social, cultural and political factors that influence the achievement of development goals included in the delivery of public services. Delivery of public services is not only a challenge for hosting countries but a major driver for migration in origin countries.

2. The recent migrant and refugee flows are a global issue with 258 million international migrants and refugees in 2017.[2] These figures do not even include the numerous undocumented migrants. As a global issue it is not just national governments that are responding to migration issues, but also local governments, UNG agencies, Civil Society Organisations (CSOs) and private sector. In close dialogue with their population, CSOs and private sector, local authorities are best placed to develop a favourable environment for integration, as they contribute to creating equal rights and opportunities in all areas of life: education, labour, housing, health, culture, etc. They are in charge of 40% of public spending and 60% of public investment on average in OECD countries.[3]

3. The majority of the world's population, which includes the majority of migrants, now live in urban areas. Migration is often associated with cities and urban areas as the growing cities need more workers. With these large-scale population movement, cities, municipalities and towns often grow in a rapid, unplanned manner which can create pockets of exclusion where services are not adequately delivered. The population within these areas can risk being left behind in their aspiration to achieve the Sustainable Development Goals (SDGs). Over the next 25 years, at least 90% of the

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[1] This paper has been prepared by UNDP, based on inputs from the RT 1.2 co-chairs Ethiopia and Spain, and other RT team members during and between the Roundtable consultations. Though all attempts have been made to make sure that the information provided is accurate, the authors do not accept any liability or give any guarantee for the validity, accuracy and completeness of the information in this paper, which is intended to solely inform and stimulate discussion of Roundtable session 1.2 during the Eleventh GFMD Summit meeting in December 2018. It is not exhaustive in its treatment of the session 1.2 theme and does not necessarily reflect the views of the authors, the GFMD organizers or the governments or international organizations involved in the GFMD process.

[2] International Migration Report 2017, UN

[3] OECD, Working Together for Local Integration of Refugees and Migrants, 2018

projected growth of cities will take place in low-income countries, some of which are fragile states plagued with recurrent conflict.[4] Many urban authorities and communities have been pioneers in integrating migrants. Yet where urbanization is uncontrolled, overloading services and fueling social tensions, migrants fall through the gaps, along with other insecure parts of the population.[5]

4. There is an increase in the negative narrative about migrants which is often the root cause of exclusionary polices in preventing migrants from accessing basic public services. Many of the claims around migration being made in the current political climate were at odds with the facts.[6] Therefore, we need to frame this discussion with a constructive understanding that migrants contribute to the development of both destination and origin nations. Over the past ten years, immigrants represented 47% of the increase in the workforce in the United States, and 70% in Europe with the largest numbers filling important niches both in fast-growing and declining sectors of the economy. Overall globally migrants contribute more in taxes and social contributions than they receive in benefits.[7] New forms of migrant incorporation should be formulated to usher in the emergence of new concepts such as "urban citizenship" or "denizenship," whereby migrants are conceived as active development actors rather than passive aid recipients or threats to security.[8]

Global Agreements and Frameworks

5. The rights -based approach is essential to place the argument on migrants' access to public services on solid legal foundation. Therefore, their rights should be based on the Universal Declaration of Human Rights. For instance, the right to birth registration is a fundamental right recognized by article 25, paragraph 2 of the International Covenant on Civil and Political Rights and article 7 of the Convention on the Rights of the Child. Hence, it is important to underline that enabling migrants to have access to public services is not only a responsibility to support migrants from a humanitarian angle, but an obligation under this international agreement.

6. Paragraph 26 of the New Urban Agenda commits us to 'urban and rural development that is people-centred, age- and gender-responsive, protects the planet, contributes to the realization of all human rights and fundamental freedoms, facilitates living together, ends all forms of discrimination and violence, and empowers all individuals and communities while enabling their full and meaningful participation.' (2016 New Urban Agenda)[9]. The intergovernmentally negotiated and agreed outcome document (July 2018) of the Global Compact on Safe, Orderly and Regular Migration (GCM) commits the states to 'provide access to basic services to migrants.'

7. Many cities and local governments have outstepped their administrative boundaries to respond to the pressure and to take on expanded responsibilities, stretching their budgets and capacities while at the same time working towards due implementation of SDG 16 to integrate the newly arrived in their communities peacefully and effectively.[10] The positive contributions of migration and development has also been well recognized in the 2030 Sustainable Development Agenda and Sustainable Development Goals (SDGs), in which cities are at the center of securing safe, inclusive, resilient and sustainable living environment.

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[4] New UN Urban Agenda Policy Paper, October 2014
[5] SG Report, Making Migration Work For All, December 2017
[6] Relief Web, Changing the Narrative on Migration: Q&A with Louise Arbour
[7] OECD, Migration Policy Debates, May 2014
[8] Baubock, B. "Reinventing Urban Citizenship", in *Citizenship Studies* 72, 2003
[9] See: http://habitat3.org/the-new-urban-agenda/
[10] UNDESA, Migrants and cities: A Public Administration Perspective on local governance and service delivery, UNITED NATIONS EXPERT GROUP MEETING ON SUSTAINABLE CITIES, HUMAN MOBILITY AND INTERNATIONAL MIGRATION, September 2017

8. The Global Compact on Migration also emphasizes the need for migrants to access public services. This is stated in Objective 15 - Provide access to basic services for migrants;[11] but is also covered in other objectives, such as Objective 3 – Provide accurate and timely information at all stages of migration, and Objective 16 - Empower migrants and societies to realize full inclusion and social cohesion.

Definition of Public Services

9. Cities and local governments have the responsibility to provide or coordinate public service provision to their population, including migrants, as advocated for by the GCM. The Cambridge English Dictionary defines "public services as the work that elected officials and government employees do for the benefit of the public or something that is done or provided for the public because it is needed, and not in order to make a profit." The Compact sets out the criteria for basic services.

10. Public services can be seen as the foundation for human welfare and economic growth. Therefore, we need to include all those services which are needed to realize this based upon the universal declaration of human rights, including education, social security, health, employment etc.

11. Mubangizi and Mwesigwa (2017)[12] define public service delivery as 'a series of activities by various (mainly) public institutions that mobilise and process resources into needed services—and present them to a target group of people in a manner that is sufficient and effective, and which adds value to the lives of the recipients'. Public services thus delivered by governments are funded from the public budget and are availed to members of the public without fear or favour. Whilst public services are, under most national legal frameworks, expected to be delivered by the public sector, the delivery includes all local actors. Including all local actors is coproduction, which is based on the principle that the users of the services (in this case the migrants and the general population) should have an input into how the services are defined and delivered.[13]

Key issues

Legitimacy through a Territorial Approach

12. Urban development policies have geared towards the fact that various dimensions of urban life – environmental, economic, social and cultural – are interwoven, and success in urban development can only be achieved through an integrated approach. Measures concerning physical urban renewal need to be combined with those promoting education, economic development, social inclusion and environmental protection. It also calls for strong partnerships between local citizens, civil society, industry and various levels of government.

13. Mubangizi elaborates on the definition of public service to describe it as a series of activities by various (mainly) public institutions that mobilize and process resources into needed services and present them to a target group of people in a manner that is sufficient and effective, and adds value

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[11] Objective 15.e of the GCM includes mention of the WHO Framework of Priorities and Guiding Principles to Promote the Health of Refugees and Migrants (http://www.who.int/migrants/about/framework_refugees-migrants.pdf). This is linked to the World Health Assembly (WHA) Resolution 70.15 on Promoting the health of refugees and migrants (http://apps.who.int/gb/ebwha/pdf_files/WHA70/A70_R15-en.pdf), which also calls for a draft global action plan to be presented at the WHA in 2019.
[12] Mubangizi, B & Mwesigwa, B (2017) -Migration and Public Service Delivery: The Status Quo and Policy Responses in Sending and Receiving Countries.
[13] European Social Fund, How can coproduction strengthen migrant voices in pathways to integration?, 2017

to the lives of the recipients.[14] It is important to note here that it is not just the service which are important but also how and to whom they are delivered. The process of service delivery needs to focus on 'how' the services are delivered rather than 'what' is delivered to build legitimacy and ensure no one is left behind. The capacity of public authorities (and in particular local governments) to manage multiple linkages that cross the central-local, formal-informal and public-private dichotomies is fundamental to building effective, responsive and rights-based local governance systems that deliver expected local development results to the entire population including migrants.   People are now used to giving feedback on different services they receive and should have a platform to do so on their public services too.

14. How services are delivered is about building trust within the community and with the local government. Research has shown that it is not what services that are being delivered that is the main area that builds trust and legitimacy but if there are grievance mechanisms in place and how they are delivered.[15] Studies indicate that absence of confidence and trust between local municipalities and central government departments—on top of absence of trust between civil society and local municipalities—affects their success in responding to humanitarian crises like irregular migration.

15. The 2030 Agenda for Sustainable Development commits us to providing basic services to all including providing inclusive and equitable quality education at all levels – early childhood, primary, secondary, tertiary, technical and vocational training. All people, irrespective of sex, age, race, ethnicity, and persons with disabilities, migrants, indigenous peoples, children and youth, especially those in vulnerable situations, should have access to life-long learning opportunities that help them acquire the knowledge and skills needed to exploit opportunities and to participate fully in society. To promote physical and mental health and well-being, and to extend life expectancy for all, the 2030 Agenda seeks to achieve universal health coverage and access to quality health care with no one being left behind.

16. To successfully deliver integrated basic services to migrants and the general population, a multilevel governance approach which brings together the national, regional and local governments is needed. Delivering integrated services involves bringing together a wide variety of policy measures on areas such as education, labour, welfare, health, housing, urban planning. Solving complex development challenges requires cohesive capacities distributed across scales, sectors, domains and levels of social organization and governance systems. Migration policies are decided at the national level and national governments have a role to play in ensuring a flexible environment for local governments, financial resources and clarifying competences and sharing lessons. However, local governments have the overarching mandate for economic and social wellbeing and therefore need to have the capacity to manage the complementarities across different service lines as well as the different actors such as private sector and civil society.[16]

17. Decisions around the provision of services are made based on complex relationships between many actors, often with very different priorities. Multilevel governance systems and mechanisms, such as platforms for dialogue, information sharing, incentives for coordination, and priority selection, can influence policy maker's attitudes to co-production and encourage them to orient their policies and build mechanisms for participation within these processes.

18. In light of this, we need to address urban migrants' access to public services, particularly those that are less skilled or are not legally resident within the country who often lack access to public services. Many of the most vulnerable of these groups reside in developing countries where the urban

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[14] Mubangizi BC, Development management for vision 2030 – exploring the implementation of the National Development Plan from grassroots. In: Theron F, Mchunu N (eds) Development, change agent facilitation at grassroots. Van Schaick, 2016

[15]Lisa Denney, Richard Mallett and Dyan Mazuranai, Peacebuilding and Service Delivery, United Nations University, February 2015

[16] OECD, Working Together for Local Integration of Refugees and Migrants, 2018

communities that are hosting them, may already be grappling with service delivery challenges due to inequality, resource constraints and stretched public services budgets.

Leaving No One Behind

19. Migrants are an important asset in coproduction of services, but without confidence in their ability to participate in the prioritization of public service delivery in both countries of origin and countries of destination, this asset remains untapped. Sending countries should harness the support of diaspora beyond just remittances, while destination countries should make efforts to ease the recognition of skills and certifications of migrants to enhance migrants' active participation in service delivery. Diversity and new knowledge and experiences often leads to innovation which every public service delivery will immensely benefit from.

20. This debate and discussion should not only focus policies and service delivery that are related to short term costs and societal impact. It needs to look at longer term considerations of well-being and future contributions. Migrants are more likely to be of working age than the general population.[17] As such often the debate on migration focuses on public service policy issues such as labour force participation and does not consider the children of migrants or immigrants. Immigrant children are largely invisible in policy spheres. In the US, however, first and second-generation immigrant children are the fastest-growing segment of the U.S. population under the age of 18.[18]

Main controversies

Access to services

21. We also need to pay attention to migrants as the co-producers of services, not only in the countries that they migrate to, but also as service providers in the countries they have left. Migration has significant effects on public service delivery in the countries of origin as well. Migrants are integral part of the service delivery chain in many countries. 86% of African healthcare professionals from Ghana, Nigeria and South Africa are working in the US.[19] This is the same for healthcare worker from the Caribbean Islands going to Canada, USA and the UK.[20] Outmigration will thus continue to beleaguer Africa's critical public services—as it loses vital personnel, including scarce and critical skills like doctors, engineers and academics.[21] No access to basic public services (or poor quality of services, or discriminatory access to them) is among the root causes for non-voluntary migration.

22. Access to public services should be free and not connected to immigration enforcement. Migration is often seen from a national security and public order standpoint, so it is more about border control and preventing migration rather than focusing on inclusive public services and the protection of migrant rights, and access to health, education, transport, water and sanitation services.

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[17] OECD. 2013. International Migration Outlook 2013. OECD Publishing; http://www.oecd-ilibrary.org/social-issues-migration-health/international-migration-outlook-2013_migr_outlook-2013-en

[18] Commission on Behavioral and Social Sciences and Education, National Research Council, Immigrant Children and Their Families: Issues for Research and Policy, The Future of Children CRITICAL ISSUES FOR CHILDREN AND YOUTHS Vol. 5 • No. 2 – Summer/Fall 1995

[19] Betty Mubangizi and David Mwesigwa, Migration and Public Service Delivery: The Status Quo and Policy Responses in Sending and Receiving Countries, Crisis, Identity and Migration in Post-Colonial Southern Africa, Advances in African Economic, Social and Political Development, 2018

[20] Adeberge A, Neely-Smith S, Hagopian A (2011) Estimating nurse migration from the Bahamas between 1994 and 2005: an exploratory descriptive study using a social network identification methodology. Journal on Global Public Health

[21] Betty Mubangizi and David Mwesigwa, Migration and Public Service Delivery: The Status Quo and Policy Responses in Sending and Receiving Countries, Crisis, Identity and Migration in Post-Colonial Southern Africa, Advances in African Economic, Social and Political Development, 2018

23. Some migrants face challenges of poor access to public services since they are prone to lack both legal protection and social protection—thus rendering them vulnerable to health risks. They have already been exposed to structural exclusion and interpersonal violence. Migration can increase the scale of vulnerability to health risks of people who may be exposed to poor working conditions, overcrowding, poor access to health care and risky sexual behavior.

24. Some migrants do not have legal access to services if they are not considered citizens of the country. Or they have access to some services such as health but not the same education services. Many migrants face discrimination not only because of legal challenges in accessing services but due to lack of knowledge of their rights. In the broader context of social and economic integration of migrants, we need inclusive policies to protect migrants from denial to services. A firewall between the migrants' migratory status and their access to basic service provision would work towards more comprehensive access. Some migrants also have challenges in accessing employment opportunities; this may be due to a lack of knowledge of the employers in terms of the rights of migrants.

National vs. local divide

25. Cities or local governments, on the other hand, when dealing with migration are faced with outgoing or incoming population and the imperative to incorporate these changes into their service delivery. This 'decoupling' can pose a significant challenge.[22] This can cause a schism between national and local policies which can potentially derail sustainable development and create conflicts. Effective public service delivery is an integrated, multilevel governance process in which actors at the central and local level have harmonious policies. A rise in centralized state-management of migration in certain regions has hampered the political capacity and financial resources of local governments in responding to migration.

Stigmatism

26. Increase in xenophobia and the ensuing politicization of the issue of migration can create further issues within service delivery. One of the public concerns can center on the cost of providing services to the new population. For instance, in California, United States of America (USA), the civil society group 'Save our State' seeks to bar the children of illegal immigrants from school and charge American-born children of illegal immigrants a non-resident fee for schooling. This initiative is challenged by state and federal courts in the United States.[23]

27. Many xenophobic attacks have been linked to the perception that migrants either receive more public services than the host community or that they receive services that are paid for by the host community and the migrants are not contributing financially to the host community. This is a global phenomenon. Yet, for example of just one set of migrants, in the US, undocumented migrants contribute significantly to state and local taxes, collectively paying an estimated $11.64 billion a year.[24] The global public discourse needs to be changed.

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[22] UNDESA, Migrants and cities: A Public Administration Perspective on local governance and service delivery, UNITED NATIONS EXPERT GROUP MEETING ON SUSTAINABLE CITIES, HUMAN MOBILITY AND INTERNATIONAL MIGRATION, September 2017

[23] Commission on Behavioral and Social Sciences and Education, National Research Council, Immigrant Children and Their Families: Issues for Research and Policy, The Future of Children CRITICAL ISSUES FOR CHILDREN AND YOUTHS Vol. 5 • No. 2 – Summer/Fall 1995

[24] The Institute on Taxation and Economic Policy, Undocumented Immigrants' State & Local Tax Contributions, February 2016

Capacity Constraints

28. Many of the service delivery challenges that migrants experience could be due to a constrained public services environment. Public service delivery failures can be characterized as the exclusion of some groups or regions from services. These could be different minority groups or people who are geographically isolated from the capital. Whilst there can be several reasons for this, Wild et al. have suggested a typology of common governance constraints that are inherent to the political system, and which appear to repeat themselves in similar ways across sectors and countries[25]. These are: Political-market imperfections, in terms of disruptions in the relationships between politicians and citizens; Policy incoherence or contradictions in policy design, structure and roles— causing some part or the entire policy design to become unimplementable; Lack of effective performance oversight, where formal processes for monitoring and supervision are not followed or enforced, and informal processes are insufficient; Collective action challenges, which result in groups failing to act in their collective self-interest—even where individual members stand to benefit if the group achieves its objectives; and, Moral hazard, in which actors are protected in some way from the risks associated with their actions or inaction.[26] This situation is exacerbated if, in addition to the insufficiently serviced populace, the country experiences an increased inflow of migrants. They are not necessarily the cause of the service delivery challenges but exacerbating an already constrained situation.

Ideas for action

29. In practice, local governments have also been at the forefront of public service delivery including but not limited to public housing, health, language, education, vocational training, and social, economic, political and cultural integration overall. While structural variables such as economic development, system of government including whether a country has a federal or unitary system, level of decentralization and quality of local governance, not to mention historical specificities shape local responses to migration, there is enough policy space for cities and local authorities to be creative in how they approach migrations, and how they link it with sustainable development.

Participation Mechanisms in service delivery

30. There are ideas being implemented already. In Moldova, the UNDP is supporting the Government to implement a Migration and Local Development initiatives aimed at linking migrants with their native localities from Moldova and actively engage them in local development and public service delivery. Thirty-eight local communities succeeded in establishing Hometown Associations as an institutional mechanism for migrants' continuous and effective engagement in local planning with a focus on service delivery. A local crowd-funding platform is used by government for ensuring large-scale and well channeled financial contributions from Diaspora for joint local services projects. Over 200 small and medium initiatives were jointly funded and implemented by migrants and local authorities, in the field of education, culture, health, and social care. This is an example of how governments can improve service delivery through support from migrants/diaspora.

Integrated Governance Systems

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[25] Wild L, Chambers V, King M, Harris D, Common constraints and incentive problems in service delivery. Research Paper. ODI, London, 2012
[26] Wild L, Chambers V, King M, Harris D, Common constraints and incentive problems in service delivery. Research Paper. ODI, London, 2012

31. There is a need for more integrated governance systems through territorial approaches at the local level, linked to the national level. The solution needs to look at the legislation as well as the executive mechanisms for service delivery and inclusion. Approaches should go beyond local and national and multilevel governance systems should also look at the regional level. This can be especially important for service delivery around issues such as health. International regulations directed at disease mitigation and control have not kept pace with the growing challenges associated with the volume, speed, diversity, and disparity of modern patterns of human movement.[27]

Coordination and Networked approaches

32. To work towards solutions, many cities and municipalities have created separate offices or commissions to handle migration issues. There are also increasing networks that pull cities and local governments together to work on this and other issues jointly. This is not a job only for national and local governments and the international community, but also for all local actors. We need to work with different partners across the private sector and civil society.

33. Firstly, in addition to creating separate offices or commissions, cities and local governments have often introduced their own city or municipal migration policy that may or may not be in line with national policies. Supported by a Rockefeller Foundation grant, Amman and several other cities in Jordan, for instance, have developed resilience strategies and placed a civil servant in charge or implementing this to address the pressure on public services.[28]

34. Secondly, another example of a governance model to address migration is in a networked approach. Public services are not just delivered by local governments but also by other actors including the private sector and civil society. There have been many networks created over the last decade including ICCAR—*International Coalition of Inclusive and Sustainable Cities,* and its regional coalitions, *Mayoral Forum* organized annually by UNITAR on *Mobility, Migration and Development*, UCLG—United Cities and Local Governments, Eurocities Working Group on Migration and Integration, *Cities of Migration* interlinking major immigrant receiving cities around the world, *Council of Europe's Intercultural Cities Network, City Mayors Network, Strong Cities Network, World Cities Network, 100 Resilient Cities*, and many others.

35. The Global Compact for Migration provides an important tool to address the public service delivery and migration issues in both destination and countries of origin. While the issues are not insurmountable, a coordinated approach is required to achieve access to basic services for migrants as well as strengthen them as key participants in co-production of the services required by all. To achieve this, efforts should be increased on awareness campaigns that respond to the, often, erroneous perceptions on migrants. These types of campaigns should emphasize that everyone, migrants included, should not only participate as a recipient of service delivery development but also as a driver of development that contribute to improved public services.

Four guiding questions for debate

For all questions, please consider the different models of distribution, autonomy and policy space under the different forms of government (presidential, parliamentary, federal, unitary) considering decentralization, devolution and de-concentration.

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[27] BD Gushulak,1 J Weekers,2 and DW MacPherson, Migrants and emerging public health issues in a globalized world: threats, risks and challenges, an evidence-based framework, Emerging Health Threat Journal, Version 2, 2009
[28] www.100resilientcities.org

i) What approaches, policies and legislative mechanisms have contributed to host communities co-producing public service together with migrant communities; migrants be involved in the design and delivery of public services in host countries, including through skills recognition and integration of their qualifications and experience within public service workforce/labour markets; ensure basic access to public services for *all* migrants, irrespective of legal status and in a non-discriminatory manner; prevent service provision being perceived as a pull factor (e.g. as potentially fostering irregular migration)?

ii) There can be a policy tension between restricting access to services and encouraging integration for immigrants[29]. This can lead to a complex system of rules about the access and production of services for migrants. What policies or governance arrangements would overcome this? What should States or cities and local governments prioritize? How does one policy level influence the other?

iii) Research notes that cities' approaches to migrations have greatly varied depending on their size, economic resources, human resource capacities, local context, as well as decentralization and whether local authorities have the space to develop and implement inclusive policies based on multi-stakeholder approaches.[30] Does this raise up the issue of decentralization as a potential solution? Would decentralization allow for municipal governments to deliver services more comprehensively to the migrants and for them to be involved in the delivery? What risks are there for decentralization such as lack of coordination amongst the different levels of government and how do we offset these?

iv) And, finally, how can the impact be managed to produce positive spin-offs for both host and receiving countries? How should this be communicated? Some forms of institutional innovation have included engagement of non-state actors such as the private sector and civil society including the associations formed by migrants and refugees themselves, and enhanced use of information and communication technologies to incite community participation.

Annex 1: Examples

Title	Summary
Athens, Greece – Coordination and delivery with CSOs	Athens has a population of approx. 660,000 (2011), with more than 15,000 immigrants (March 2016), but also nearly 400,000 youth that have emigrated from the city due to the financial crisis. Being the major economic hub of Greece, displaced people come to Athens looking for friends and relatives, empty apartments and cheap housing, as well as higher chances of finding work than in the country's rural areas.
	To address the housing challenges, the city plans to build 20,000 houses (growing to 30,000 in the next two years) with the support of UNHCR, the EU and 15 other partners. The city is also partnering with the Munich, Germany, to provide access to the labour market and to exchange policies through the mentorship programme CITIES-GroW. To improve urban planning, a collaboration and communication platform informing citizens and authorities about initiatives and facilitating the identification and

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[29] Economic and Social Council Research Council, Immigrants and Access to Public Services, August 2013

[30] Caglar, A. "Urban Migration Trends: Challenges and Opportunities in Europe." Background Paper. World Migration Report 2015. International Organization for Migration. 2014.

	matching of the needs and gaps in providing services has also been launched and provides opportunity to coordinate actions of key actors during refugee / migration crisis. In addition, municipality of Athens has recently established the Athens Coordination Centre for Migrant and Refugee issues (ACCMR). This is one of several different councils and centers established by the municipality for participation of migrants in development of local polices and initiatives for integration and delivery of services to migrants. The ACCMR is a collaborative platform bringing together municipal authorities and around 70 participating stakeholders (national and international NGOs, the third sector, migrant and refugee fora), with the aim the mapping of needs, identifying gaps in the provision of services, and to facilitate collaboration for the development of a strategic action plan for the effective integration of refugees and migrants living in Athens. The ACCMR is organized around five Working Committees (with the participation of both municipal and NGO actors), each focusing on a specific set of services (housing employment, health, education, legal support), all working towards defining a comprehensive service delivery system that takes into consideration the short-term and long-term goals of integration. Source: OECD: Working Together for Local Integration of Migrants and Refugees, April 2018 http://www.oecd.org/publications/working-together-for-local-integration-of-migrants-and-refugees-9789264085350-en.htm World Economic Forum: Migration and Its Impact on Cities – An Insight Report, October 2017 http://www3.weforum.org/docs/WEF_Migration_Report_Embargov.pdf
Barcelona, Spain – Access to Services	All residents whatever their nationalities are invited to register in the Padron, the administrative municipal census, to automatically gain the status of a "neighbour". The Padron is managed by the local authority (Offices of Citizenship Attention). Access to many services in the city requires registration in the Padron (i.e. for social housing, public education, but also city public bikes). Barcelona registers all persons living in the city, including without an address, allowing irregular migrants, asylum seekers and refugees to access local social services from registration day onwards. In addition, it decreases informality as it ensures the provision of reliable data to public authorities and may help migrants to benefit from proof-of-residence and local activities OECD: Working Together for Local Integration of Migrants and Refugees, April 2018 https://www.oecd-ilibrary.org/social-issues-migration-health/working-together-for-local-integration-of-migrants-and-refugees_9789264085350-en
ASEAN (Association of South East Asian Nations) - Committee on Migrant Workers– Regional Cooperation	In July 2007, the ASEAN Foreign Ministers established the ASEAN Committee to Implement the Declaration on the Protection and Promotion of the Rights of Migrant Workers. Part of the role of this committee has been to strengthen information services to educate migrant workers about their rights, access to services and immigration requirements. Leveraging

	on the policy repository in paragraph 4(a) of the ASEAN Declaration on the Protection and Promotion of the Rights of Migrant Workers, ASEAN strengthened information services for migrant workers by producing materials such as brochures, pamphlets, and posters, to reach out to migrant workers in both labour sending and receiving countries. The information services offered cover areas such as (i) preemployment and pre-departure information on channels, procedures and requirements for documented migration and access to overseas labour markets for skilled and unskilled workers, (ii) the hazards of undocumented migration and human trafficking, and (iii) the avenues for further information and assistance.
Moldova – Outgoing migration	The main push factors for Moldovans migration are of economic nature, mainly poverty, lack of employment opportunities and low salaries[5]. The main countries of destination are Russia (over 40 per cent) and Italy (over 25 per cent). Other preferred destination countries are also: The United Kingdom, Portugal, Greece, Ireland, Ukraine, Turkey, Spain and others.

Overall migration trends did not change significantly in 2016-2017, continuing a decreasing trend in the last couple of years. After almost two years of decline, remittances have rebounded to the 2015 level, nearing USD 213 million in the third quarter of 2017, fueling consumption and demand, and are projected to maintain a stable trend in the short term. At the same time, remittance income has diminished by 1.7 per cent, due to the appreciation of the Moldovan currency, and wage and price increases.

The Government of Moldova is carrying out an initiative to link migrants with their native localities and actively engage them in local development, at all stages. The concept of mainstreaming migration into local development is piloted in two phases in 38 target Moldovan communities. Below are some highlights on achievements to-date:
- All 38 localities successfully mainstreamed migration into local development, both at institutional (mayors and migration focal points designated and capacitated, local migration databases launched and updated regularly) and policy level (local socio-economic strategies developed/fully mainstreamed with migration aspects), through large consultations with migrants during the entire process;
- All 38 local communities established Hometown Associations as an institutional mechanism for migrants' continuous and effective engagement in local planning and development;
- A local crowd-funding platform was launched and successfully tested as an instrument for alternative funding for local development, with migrants' communities support, thus empowering local governments to use this tool for ensuring large-scale and well channeled financial contributions from Diaspora for joint local services projects.
- Over 200 small and medium initiatives were jointly implemented by migrants, and local authorities, in the field of education, culture, health, and social care within 2 years.
- 36 local services development projects were launched and implemented through a local crowdfunding platform, Guvern24, co-funded and co-implemented, in partnership, by |

	local public authorities and migrants. Hence, about 9,000 migrants successfully contributed with over 3.5 million dollars to bring better local services in their native cities and villages.
	• Migration is mainstreamed in the National Employment Strategy for 2017-2021. The document envisages capitalizing on the benefits of labour migration, diversifying opportunities for circular migration and facilitating reintegration of returned migrants, including their economic empowerment.
	• The automated information system of the National Employment Agency was updated to allow a better collection of data about their returned migrants beneficiaries. Now Government representatives, partner beneficiaries have better capacities to develop reintegration policies and local employment agencies can better serve the returned migrants.
Jamaica – Mainstreaming Migration[31]	International migration has been an integral part of the historical and contemporary experience of most Jamaicans and is a feature of the country's demographic landscape. The Government of Jamaica (GoJ) has recognized that with a population of approximately 2.7 million at home and a relatively large diaspora in destination countries, international migration has the potential to contribute to economic growth while reducing poverty and improving the well-being of individuals in countries of origin, transit and destination.

The GoJ has taken steps to harness the potential of migration for development, primarily by integrating international migration into the Vision 2030 Jamaica-National Development Plan. Specifically, international migration in the development context refers to the fact that migrants make positive contributions to the countries of origin, transit and destination. International migration should be viewed as a dynamic process of growth, empowerment and progress. The migration and development nexus is based on the premise that migration has the potential to increase human capabilities, enlarge the scope of human choices, and create safe and secure environments for citizens and migrants. The process of mainstreaming international migration into national development can enhance productivity, dignity and equality for all, while preventing and suppressing internal and external trafficking and promoting respect for human rights.

Therefore, the GoJ has taken a proactive approach to leverage the benefits of migration for enhancing development and building capacity and inter-institutional coherence in policymaking. The migration and development nexus represents an opportunity to focus on evidence-based planning, policymaking and capacity-building in a systemic and strategic manner.

The policy premise presupposes the need for a more systematic approach to the integration of international migration into development policies, plans and programmes of the government. This is a paradigm shift from |

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[31] http://www.mainstreamingmigration.org/country-overview/jamaica

	the negative perception of the role of international migration on developing states.
Thailand – Access to basic services including healthcare and education	Over the past few years, Thailand has regularized over two millions undocumented migrant workers, enabling them to get the same legal protection as Thai nationals and gain access to basic social services such as healthcare and education. In access to Education, on 19 January 2018, the Ministry of Education issued a directive instructing all public schools to accept for enrolment all children including those that do not have Thai nationality or legal documents. In access to healthcare, Thailand recognizes the important role that migrants can play in terms of health service delivery, especially making health service responsive to particular needs of migrants. Thailand has 'migrant health volunteers' who work closely with the migrants' communities in many provinces, for instance, Samutsakhon, Tak and Ranong, particularly on raising awareness of self-care and also provision of basic healthcare. Additionally, recognizing that language barrier is a big challenge for service providers and receivers, in many areas with large concentration of migrants, 'language coordinators' are hired to work with Thai health personnel in some hospitals in providing services to migrants. Furthermore, to ensure that migrant workers are better protected, 'hotline' has also been set up with an option of three different languages for migrants seeking assistance. In 2017, there were 131,924 calls to the hotline, 9.2% (12,156 calls) of which were made by migrant workers.
Chile - Incorporate the health needs of migrants in national and local health care policies and plans, towards ensuring access to basic services	The Chilean Ministry of Health's "*Sectoral Health Advisory Team for Immigrants*" developed the *Health Policy for International Migrants* launched in 2017 which now constitutes the national framework for actions focused on migrant's healthcare.
Sri Lanka - Incorporate the health needs of migrants in national and local health care policies and plans, towards ensuring access to basic services	Sri Lanka has established an inter-ministerial and inter-agency coordination framework for migration health and development comprised of a National Steering Committee on Migration Health (inter-ministerial), a National Migration Health Task Force (inter-agency and inter-ministerial) and a Migration Health Secretariat. The Secretariat coordinates the national migration health agenda housed within the Ministry of Health and supported by IOM. This work emphasizes the application of key GCM principles including international cooperation, whole of government and whole of society approaches, as well as people-centered, human rights-based and gender-responsive action to promote health of migrants.
Joint UN Initiative on Migration and Health in Asia (JUNIMA) - Gathering of	As a model whereby member states, international organizations and stakeholders can come together for the shared vision for promotion of health of migrants, conditions that ensure decent work, as well as reduce vulnerabilities in migration, the Joint UN Initiative on Migration and

networks of member states, international organizations and stakeholders to contribute to the implementation of GCM and respect of GCM principles	Health in Asia (JUNIMA) ensures effective regional coordination to advocate for access to health for migrants in Asia. IOM is the Secretariat of the JUNIMA Steering Committee. Moreover, in collaboration with Member States and other partners, IOM launched *the Joint Initiative on the Health of Migrants and their families* in Mexico and Central America*, a regional technical coordination mechanism, to respond to the recommendations of the World Health Assembly 2008 Resolution on the Health of Migrants 61.17.
Migrant Integration Policy Index (MIPEX)	The index fosters health provision for migrants in Europe through focusing on improving the equity and access of health care services, health promotion and prevention to meet the needs of migrants. With multiple partners, including IOM, MIPEX has carried out a comprehensive study on migrant health policies, measuring the equitable inclusion of migrants within national policies in 38 countries. The health strand of MIPEX was designed around four dimensions, including: entitlement to health services; policies to facilitate access; responsive health services; and measures to achieve change.