



Mediterranean City-to-City Migration

Dialogue, Knowledge and Action

3rd Thematic Peer-to-Peer Meeting and Mid-term conference:

The enjoyment of Human Rights and access to basic services

Tangier, City Hall, 28- 29 November 2016

Full meeting discussions

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Opening and welcoming remarks

The third Thematic Peer to Peer meeting started with a warm welcoming statement from the Mayor of Tangier, Mr Bachir Abdellaoui who expressed the interest of the city into the discussions and findings of this project. Migration is a very relevant theme for the city as it has a history of more than 3000 years, its people are proud of the civilisations that crossed path on its land and contributed to the shaping of the city's soul, and finally its international character as a melting-pot of cultures.

European cities face challenges in addressing migration and currently, this theme is widely discussed. The mayor expressed that as Moroccans "we are integrated within our environment, and believe that the future of humanity cannot ignore the issue of migration. Currently, as discussed during the recently held COP22, climatic problems will be one of the dimensions of migration. We believe that participation in the MC2CM project is beneficial for other cities, and we attend the project's meetings because we attach great importance to the theme. Major cities own an experience that must be shared to alleviate problems elsewhere. In Tangier we feel the weight of this responsibility because we have the experience and know-how of migration."

Session I: Setting the scene of the meeting and tour de table

All of the participants got a chance to give opening remarks and express their main interest in the two days ahead. This included touching upon more specific topics such as refugees, as was the case for **Gaziantep**, or to exchange ideas on how can local authorities can improve the access from migrants to basic services as it was the case for **Tunis**. In more general terms, the city of **Vienna** looked forward in framing the discussions with a Human Rights based lenses, as well as the organizing partner **UN-Habitat**. Present during this meeting were also the **Fons Catala** and **GIZ** Morocco.

Session II: Starting from the background paper, a group activity is performed on the challenges of providing basic services under Human Rights Frameworks: UN-Habitat thematic expert

The moderator for the P2P, from **UN-Habitat**, explained how this session will enable participants to discuss on how to provide access to basic services within the framework of Human Rights, to assess what is the gap between enjoyment of Human Rights and access to basic services, to talk about the power local authorities can have in changing national policies. For this, the invited expert from UN-Habitat took over.

UN-Habitat works on 7 basic services (housing, water and sanitation, transport, energy, mobility, solid waste management, ICT). The current session focused on the opportunity of basic services provision, and Human Rights frameworks. The presenter mentioned that as migrants are more likely to be affected by the lack of access to basic services, what are then the reasons behind this, and what is globally understood as a basic service.

There are different factors that cause the backlog in service provision:

Factors: governance transparency, issue of equity, capacity, investment, public awareness, and technologies, political will.

Solutions: strategic planning, integrated approaches for the provision of services, environmental strategies, Human Rights-based approach, community driven strategy, innovative financing, increased budget at local level.

Challenges that are more specific to migrants: migrants are usually not included in national plans. What are the frameworks to be created to better integrate them? Besides the legal restrictions there is also social/economic discrimination which mitigates migrants' access to basic services, as well as lack of information, inability to access services, etc.

Solutions: changing the narrative from problems to solution, adopting a holistic approach, identifying the different barriers, identifying innovative financing, strengthening strategic planning, and creating awareness at political level.

Mr Otieno also mentioned the 5 critical areas where access to basic services is included in the SDGs and the New Urban Agenda

- Involve local authorities, effective transparent and participative governance at local level
- Support decentralisation and the role of local authorities
- Enabling institutional framework for partnerships
- Sustainable financing
- Environmental sustainability

In order to address the specific needs of migrants, they must be seen as right holders, not as beneficiaries of aid. This is one of the merits of adopting a Human Rights perspective in addressing the access to basic services. It puts migrants at the centre of services provision as the access to basic services is the "right to life". The right to a standard of living adequate for health and well-being is also applicable to access to basic services; right to housing; etc.

Discussion:

UCLG explained how they take part in the strengthening of local authorities' competences in the promotion and protection of Human Rights, and produced a Global Charter-Agenda for Human Rights in the City. There are 3 fundamental principles: **Indivisibility**, **universality**, and **interdependence of Human Rights**.

Cities also reacted to this first session in different ways. For **Tangier**, a certain number of migrants pass by the city without becoming residents. Therefore, a number of migrants do not want to get involved in integration processes and many are in need to getting funds to cover the travel to their final destination. This is why begging is widespread. Besides this, **Tangier** also expressed concerns regarding the provision of electricity in informal settlements. Likewise, the city of **Fes** faces similar challenges and is looking at the opportunity of drafting a charter to propose solutions to these challenges, and the appropriate legal framework needed.

Madrid mentioned challenges related to waste water management and access to drinking water.

Session III: Group activity and setting baselines around the enjoyment of Human Rights and access to basic services/Protection of Human Rights and Social Cohesion: the challenge of cities

A group activity was coordinated by **UCLG** and **Fons Catala** that consisted on the following tasks and results:

Board 1 – Identify what participants consider as basic service and adopt a common definition.

Vienna: health, social services.

Madrid: basic material needs.

Lisbon : peace, housing, education, social services (illustrated by a popular song lyric).

Amman: education (schools cannot absorb the number of refugee children), housing, society, work, waste management (priority concerns for the city).

Tangier: dignity is a human right, housing as migrants often live in the forest, which is not acceptable for a human being, citizenship and justice, socio-cultural services, infrastructures, urban furniture, and the possibility to live comfortably.

Lisbon : gender equality.

Tunis : health.

Gaziantep : funding (how to secure financial resources to support refugees).

Fons Catala: the expression social cohesion refers to the responsibility of integration from both the society and migrants and is therefore very appropriate.

Fes : water, health, information.

Board 2 – With regard to the services mentioned, what are the difficulties met by local authorities on your territory, what are the shortcomings when access to these services must be provided to migrants?

Tangier: all partners, at the different levels, from local to international, must be involved.

Madrid: coordination between the different institutions must be ensured, communication is missing.

Tangier: coordination between the different institutions must be ensured.

Lisbon: coordination between the different institutions must be ensured.

Fes: a legal framework is needed to manage the provision of basic services, urban facilities are missing in areas that are expanding.

Amman: shortcomings also come from the country's scarcity of resources, Jordan relies partly on external aid to provide access to basic services. The government manages still to carry out initiatives (such as the installation of electricity in slum areas) without the support of external aid.

Gaziantep: administrations are caught unprepared and cannot respond to the need.

Tunis: local authorities will not be able to identify adequate solutions to problems without a dedicated administrative structure that is in charge of migration questions. The lack of administrative body for the governance of migration at city level.

Vienne: national authorities –and not local- are in charge of granting residency. If a migrant is granted residency, the financial resources are made available automatically. For a migrant that does not have a residency permit, the city will provide for him/her.

Tangier: although not a difficulty, they express that local population sympathises with migrants and the difficulties they face, there is no racism.

Fons Catala: in European societies, there is some reluctance, therefore awareness raising is needed.

Board 3 – What are the measures taken to face these difficulties?

Madrid: the city is welcoming, offers food and ensures accommodation for migrants and asylum seekers. The city also provides professional training to prepare integration on the labour market. The city signs agreements with partners (such as the Red Cross) to answer the needs in terms of housing. There is a specific department for migration affairs while other departments (social cohesion for example) address indirectly migrants' integration.

Tangier: the city does not lack frameworks and charters, it lacks their application. There are some initiatives that coordinate action between organisations working on migration. A day of training was organised on migration and local governance and a meeting will be held on the occasion of the Migrant day, 18 December. We are mainstreaming migration governance into city policy. In parallel, Tangier encourages civil society to be a partner of the city and work on migration. They fund associations in the framework of the city's support to civil society.

Fes: they invest in civil society to be a partner, and support civil society –but on a project-basis, the only way in Morocco to finance such operations.

Amman: at national level, a card exists for migrants, it gives them access to basic services (education, health) and provides them with the authorisation to work. At local level, several shifts are planned daily for health services, there are programmes for social inclusion in which civil society is involved.

Lisbon: a programme for the integration of migrants exists at the local level, as well as awareness campaigns, and councils in which civil society can participate.

Gaziantep: the migration office was established to develop social services, ensure coordination among the different authorities and manage cooperation with NGOs and universities. Different centres were established to face the situation (6). For example, Gaziantep has also Syrian education centres, established in 2012; 3000 students have graduated, and 1000 are currently studying. A Community centre for refugees living outside of camps was offers information and counselling in fields such as sport, culture and health. A law of access to labour market provided for Syrians was issued.

Tunis: although a legislative framework is lacking, the city managed the provision of basic aid. At national level, a group with representatives of institutions and of civil society was created. This group will work on the reality of migration at the city level. The first meeting took place few days ago.

Vienna: the city provides information to migrants on how to access the difference services they are in need of. When the initiative was launched, it was targeting only third countries new comers. It now addresses European citizens, refugees and asylum seekers. Information on where to ask for what is provided to new comers in their mother tongue.

Madrid: the city ensures education to all children, irrespective of their legal situation

Board 4 – How to protect migrants from these problems?

Madrid: resources are too scarce for projects, while it is fundamental that migrants get access to the same services than the local population.

Tangier: they would like to develop the idea of a centre to welcome migrants, where they could take part in language training. No budget line exists as such for local authorities, but this could be implemented in cooperation with donors and civil society. Another important point is the legislative framework to grant migrants with residency, as well as addressing the issue of housing.

Vienna: since 2004 the city has its own department for diversity management.

Lisbon: specific training for workers to support and improve their capacity to work with/for migrants.

Fes: the city requires a specific department/service to face the challenges of migration governance and migrants' integration.

Tunis: there is a need for a legal framework to address migration in the country.

Gaziantep: more financial resources and projects elaborated with international partners are needed.

Moderation: several cities share the need for professional training, reception centres, and cities statements/charters.

Session IV: Field visit: “New Cultural Centre Ahmad Boukmakh” and a meeting with OMANEC

OMANEC is a Moroccan association with local representatives in 9 Moroccan cities, including **Tangier**. The association was created in 2014 and aims –among other things- at promoting intercultural communication, fighting discrimination, promoting Human Rights. The association is foreseen to be a partner of the city of Tangier in the elaboration and implementation of the pilot project on migration governance, to take place in 2017 in the framework of MC2CM project.

Session VI and VII: Experience sharing and group work: Protection of Human Rights and Social Cohesion: the challenge of cities

This session started with presentations from **Amman's** representatives. First a project coordinator at the Amman Greater Municipality, presented the national framework and the Jordanian Response Plan. Then, the District manager of Bader Nazzal, presented the case of their district and how they work to include the Syrian refugees.

Intro to Jordan and Amman: Issues and Challenges

Despite the multitude of challenges that the Hashemite Kingdom of Jordan has faced in recent decades, including the shortage of viable natural resources, the Kingdom has succeeded in establishing a modern nation with unrivalled geopolitical stability in a region each time more turbulent. Not only is Jordan a vital catalyst for peace in the Middle East, but it has always assumed the cost of consecutive crises.

In 2011, the deterioration of security and the humanitarian situation in Syria forced thousands of Syrians to flee and seek refuge in neighbouring countries, including Jordan, which currently has nearly 9.5 million inhabitants, and hosts about 3 million migrants, of which 1.4 million are Syrians, including 657,000 registered refugees.

The dramatic increase in Syrian migrants puts critical pressure on the country's social, economic, institutional and natural resources. This crisis comes at a difficult time for Jordan, where the country faces economic, political and social challenges.

The assistance provided by the donor countries was not proportional to the needs, which forced the Kingdom to bear a large part of the financial burden resulting from the crisis.

Background info: census of the Syrian refugees in Jordan

UN High Commissioner for Refugees (UNHCR) confirmed that the number of Syrian refugees in Jordan until the 4th of July present reached 657.334 thousand refugees.

According to an official source in the Commission that appointed out in a statement to the «constitution» that the number of Syrian refugees in the camps amounted to 141.650 refugees distributed between the Zaatari camp (about 80.000 refugees), the Azrak camp (37.157 refugees) and the Mrajeeb Al Fhood camp (about 24.000 refugees). The sources also said that 516.780 refugees are living in Jordanian cities and towns.

The women accounted for 50.7% of the total number of Syrian refugees (around 333.136 women refugee, compared with 49.3% of man (323.998 men refugees), while the proportion of children is 51.6%. Syrian refugees in Jordan, aged between 18 and 59 years, represent a proportion of nearly 44.8% (294.420 thousand refugees) of the total number of refugees.

Case study 1: The Jordanian Response Plan – JRP

Headed by the Ministry of Planning in collaboration with the UN and NGOs, Jordan's Plan of Action for the Syrian crisis 2016-2018 consists of a three-year program of high-priority interventions to enable the Kingdom to cope with the effects of the Syrian crisis without compromising its development trajectory.

Besides the refugee influx, Amman's current situation includes rapid urbanization processes, natural resource scarcity, and inadequate infrastructure: namely transport, loss of agricultural land, high rates of energy consumption, unemployment, socio-spatial segregation between east and west Amman, lack of coordination between service providers, and increasing housing prices. The objectives of the response plan are as follows.

Objectives of the response plan:

- Raising the capacities of the central, regional and local authorities.
- Foster the resilience of municipal service delivery systems and infrastructures in areas severely affected by demographic stress.
- Respond to the immediate needs of Syrian refugees entering and exiting the camps; and vulnerable Jordanians affected by the crisis.
- Expand employment and livelihood opportunities.
- Alleviate pressures, including social imbalances on Jordanian host communities.
- Support the government budget to cope with the additional financial burden resulting from the crisis.

The city is addressing the issues on the following areas:

Transport: Short- and medium-term solutions:

- Road projects, bridges, tunnels, intersections.
- Encourage the use of public transport.

- Enforcement of laws.

Transport: Long-term solutions, development of public transport systems:

- Amman BRT.
- Amman Light Rail.

Renewable energies and energy efficiency:

- Renewable energy projects (installation of photovoltaic panels, PV operation, 10 recharging stations).
- Rationalize energy consumption (25,000 LED street lighting units of 120,000 planned units, electric and hybrid vehicles).
- Effective energy regulation (Energy Efficiency Act No. 13), Contribution to the preparation of the first Jordan Green Building Guide, recomposes and encourages green buildings.
- Public awareness.

National Water Strategy

- By 2022, Disi water and the Red Dead canal would be operational to close the gap between water resources and demand, but due to current trends in water demand, Water per capita will increase from 91m³ to 145m³ per year. ([Http://www.kinghussein.gov.jo/](http://www.kinghussein.gov.jo/))
- Municipality of Greater Amman: water treatment plants, water harvesting projects, incentives for green building.

Waste management plan

- Improve municipal waste management systems through several solutions such as PPP.
- Increase in waste management equipment (71 vehicles in 2012 and 41 in 2014, 6 tankers in 2016), Increase staff working in the field of environment, 3 teams to cover the shortage of equipment.
- Improve the cost-effectiveness of existing solid waste management systems.
- Waste-to-energy projects:
 1. Extraction of biogas, or methane.
 2. Expand the production of the existing biogas company
 3. Manufacture of compost from organic waste.
 4. Solid waste sorting.

Social Cohesion

- Social centres, libraries and centres of activity are open to migrants as well as to the inhabitants of the city.
- Social and evaluation studies, public awareness programs, workshops and training programs are carried out in collaboration with civil society.

Amman and 100 Resilient cities

Recently, the city of Amman is part of the 100 resilient cities network, which aims to help cities become more resilient by facilitating the building of a global resilience between governments, NGOs, the private sector and

citizens. Currently the first phase to detect areas of tensions and shocks in Amman is done with the identification of five zones of action:

1. Improving the financial and business environment of Amman
2. Implement effective urban planning to adapt to the changing needs of Amman and the urgency of a modern public transport system.
3. Improve municipal laws for more efficient delivery of services.
4. Create an environment of sustainable development.
5. Take advantage of the social and cultural status of Amman.

The second phase will be the development of a resilience strategy, the Amman Resilience Team will develop programs, initiatives and projects that can be realized through documentary research, surveys and analysis with support from Working-Groups to be formed for each area of action.

Case study 2: Bader area, Amman, and the impact of Syrian refugees, District manager of Bader Nazzal.

Bader area is the area No. (7) within the Greater Amman Municipality areas. It is located in the southern part of the city centre and is made up of several neighbourhoods. It covers an area of 10,000 m² and the number of residents is 262,484 people, according to the 2015 census.

The key services of the district are:

Important facts

Hosting the Syrian refugees has been done despite the difficult economic conditions faced by the Kingdom. Jordan did not give up his humanitarian role, which is a confirmation of its commitment to joint Arab action within the Arab and moral and social framework.

The reception of refugees is a major economic challenge for Jordan, who has yet to recover from the consequences of the global financial crisis that hit the region and the world at the end of 2008.

A study shows that the total cost for Syrian refugees on the national economy is up to more than 590 million dinars, **and at least 3% of the GDP of the country**, and accounts for about 20% of the state budget deficit. The study also indicated the direct impact on the Jordanian labour market, the acquisition by Syrian refugees of approximately 38.000 jobs which is nearly 40% of the annual required employment opportunities needed for Jordanian workers, what constitutes a significant challenge for the strategic national operation, and policies to bring labour in the country.

The population growth caused pressure on infrastructure and public utilities, particularly in education, transport sector, environment, waste, energy, water, and others.

In this framework, the government has allowed to accept the partnership with international organizations, whether relief or charitable e.g.: the project supported by the French Red Cross in partnership with the Jordanian Red Crescent and in cooperation with the Greater Amman Municipality in Bader area, which will be discussed later.

Obstacles and challenges of Bader Nazzal:

- Increasing population and a large influx of Syrian refugees.

- Increasing urban space.
- Lack of comprehensiveness of a large area of buildings sanitation (sewerage) thereby increasing the number of complaints in particular.
- Presence of a number of factories and plants within the borders of the area.
- Street vendors (cars) and stalls specifically in Constitution Avenue.
- The need for new vehicles and mechanisms.
- The need to increase the number of parks in the area and rehabilitate the ones that exist.
- The need to find solutions to traffic in some streets or intersections.
- Increasing waste production which can be linked to the increased population, i.e. refugees.

Core objectives

- Strengthening the resilience of vulnerable populations as a result of the Syrian crisis
- Improving social communication between refugees and the local community
- Improve the living conditions for the local community and Syrians refugees
- Reduce the tension between the local community and Syrians refugees and involve them
- Community-based activities in addition to enhancing their abilities and meet their needs

Services provided to Syrian refugees in the area of Bader Nazzal

The Bader area in cooperation with the Ministry of Industry and Trade encourage the investment of the Syrian Brothers by facilitating industrial and commercial installations license even if there is already around 50 industrial and commercial establishments within the Bader area. Of which, the Istanbul factory for woollen industries, workmanship factory for food Industries, Abu Arab Haidar for food products and confectionery, workshops for original Damascus sweets and others.

The Bader area, in cooperation with the Ministry of Labour, facilitates access to work permits for refugees and treat them as labourers and expatriate through the professional licenses. Furthermore, the Bader area has provided, in cooperation with the Jordanian Ministry of Health and the Red Crescent Society of Jordan, days of free medical care, using the Municipality buildings and public facilities to do so.

The offices have been uses for hall for the reception of refugees of all categories and provide medical aid and the necessary tests and treatments.

The Bader area facilitates affairs of Syrian refugees in terms of the ratification of lease contracts in order to enable them to determine their home addresses so as to facilitate their access to social security cards. Whereby the document 1339 clinch a special rent for Syrian refugees from 2012 to 2016. And thus led to a rise of the rent allowance from 2012 to 2016 by more than 150%.

The establishment of a charity bazaar, under the supervision of a number of officials as the French Red Cross officials in Amman and the Director of the District, Ziad Alfarraj, which showed that Bazaar is designed to introduce the achievements of the refugees, and focus on strengthening the linkages between the local community and the Syrian refugees and provide them moral support. The Bazaar includes food products for a number of charities organizations and Syrian refugees, and recreational activities and sports for children, and artistic mural drawings on one of the walls of the garden, and also picture gallery.

The social networking program includes the following activities:

- Festival for one day for the Jordanian Syrian children and which included entertainment and games and a picnic lunch for the children.
- Football training offered to Syrian and Jordanian children from the School of Abdullah Siraj.
- The establishment of a training course for football's most promising Syrians and Jordanians in the Bader District under the supervision of certified trainers.
- Badr Nazzal District also organizes a Festival for Jordanians and Syrians children in Jasmine Garden.
- In 2015, about 3,800 Syrian refugees and Jordanian citizen benefited from a first aid courses organized by the Jordanian Red Crescent to deal with injuries and emergencies aimed at saving lives. This was done in the Bader Nazzal district facilities.
- During 2015, the Jordanian Red Crescent presented the Community Health Services and first aid for Syrian refugees in the area of Bader in cooperation with the International Federation of Red Cross and Red Crescent Societies.
- In 2015 and 2016 some 400 Syrian woman benefited from the training programs offered by the training centre of the Greater Amman Municipality, in cooperation with the District of Bader Nazzal and the French Red Cross, on handicrafts and community development as computer courses, sewing, and the work of straw, haircutting, crochet, literacy.

Important challenges and efforts on the education system in Jordan

- The increased presence of nearly 145 thousand Syrian students in school and another 40 thousand of different nationalities pressure on educational institutions, as they bear the brunt of Jordan, as the international community provides aid but it remains limited in light of the growing number of students.
- These foreign students are treated as the Jordanian student and access to appropriate education opportunities and receive the same educational service as the Jordanian students.
- Further, students are accepted in all schools, regardless of the presence of a certified school papers.
- Jordan has a leading role in the reception of refugees and opened the doors of schools for their children and will provide quality educational services to them. Syrian students studying at public schools, amounted to about 145.000 students, in addition to 40.000 students from other nationalities, are treated like Jordanian students in obtaining opportunities and appropriate education and receive the same educational service as national students. Jordan is preparing thousands of teachers and builds more schools, which will work double shifts to accommodate these 145.000 children in the public education system.
- The Ministry of Education has selected 102 new public school for work double shifts to accommodate refugee students during the evening period, and enable them to enrol in the appropriate education opportunities at a cost of \$ 300 million per year
- In 2015, on the educational level, the Jordanian Red Crescent, in cooperation with the French Red Cross, provided services as rehabilitation of health facilities and water sources in the public schools frequented by Syrian refugee's children in the District of Bader Nazzal.
- Among the main problems that accompanied the presence of Syrian student's, is the need for additional teachers. The Government reveals that the number of administrators and teachers who were hired to further education in the camps and evening schools reached 3,870 teachers. Further, about

3,000 classrooms have also been added in all schools in the Kingdom. The number of Syrians studying at the Kingdom schools at the end of the year 2016/2015 amounted to 145.458.

- The new Minister of Education in several occasions emphasized that the Syrian asylum crisis caused great pressure on school facilities, noting that these challenges and the accompanying financial constraint will not stand in front of Jordan's commitment in providing the service of education as a right for every child living on Jordanian territory.

Discussion:

The scale of the refugee population in Amman was addressed by **UCLG**, when pointing out that the 145.000 Syrian children in addition to other 40.000 children migrants that are attending schools, are numbers only for the Greater Amman Municipality.

The integration of refugees in the school system was also enquired by Tangier. Amman, answered that there is a migratory crisis and they have an obligation to receive these refugees and to educate their children. They have established two phases to accommodate these children. Their obligation is also to integrate these children into activities, such as sport or culture, with the local society.

ICMPD made remarks about Morocco hosting a few weeks ago this country the COP 22. They were very interested in the point presented on the environmental impact following the increase of the population of the city of **Amman** and the plans put in place for waste, water, transport, and energy. This unexpected increase may allow some cities to embark on an energy transition in terms of sustainable development, environmental management and their direct environment. Has this migration had that effect? The city of **Beirut** has, for example, been under enormous pressure in terms of access to natural resources as well. Did other cities have a similar approach?

The city of **Amman** explained that its approach to environmental issues, resource management and sustainable management, whereas the Syrian crisis forcing them to rethink water and electricity related aspects and waste management in order to have a more sustainable approach and provide populations with their needs.

In the case of **Tangiers**, the refugees are concentrated in a district of the city, called Ghilfen. Refugees are concentrated in this area, so they have taken specific measures, in particular concerning the transport network that has been reinforced, and also a revision of the specifications of waste treatment to adapt them to the current volume.

Tunisia acknowledged that the COP 22 is an opportunity, as agreements have been signed and a Ministry of Environment and Local Affairs has been created. This will have a direct impact on environmental management at the local level and on the role of municipalities in this context.

Case Study 3: “Vienna as a Human Rights city – decision, process and implementation”

The next session started with the presentation of the **Vienna Charter on Human Rights** and was followed by a group exercise based on the Vienna experience. The case was presented by a Legal Expert for Human Rights and European networks, from the Municipal Department for Integration and Diversity.

In front of the challenges that are facing and should **shoulder** Amman and other present in the P2, the city of Vienna is in a privileged situation. For 2016, at our scale Vienna received and hosts also a high number of

refugees. Many of them were on their way to Germany, nevertheless, Vienna claims that the EU has a very restrictive policy for migration and refugees, and don't let people get in. Vienna is working for a very long time with a Human Rights approach, but in an implicit way. Today, the city wants to have an explicit policy of human right city.

City and Institutional Background

Vienna has 1.840.573 citizens. It's a fast growing city, in 2015 the city grew by 40.000 citizens, net some. Last year more than 115,000 people settled in Vienna for the first time. Over 70,000 people emigrated from Vienna. 91% of the population growth (balance) comes from international migration, newcomers are mainly EU citizen but also refugee. For the coming 20 years, 250,000 new citizens are expected.

In Vienna, half of the population has a migration background. This is a high level of diversity in the city. People came in the 60/70/80 from Turkey and Yugoslavia, in the 90 from Eastern Europe and Bosnia, and then the accession to the European Union also brought a lot of Europeans. Now more than half of immigrants in Vienna are from EU, so they have kind of privilege as they have a legal status in terms of residence, employment, social right, etc.

Last but not least in 2015, nearly 300.000 Vienna and Austria in their way to Germany. Some 80.000 of them asked political asylum in Austria, and 20.000 stayed in Vienna, which of course generated some challenges for the city of Vienna to deal with them in a way that is felt like appropriate and approaching the standard of public services, housing, social care, etc.

The city is not only a municipality, but also region, which means it has more competences. It helps to develop more policies, as antidiscrimination acts, social right acts, etc. This gives more power to deal with topics like the ones mentioned in the current P2P meeting. Vienna is the capital of Austria, it's a strong city that also develops cooperation with other European cities on migration.

The administrative structure is highly elaborate, as the city has close to 80.000 civil servants in the administration, to provide all kinds of services, included basic services -this in a very high standard-in order to guarantee a high level of quality of services in the city.

The administration is divided in several Administrative groups, such as Women's Issues, Education, Integration, Youth and Personnel. The department represented by the speaker is the Municipal Department, "Integration and Diversity".

Since 2010 there is a coalition government formed by the Social Democratic Party and the Green Party. The Social Democratic party was ruling the administration for a long time alone and set a very high standard of basic services. But since the Green party joined the coalition, they wanted to make the Human Right Approach City as an explicit practice.

Vienna political commitments in the area of migration and integration

- **Immigration:** a normality; **diversity of population** a potential – seeing Vienna as a city of Migration which gives a lot of opportunity.
- **a Welcoming culture:** support after arrival through project as **StartWien** (opened in 2016 to refugees) and implement measures and programs to facilitate equal access to education, social participation and basic services.

- **Integration and Diversity:** is seen as cross cutting issue for the whole administration and politics, supported by MA 17 integration and diversity.
- Vienna supports **dialogue and networking** for a respectful living together
- The city also counts the Alliance for integration and against racism internationally (ECCAR, EuroCities)
- The city adopted the **Human Rights based approach** since Dec. 2014. The motto is “My Human Right City for all”. The political decision was taken in 2013 and the city asked a Human Rights Institutes to accompany it and do it in a way as a process. Why this process? In 1993, the first UN world conference on Human Rights has been done in Vienna. Then still in 1993 the movement of human right cities started and was promote around the world.

There are many existing charters on Human Rights in the city, but Vienna decided to adopt its own, even if it could be a good start to just subscribe to an existing charter. Additionally, since 2008 there is an economic and financial crisis and the human right approach helps to get the right priorities on the agenda. In times where public spending has to be cut, you should not cut on human right fulfilment, moreover in time where xenophobe discourse is increasing.

Sub-case study A: What does it mean to be a human right city ?

- Creating policies and measures sensible of H. R. principles
- Promoting non-discrimination and equality of opportunity
- Facilitating political participation and empowerment
- Respecting obligation of transparency and rendering of accounts
- Ensuring Human Rights for all, especially for vulnerable groups
- Promoting Human Rights education in all parts of society

The City Council adopted the declaration “Vienna City of Human Rights” on December 2014. The main spirit of the declaration is: “The City of Vienna pledges to act as a guardian and defender of Human Rights by striving to respect, protect, fulfil and be accountable for Human Rights....”

Vienna wants to:

- Promote the Human Rights Approach as a cross-cutting principle for political and administrative decisions.
- Invite and include the Civil Society Participation.
- Promote Human Rights Learning in the City.
- Cooperation with national, international institutions, networking and solidarity.
- Need for institutional provisions (hr. office, monitoring and implementations steps – action plan and evaluation of this action plan).

Through multi-stakeholders and multilevel focus groups and round tables, including civil society, police, NGO, Human Rights organizations, etc. The city wants to collect the visions of all this groups and eventually put them in a common action plan.

Regarding the project “StartWien: or Start Vienna in English”, it is a project which has a specific entry for third country immigrants: **Startcoachings**. The project proposes to newly arrived people in the city to:

- Receive relevant information for a good start (in the mother tongue) and also to have German language courses
- Information modules on relevant topics offered in more than 20 languages, with a peer to peer approach, migrants living for long time in the city contribute to pass the information to the new comer from same country. This is a multiplying system that works very well.
- Vienna education booklet

This project has been extended to EU citizens in 2011 and to refugees in 2015.

Sub-case study B: The Right to education of young immigrants and refugees.

Vienna faced stronger and new challenges with the refugee arrivals in 2015:

- Youngsters + young adults beyond compulsory school age (from 15 to early twenties)
- Need for Basic, middle + / or higher (professional) education + training

Differing individual needs – in need of German language knowledge, literacy (in German), basic and further education and competences, education and qualifications - recognition + translation into the Austrian system.

Vienna's special program: Start Wien - the Youth College!

- Young people' s needs: Educational measures: (literacy/German, IT/Maths, social skills, citizenship education ...)
- Individual clearing talks + counselling
- Modular education system – tailored to the individuals' needs, 1000 participants (age 15 – 21)
- Preparation for high school, apprenticeship, employment, university education ...

Important factors for success:

- Cooperation partners – Vienna employment promotion fund, labour market service, Vienna Social Fund
- Project team: Partnership of 9 educational and integration institutions + associations in Vienna
- Extra funds by the European Social Fund, national and municipal funding

Group Activity related to overall Case Study 3

After the challenges were presented, the meeting's participants were spread into two groups to discuss and provide solutions:

Working Group 1: Human Rights City

- Which groups of inhabitants are most vulnerable or affected by Human Rights violations?
- How would you go about implementing a Human Rights approach in your city?
- What role can civil associations play?
- How to involve them in the process?

Conclusions:

- The city of **Fes** says that the most vulnerable group are those between 7 and 14 years old, they are in the streets doing work or begging at traffic lights and therefore are not solarized. This creates problems for children who are outside educational structures and unprotected, but also conflicts of coexistence with the whole society. It's not only about foreign minors, but also Moroccan children from other parts of the country who emigrate in the city.
- For **Tangier**, there is a lack of communication with the migrant population that prevents them from having access to services that exist and are available, but to which they do not have access due to ignorance. The most vulnerable group in Tangier are sub Saharan women, particularly young women. Challenges also exist with migrants in transit. There is a concentration of population in the forests and mountains because they want to be invisible and reject services (they wait to cross in an irregular way to Europe). There is also another population that has occupied homes in the city which generates tensions with the neighbours.
- In **Amman** the refugee population in the camps is the most vulnerable. They cannot work if they do not have permission, but there are also professions protected by law that are not accessible to refugees. Refugees work in the informal sector with low wages and without social or legal protection and with an over-saturation of the labour market.
- For the **Catalan** municipalities, the greatest vulnerability is for irregular immigrants, particularly young women, who do not have access to informal work and suffer many abuses and are victims of prostitution. Minors, despite being a vulnerable group, do have support from the state and from the autonomic administration, therefore, they are much more protected than other groups.
- The City of **Madrid** targets, in particular, people with mental illness and disabilities (mobility) and people with gender or sexual identities different from those established.
- In **Lisbon** the challenges are with the transit population, who has permission to work, but cannot travel and does not have access to all the rights (mainly during the transit phase). Many of these migrants want to go in northern Europe where they see more job opportunities.
- For **Lyon**, the difficulty is not how to act (there are action plans and many active NGOs), but rather how to obtain funding for Local governments.

Working Group 2: Right to education:

- What do young immigrants / refugees need?
- How would you go about finding out?
- Can you think of cooperation partners?
- How could a specific project be designed?

Conclusions:

- Regarding the right to education and the youth, how local governments should work with these kids? It's important to define their needs. A work should be done through their own networks to identify de sources of the problem and establish dialogues with the policy maker
- Further social resource and aid centres should be set with psychological and health care adapted services, this will also help to connect with their families.

- The kids also need care and affection, which local governments do not normally provide. That's why aid centres should have bilingual, dedicated teacher and mediators. This is what **Gaziantep** is doing in aid centres, starting to train the refugees by the refugees and creating dialogue with the leaders of the communities.
- Local Governments should also provide tools to communities so they can be more independent, they also need specific materials in their language, and they have to learn the language
- Furthermore, cultural education is important, they need to learn the culture of the hosting country maintaining also their own culture and religion, which is a must.

For **Vienna** it is very important that all cities contribute on migrants needs with adequate data in their administrations: who they are, what are their needs, etc. This is a very important starting point: "What is the situation in the city regarding to Human Rights". After this, an action plan, methods and actions can be designed.

As said in the group work, it is very important that cities have direct access to European funds. Cities already give people access to rights without additional funding, through NGOs and volunteers, but a city's responsibility cannot be delegated entirely to this sector. In the multi-stakeholder approach, the city assumes its responsibility (infrastructure, security, give access to health system) and involves the other actors regarding their capacity and expertise.

Referring to case on access to education, Vienna focused mainly on young people between 15 and 18 which are the most vulnerable and usually fail in integration as they don't access to education, languages course, employment market.

Final Discussion:

UCLG presented a tool which was adopted in 2011 to support and localize the Human Rights approach in local policies; "**the Global Charter for Human Rights in the city**". The charter is a social contract with the actors of the territory, a common plan of action (which can be adopted after a participatory process) promoting a common commitment on rights in the city and highlighting that the Rights to recreate citizenship.

Fons Catala recalled the specific situation in Spain, in particular regarding the access to funding. There is an enforcement of the funding from UE- to member states on Migration issues, but funds don't arrive at the local level, as they are nearly all allocated for security, police, or borders control. In this regard, Spain has welcomed few refugees. Catalonia at the local level offered 4,500 places for refugees, and only 167 places has been recognized by the state.

UCLG further asked how we engage indigenous peoples to respond positively to the integration of migrants. What tools are set to raise local populations' awareness of migration? **Vienna** responded that in the 90s they used a decentralized approach, being close to the people, answering their question, mediating, resolving conflict. But it is an action that requires a lot of human resources because it is a face-to-face action.

The meeting concluded with a set of remarks from all participants which acknowledged the fruitful and useful discussions that took place, as well as reinforced city commitments toward the following P2P meetings and the project.