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Setting Up a One-Stop-Shop for migrants in your city

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This guide provides practical tips on setting up a One-Stop-Shop mechanism for migrant reception and integration services, based on successful models from across Europe.

A One-Stop-Shop mechanism

- typically provides a range of services concentrated in one or several locations
- Is a cooperation by a range of service providers from public administrations (city, regional and national level) and civil society
- shares a common infrastructure (building, reception, interpretation) for the different services and organisations
- aims to improve access to services and cooperation between service providers
- aims to make it easier for migrants to navigate the different services.

A One-Stop-Shop is NOT...

- just a building
- a one size fits all model
- a solution to all your problems.

Why set up a One-Stop-Shop?

- **Simplifying access to services:** Migrants can navigate through city services more easily, reducing bureaucracy and ensuring they don't have to repeat their needs multiple times.
- **Increasing efficiency:** A coordinated approach saves time and resources by preventing duplication and promoting more cohesive service provision.

Avoids migrants receiving different (and sometimes opposing) advice or information from different services in the city, and having to re-tell their story to each new agency,. Instead they can receive a consistent message.

Creates an effective structure of cooperation and collaboration between services in the city that can be drawn upon in times of crises.

A OSS is a good method of increasing collaboration between state and NGOs

avoids duplicating effort

A symbol of the city's commitment to being a multicultural and welcoming city

Can help overcome problems which hinder effective integration of migrants such as lack of translated information or interpreters at city offices

Contributes to clarity, co-operation and coherence which can increase migrants' trust in local government and public administration

An OSS can be seen as an early intervention strategy to quickly move migrants towards independence and efficiently integrates adult migrants into the labour force = cost effective

Makes services for migrants more accessible, streamlined and effective

Enables better reach of undocumented migrants, who prefer to access support via migrant associations and NGOs rather than 'government' centres.

How to get started?

1. Secure political commitment to service coordination in migrant integration

Make sure that your city recognises the benefits of improved service coordination in the area of migrant integration. Develop an integration strategy that prioritises joined-up services for migrants. Publicise your commitment to partnerships between services and agencies.

2. Secure long-term funding

Sustainable funding is essential. Many One Stop Shops start with external pilot funding, e.g. from EU projects, but it is important to also include funding in your city's yearly budget and to work with partners to secure additional financial support. Up-front investments in planning and coordination are necessary for long-term success.

3. Appoint a coordinator to oversee the development

Identify a person or team to lead the development of your OSS. Ensure they have the capacity and the resources to manage the process. Whether internal or external, the coordinator should work closely with the relevant teams in City Hall.

4. Understand the needs of your city's migrants

Work directly with the migrant communities in your city to map out their needs. Prioritise what can be offered in the short, medium, and long term, and adapt services accordingly.

5. Map existing services

Regularly update a comprehensive map of services offered across the city. This will inform which services should be included in your OSS. Be sure to include and collaborate with NGOs and other non-city service providers.

6. Build strong partnerships

Invest in building and maintaining relationships with key stakeholders, including migrant-led services. Foster trust and mutual understanding between partners to make sure that coordination and referrals between them work smoothly.

7. Involve migrants in the planning process

Engage migrant residents in the design process to make sure their needs are reflected in service delivery model.

8. Pick the right venue

Whether in one location or many, your OSS should be accessible, empowering and welcoming. Make sure your space/s are adaptable to accommodate more services as you grow and consider privacy for sensitive discussions.

9. Clarify everyone's roles and responsibilities

Draft clear agreements that define the roles of all partners. This will avoid duplication, facilitate data sharing, and ensure everyone understands their responsibilities in the OSS.

10. Review and evolve

Establish a regular review process to ensure your OSS continues to meet the changing needs of migrants. Regular evaluations will help assess the added value of coordinated service provision and can help in securing future funding.

Top tips from One-Stop-Shops across Europe

Athens's Migrant Integration Centre

Learning

- 'Just do it!' Get stuck in and make sure your space, money and practice are flexible, so that you can adapt to the changing situation.
- Try to make the service robust, and seen as a core state provision, to ensure its sustainability.
- Learn to speak the language of politicians and how to demonstrate that the project is for everyone's benefit.
- When planning the budget, include a frontline expert as well as a finances expert. Both will bring essential expertise to the table. You must include budget for communications, for staff wellbeing, as well as some contingency,, so that you can be flexible and can adapt as you go.



Read more here: [https://connection.integratingcities.eu/mobile/CONNECTION-One Stop Shop.pdf](https://connection.integratingcities.eu/mobile/CONNECTION-One%20Stop%20Shop.pdf) (page 25)

MigraDo Dortmund

Learning

- Persevere to secure political and financial buy-in. You will need to keep nudging, to keep reminding people of what you are doing and what your vision is so that it does not get forgotten. Don't give up!
- Be flexible and adaptive, make sure that you take time to be reflective and to include a range of perspectives in the reflection and adaptation.
- Be strategic in your approach: Map the services and processes of your OSS and how they are related to your partners.
- Gathering users' feedback is important for adapting and improving the model.



Read more here: https://connection.integratingcities.eu/mobile/CONNECTION-One_Stop_Shop.pdf (page 21)

Watch video here: <https://www.youtube.com/watch?v=gvnjCZa7Zr0&t=2s>

Stockholm's Civic Office in the Rågsved neighbourhood

Learning

- Create trust within your neighbourhood and with the clients. Being consistent with opening hours helps to foster trust.
- Take an empowerment approach and focus on the learning process throughout the clients' integration journey.
- Make full use of the physical space to enhance the learning journey of clients.
- Employ staff with high competency e.g. multilingual, digital skills, pedagogical skills, cultural competency and awareness of societal issues.



Read more here:

https://connection.integratingcities.eu/good_practices/OSS/Stockholm_Civic_Office_Ragsverd.pdf

<https://www.migrationwork.org/news/Ukrainian-refugees-and-the-role-of-One-Stop-Shop-model>

More resources on One-Stop-Shops

[How to guide on One-Stop-Shops](#) from Eurocities Connection Project

[One-Stop-Shop video explainer](#) from Eurocities Connection Project

Article: [Cities responses to Ukrainian refugees, and the role of the “One Stop Shop model”](#)

Article: [Learning through doing: how immersive theatre helped understand the migrant experience at one stop shops](#)