Good Practices in Migrant Services: Call for contributions

Overview

The United Nations Network on Migration (the *Network*) has been established to provide effective, timely, and coordinated UN system-wide support to Member States in the implementation of the *Global Compact for Safe, Orderly and Regular Migration* (GCM)[1,2], and the attainment of its 23 objectives. To this effect, the *Network* has adopted and launched a comprehensive Workplan[3] organized around *core* and *thematic* priorities. Thematic workstream 6 (i.e. Access to services) is co-led by WHO and UN-Habitat, and - consistently with the implementation primarily of **GCM *Objective 15: Provide access to basic services for migrants'*** and secondarily of *Objective 16: Empower migrants and societies to realize full inclusion and social cohesion* - endeavours to identify and review good and promising practices in migrants' access to services currently being implemented. The review will contribute to showcase effective and replicable models, identify emerging gaps and barriers, and, in a separate process, to formulate recommendations towards enhancing migrants' access to services and improving the lives of migrants and their host communities in a tangible manner. Selected practices will inform and augment the *Global Knowledge Platform and Connection Hub* of the overall GCM *Capacity Building Mechanisms*, with evidence on migrants 'services delivery, emphasizing national and regional experiences, and their link with the Agenda 2030 for sustainable development.

Migrant services currently being analysed, as defined in the current workplan of the Working Group on "Access to Services" include: **health, housing, education, vocational training**, and basic public services such as **water and sanitation**. The types of practices this review intends to focus on, include government policies, national or local legislation, international agreements, programs and interventions, with particular emphasis on local and grass-roots level, and the removal of legal, physical, financial, information and discrimination barriers experienced by migrants in exercising their human rights through safe access to basic services. Special attention will be reserved to initiatives that aim at strengthening migrant-inclusive service delivery systems, fostering national and local short-, medium- and long-term policy goals regarding the inclusion of migrants in societies, their participation and empowerment, and in promoting mutual respect for the cultures, traditions, customs, and social development needs of communities of destination. Services analysed for this framework range from people-centred, migrant-inclusive, safe, affordable, easily and timely accessible provisions in the context of humanitarian response, integration into society, and their development-link for diverse categories of migrants along the migration journey at origin, transit, destination and return. In line with the overall principles of the GCM, practices selected are meant to effectively respect and fulfil the human rights of all migrants, regardless of their migration status, be participatory, gender responsive, child sensitive, and reflective of whole of government, whole of society approaches and partnership.

To ensure a large, participatory, quality selection of representative practices and covering all regions, this call for contribution is addressed to Governments, partner agencies, local and national authorities, civil society (including migrant, diaspora, women's, youth and faith-based) organizations, academia, public and private sector, trade unions, national human rights institutions, the International Red Cross

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[1] United Nations Network on Migration (https://migrationnetwork.un.org/, accessed 1 November 2019).

[2] Global Compact for Orderly and Safe Migration (https://refugeesmigrants.un.org/migration-compact, accessed 5 November 2019).

[3] United Nations Network on Migration, Workplan, July 2019 https://migrationnetwork.un.org/

and Red Crescent Movement, media and other relevant stakeholders. This paper summarizes criteria and presents a format for relevant submissions. Contributing entities are welcomed in submitting multiple practices. Deadline for submission is February 15, 2021.

Criteria applied in the selection of good practices

- **Service areas**: practices of migrant services for this submission is limited to <u>health,</u> <u>housing,</u> <u>education</u>, <u>vocational training</u>, or basic public services such as <u>water</u> and <u>sanitation;</u>
- **Types of contribution accepted include:** summaries of evidence from published or unpublished literature review; quantitative and/or qualitative research, or evaluations, case studies, migrants' and related testimonials or stories (single or multiple country) on good practices; impact of and lessons learnt from recent past (2015 – now) or present policies, and actions; pieces or essays describing innovative research and/or actions implemented;
- **Applied practices:** the practice should have been implemented at the global, regional, national or local level, rather than merely being a proposal, a plan or theory;
- **Preferential aspects in the selection***:* the ***appropriateness*** of the practice in addressing the service needs of the migrants and hosting population, and its ***quality*** in accordance with standards in the field/discipline; the ***effectiveness*** of the practice; the ***sustainability*** of the practice in the medium/long-term with available resources, and the social, economic and environmental context; the ***replicability*** of the practice, and its potential adaptability to different contexts/settings/countries/regions; the ***innovative*** nature and new approaches that could offer impetus for others to develop similar practices; ***timely***, ideally the practice should have been implemented since the adoption of the Agenda for Sustainable Development 2030 (i.e. post-September 2015).

Format

Submitted contributions in Microsoft Words format should:
- Identify the **entity submitting** the practice, and the **email address of a focal person** for further contacts;
- Be evidence-informed and include references for the literature, reviews, models and media cited;
- Maximum of 1500 words that includes the following:
    - **Title of the service/practice and implementing party**
    - **Period and venue of the implementation**
    - **Context** - what was the key issues and challenges? and the population served
    - **Practices** - how the challenge was addressed?
    - **Results** - what are the outcomes and impacts?
    - **Lessons learned and ways forward**- what are the lessons learned and recommendations?
- Submissions are accepted in English, French, Spanish, or Portuguese
- **Submitted by February 15, 2021 to [ardiop@iom.int; kaojaroenk@who.int](mailto:ardiop@iom.int); ; stephanie.loose@un.org;**

Submission template for a good / promising practice for the UN Migration Network's Working Group "Access to Services"

Name of entity submitting the practice	
Email address of a focal point for further contacts;	
	Overall information/text should not exceed 1500 words
Title of the service/practice and implementing party Country/City/Location of the practice	
Period the implementation	
Context - what was the key issues and challenge? and the population served	
Practices/Actions/Intervention - how was the challenge addressed?	
Results - what are the outcomes and impacts?	
Lessons learned and ways forward - what are the lessons learned and recommendations?	