



The GFMD Mayors Mechanism is co-steered by:



Call to Local Action on Migration

Through the Call to Local Action launched by the [GFMD Mayors Mechanism](#) in November 2019, local and regional governments can pledge to take concrete action to implement the Global Compact for Safe, Orderly and Regular Migration and Global Compact on Refugees in unison, and to report on their progress in the International Migration Review Forum in 2022 and in the Global Refugee Forum in 2023. For further information, please write: info@mayorsmechanism.org.

City of Milan, Italy

SUMMARY:

- Mayor Giuseppe Sala pledged in February 2020 to improve internal, vertical, and international governance cooperation; to ensure inclusive economic integration and development; to improve social integration with a focus on access to health care, quality education, and affordable housing; and to protect the most vulnerable migrants and refugees. Among many project efforts included in the city pledge, Milan:
- Joined the IOM's "Equal(c)ity" project as a trainee city with a view to strengthening Milan's services to better cope with sexual and gender-based violence (SGBV) in migrant communities (in line with GCM Objective 7). The other cities participating in the project are Brussels, Amsterdam, Ghent and Leipzig. Milan aims to learn from IOM's expertise and the good practices shared by partner cities, with a view to applying the SGBV toolkit developed throughout the project for the improvement of the capacity of frontline workers and volunteers to set up safe spaces for LGBTQI+ in migrant communities in Milan.
- Will continue to participate in the "ADmin4ALL - Phase 2" project, financed by the European Commission (DG Employment, Social Affairs and Inclusion) and implemented by the IOM in over 30 municipalities across 7 EU countries: Italy, Austria, Poland, Romania, Spain, Greece and Malta. This project aims to strengthen the capacity of local social service providers; to enhance political engagement and support coordination among local integration stakeholders to improve services for the social inclusion of migrants at local level; to promote the exchange of experiences among local authorities across the EU, document and disseminate good practices (in line with GCM Objective 16).
- Will promote legal migration paths through co-development cooperation projects, such as the temporary and circular migration initiative "MeNTOR – Mediterranean Network for

Training Orientation to Regular migration.” In its first phase (2017-2018), MenTOR aimed to improve temporary and circular migration schemes for young people between Italy, Morocco and Tunisia, co-financed by the EU in the framework of the ICMPD’s Mobility Partnership Facility. MeNTOR’s second edition (“MeNTOR 2”) aims at consolidating and expanding such mechanisms, by increasing the number and improving the effectiveness of transnational trainings, labour exchanges and employment opportunities for young people between Italy (Milan and Turin), Tunisia (Tunis and Sfax) and Morocco (Beni Mellal and Tanger). Milan aims to improve the employment status of at least 50 direct project beneficiaries, to increase access to financial support by at least 20 new start-ups in Morocco and Tunisia, to enhance the usage of the Art. 27 Mechanism by Italian enterprises, and to have at least 150 young people employed in the start-ups created by the project in the target areas (in line with GCM Objective 5).

- Will continue Milan’s “Service Centre for Unaccompanied Migrant Minors” beyond its initial pilot phase. This Centre is an innovative, multifunctional hub dedicated to unaccompanied migrant minors’ needs. It provides first reception as well as access to all procedures and services envisaged by the relevant national and international legislation for minors’ care and rights protection (in line with GCM Objective 7). This structure proved critical to including unaccompanied minors in Milan’s COVID-19 response.
- Is determined to enhance the quality of its social integration services, with particular regard to education. Through the “WISH MI - Wellbeing Integrated System of Milan,” the city seeks to improve social inclusion services and access to quality education for all Milanese children and teenagers, including minors with a migrant background. The City aims for increased access to city services for all minors (0 -18 years), with particular attention to the most vulnerable; a decreased number of minors (0 -18 yr) living in poverty; increased access of 0-6 yr children to early education; a lowered rate of school dropout (currently 10,6%); increased social cohesion; and a decrease in school segregation (in line with GCM Objective 15).
- Since the city administration submitted the pledge and in response to the COVID-19 crisis, the City of Milan collected donations of personal computers and tablets to ensure that unaccompanied migrant children maintained equal access to education and Italian language classes (in line with GCM Objective 15). Additionally, the city developed an online platform with classes and educational materials for migrant and refugee adults, including professional training and up to date information on the pandemic (in line with GCM Objectives 15 and 16).

DETAILED 2019 PLEDGE

PRIORITY 1: IMPROVE CITIES INTERNAL, VERTICAL AND INTERNATIONAL GOVERNANCE AND COOPERATION

- Increase city to city solidarity and collaboration through joint projects and community of practices
- Strengthen multilateral cooperation through city networks and global engagement in city diplomacy
- Share knowledge, good practices and innovative approaches to refugee responses in urban settings including through twinning arrangements

Brief Description:

Milan has been an active player within the EUROCITIES network since its establishment in 1986. Specifically, our Rights, Inclusion and Projects Area in the Social Policies Department is committed to further enhancing its contribution to the Migration and Integration Working Group and joining the Homelessness and Roma Inclusion Working Groups in 2020. We are also determined to improve our social inclusion strategies, with particular attention to the most vulnerable groups, through cooperation with other cities and stakeholders in the context of common initiatives and projects. To this end, we will explore innovative solutions to address the issues connected with irregular migration, through the “C-MISE” initiative and the “REACH OUT” project, as well as SGBV in migrant communities through the “Equal(c)ity” project and “Admin4all - Phase 2” supporting social inclusion of vulnerable migrants in Europe. Milan also promotes legal migration paths through co-development cooperation projects. A very successful example was “MeNTOR – Mediterranean Network for Training Orientation to Regular migration” (2017-2018), which aimed to improve temporary and circular migration schemes for young people between Italy, Morocco and Tunisia. MeNTOR’s second edition (“MeNTOR 2”) aims to strengthen and expand such transnational mobility mechanism.

Concrete Actions:

- After hosting the "EUROCITIES Integrating Cities VIII Conference and Migration and Integration Working Group meeting" in November 2018 in Milan, we are committed to further enhancing our contribution to the city network in the years ahead, by sharing knowledge and good practices on local migration governance. In particular, we aim at promoting a shift in the Working Group’s focus from refugee emergency responses to the social inclusion of migrants at local level, as the refugee crisis experiences in European cities in the last years has now given way to the need for more inclusive approaches to access to services and participation in the city life, with particular attention to the most vulnerable groups.
- For the same reason, in 2020, we also plan to join the EUROCITIES Homelessness and Roma Inclusion Working Groups. We are therefore committed to learning from other cities how to support Roma communities and groups at risk of homelessness to move from vulnerable to resilient citizens.
- We are also determined to take advantage from city-to-city collaboration with a view to exploring innovative solutions to the issues connected with the presence of migrants with irregular status in our cities. To this end, in January 2020 Milan hosted a meeting of the “City Initiative on Migrants with Irregular Status in Europe” (C-MISE), in collaboration with the EUROCITIES Migration and Integration Working Group and the Global Exchange on Migration and Diversity of Oxford University’s Centre on Migration, Policy and Society (COMPAS).
- Moreover, as part of our voluntary return and reintegration programmes, we have joined the “REACH OUT” project of the European Return and Reintegration Network (ERRIN) to raise and enhance awareness on voluntary return and reintegration of migrants in conditions of irregular stay, by involving local stakeholders, improving outreach and communication practices and creating a community of practices with other EU cities (including Amsterdam, Antwerp, Ghent, Newcastle, Tilburg and Utrecht).
- Furthermore, in October 2019, we joined the new IOM “Equal(c)ity” project, submitted in response to a call for proposal for the European Commission’s Rights, Equality and Citizenship Programme with other EU cities. Through this project, we have committed to participating as a trainee city in the capacity-building sessions and to applying the tools that will be developed in the next two years, with a view to strengthening our services to better cope with sexual and gender-based violence (SGBV) in migrant communities. The other cities participating in the project are Brussels, Amsterdam, Ghent and Leipzig. Besides, it is worth

mentioning the participation in the "ADmin4ALL - Phase 2" project, financed by the European Commission (DG Employment, Social Affairs and Inclusion) and implemented by the IOM in over 30 municipalities across 7 EU countries: Italy, Austria, Poland, Romania, Spain, Greece and Malta. This project aims to strengthen the capacity of local social service providers; to enhance political engagement and support coordination among local integration stakeholders to improve services for the social inclusion of migrants at local level; to promote the exchange of experiences among local authorities across the EU, document and disseminate good practices. The IOM Italy Coordination Office for the Mediterranean organised a mid-term regional consultation, convening all the beneficiary municipalities and institutions from the 7 participating EU countries. More than 30 cities and national authorities took part in the consultation, which was hosted in Milan on 8-9 October 2019.

- In order to avoid that migrants are captured in underground economy networks, Milan also promotes legal migration paths through co-development cooperation projects, such as the "MeNTOR" temporary and circular migration initiative, co-financed by the EU in the framework of the ICMPD's Mobility Partnership Facility. Through the opportunity offered by the Italian Immigration Regulation to deliver professional trainings to non-European citizens living abroad (mechanism in Art. 27), young participants from Morocco and Tunisia had the possibility to do traineeships in companies located in Lombardy and Piedmont regions and attend coaching on business start-up and job placement during and after their stay in Italy. Thanks to the cooperation between the Moroccan, Tunisian and Italian municipalities, employment agencies and NGOs involved in the project, "MeNTOR" successfully contributed to the improvement of the interns' access to labour market and entrepreneurial skills, as well as to the development of local communities. Starting from the lessons learnt in the first edition, "MeNTOR 2" aims at consolidating and expanding such mechanism, by increasing the number and improving the effectiveness of transnational trainings, labour exchanges and employment opportunities for young people between Italy (Milan and Turin), Tunisia (Tunis and Sfax) and Morocco (Beni Mellal and Tanger).

Expected Results:

- By improving our participation in the EUROCITIES Social Affairs Working Groups, we aim to positively contribute to the reinforcement of the role of local governments in a multilevel governance structure, in order to influence the EU decision makers in such a way to allow city governments to tackle strategic challenges at local level. More specifically, we expect that, by joining the Homelessness Working Group, we will have the opportunity to learn from peer local authorities how to improve and integrate our approach on prevention and active inclusion of homeless population. In the same way, by joining the Roma Inclusion Working Group, we expect to enhance our measures to foster the inclusion of Europe's biggest minority – the Roma community.
- Furthermore, by hosting the C-MISE initiative meeting in January 2020 and joining the "REACH OUT" project, we expect to contribute to raise awareness on issues related to irregular migration at local level, as well as to enhance the skills of our local frontline workers and partner associations in the engagement of migrants in a dialogue on voluntary return, by supporting individual decision-making and addressing the practical obstacles throughout the process. Through the "REACH OUT" project, in particular, we expect to create a network of stakeholders in our city, through which to reach out to undocumented migrants and establish at least five counselling contacts per week in the first five months of 2020. Moreover, in collaboration with the partner cities, we expect to develop a set of indicators, a methodology to measure impact and to draft a blueprint for successful outreach activities to other cities.

- As a trainee city within the “Equal(c)ity” project, we expect to learn from IOM’s expertise and the good practices shared by partner cities, with a view to applying the SGBV toolkit developed throughout the project for the improvement of the capacity of frontline workers and volunteers to set up safe spaces for LGBTQI+ in migrant communities in Milan.
- Through “MeNTOR 2”, we expect to improve jobs statuses of at least 50 direct project beneficiaries, to increase access to financial support by at least 20 new start-ups in Morocco and Tunisia, to enhance the usage of Art. 27 mechanism by Italian enterprises, and to have at least 150 young people employed in the start-ups created by the project in the target areas.

PRIORITY 2: ENSURE ECONOMIC INTEGRATION AND INCLUSIVE ECONOMIC DEVELOPMENT

- Promote economic integration and access to work in order to minimize economic drivers that compel migration and to favour economic integration of migrants and refugees
- Support migrants in their integration (skills recognition, capacity assessment, job coaching, administrative counselling, language training)
- Create awareness among the city population of the importance of collective action for migrants’ and refugees’ integration and engage business community leaders
- Promote migrants’ and refugees’ entrepreneurship

Brief Description:

Set up in 2000, the Centre for Job Orientation and Placement (CELAV) is an innovative employment service run by our Municipality. It is tasked with the implementation of active labour market policies for the promotion of the professional and socio-economic inclusion of people in vulnerable situations, including migrants and asylum-seekers. Since 2017, Milan has increasingly become a destination city, while previously migrants mostly transited through our city to seek asylum in other EU countries. In light of this changing trend, for the next years we aim at consolidating the work of the CELAV’s Unit specifically dedicated to providing support to migrants and asylum-seekers, as one of the key instruments offered by our city to foster social inclusion and integration. The CELAV is currently working on a pilot project in support to companies, expected to start in autumn 2020. The project aims at facilitating employers’ access to the information and relevant legislation concerning the hiring of asylum-seekers and supporting asylum-seekers who find a job while still awaiting for a response to their asylum claim.

Concrete Actions:

- The CELAV is an innovative service in the Italian context, as it does not pursue the traditional idea of assistance to the disadvantaged, but it rather aims to activation by overcoming obstacles, with the objective of making beneficiaries autonomous. Guided by this principle, the CELAV offers a variety of employability services, with an increasing level of support depending on the needs of beneficiaries.
- The most general form of support is orientation, delivered at free-access information counters, equipped with working stations where beneficiaries may consult job advertisements. The CELAV staff provides information on the types of jobs available, how to look for them, and the skills in need in Milan.
- After a first meeting, beneficiaries may be referred to other city services, if relevant, or may be proposed an appointment to assess more specifically their personal situation and be offered targeted guidance on how to implement the suggestions provided during the first meeting, including CV writing and skill assessment.

- Beneficiaries may be offered an enhanced form of support, through which staff develops with the beneficiaries a personal project, detailing actions to be undertaken by the CELAV and by the beneficiaries themselves to facilitate their job placement.
- The project often includes a traineeship, which allows beneficiaries to develop specific job-related skills. In this case, the CELAV staff contacts companies that are interested in the service and have an available position and preselects candidates. Traineeships typically last three months and can be renewed for other three months. During this period, beneficiaries receive a traineeship grant by the city. After the traineeship, the contract may be converted into an ordinary job contract.
- The pilot project that should be launched in autumn 2020 will allow both employers and asylum seekers to have easier access to legal and technical information about hiring procedures through a dedicated section in the municipal website and an in-person consulting service with specialised operators.
- A Memorandum of Understanding will be signed by relevant institutions (such as the Ministry of Interior's local branches), employers' associations and trade unions, so that the information on the legislative framework is correct and up to date.

Expected Results:

Thanks to this pilot project, we expect to offer facilitated access to verified and updated information about hiring procedures for asylum-seekers and employers; to enhance the collaboration with relevant institutions, trade unions and private sector; and to reach the target of at least 200 contacts with companies to inform them about the opportunities offered by the CELAV's new service.

PRIORITY 3: IMPROVE SOCIAL INTEGRATION WITH A FOCUS ON ACCESS TO HEALTH CARE, QUALITY EDUCATION AND AFFORDABLE HOUSING

- Improve non-discriminatory access to health care and education
- Increase coordination and multi-stakeholder collaboration for improved health and education services delivery
- Advocate for access to education for all children and adolescents, regardless of migration or legal status

Brief Description:

Milan is determined to enhance the quality of its social integration services, with particular regard to education. One of our top priorities is fighting school segregation, school drop-out and the "white flight" phenomenon, which mostly affect students with a migrant background, including those who arrived in Milan through family reunification – the most significant legal migration channel to Milan. By reinforcing our integrated family reunification service, we aim at providing newcomers with access to quality information and support: for young people, this can be key in order to choose the right education path and advance through grades on time. "WISH MI - Wellbeing Integrated System of Milan" is one of the most important projects through which we are seeking to improve our social inclusion services and access to quality education for all Milanese children and teenagers, including minors with a migrant background. WISH MI was successfully selected under the European Commission's Urban Innovative Actions 4th call: its activities will be implemented through a financed budget of € 5 million over three years. Moreover, our Social Policies and Education Departments committed to allocating additional € 5 million, assigned through the funds under Law No. 285/1997, to the design of integrated policies and programmes for the wellbeing of Milanese children, regardless of their migration status.

Concrete Actions:

- Over the last few years, family reunification has become the most important legal channel for long-term migration to Milan. Between August 2018 and September 2019, over 1,200 family reunification requests were made in the city of Milan, and 2,000 people reunited with their families. As more than 1,000 of them are children under the age of 18, it is essential that our integration and family reunification services within the Social Policies Department work hand in hand with the Education Department to promote the successful social and educational inclusion of newly reunited children. As a matter of fact, having access to quality information and support means, for instance, being able to choose the right education path and advancing through grades on time. Fighting school segregation and school drop-out is a top priority for our Municipality. Milan is also increasingly hit by the “white flight” phenomenon, which takes place when Italian middle-/high-class children leave schools in the city suburbs and are enrolled in private schools or schools in the city centre. The Municipality has analysed the origins of such trends, monitored how they evolve, and determined what can be done to change them.
- Since 2001, the Municipality of Milan has been working on experimental projects to widen and systematize the information, counseling and mediation interventions towards the families interested in family reunification or newly reunited, with the goal of promoting the social inclusion of the “New Milanese”. Most of these projects include a specific educational dimension, given that children represent 50% of newly reunited family members. The “Lab’Impact” project (September 2018 – December 2020), financed through the national Asylum, Migration and Integration Fund and led by Lombardy Region, aims at promoting a better integration of migrants regularly residing in Milan who are experiencing family reunification. Actions mainly consist in the strengthening of the existing information, counselling and mediation services in the areas of social inclusion and education, through an interdisciplinary approach and a multi-professional expert team. The same approach was adopted for the design of a city hub specifically dedicated to reunifying families, which should become fully operational in the first months of 2020. Another project, “WEMI – Milan for Inclusion”, will be financed by the 2019 Migration Policies National Fund of the Italian Ministry of Labour and Social Policies (€ 2,500,000) and will enable the launch of a multi-service hub dedicated to all key aspects for the successful inclusion of migrants, including counselling on education and training opportunities in Milan and support on school enrolment practices, with a view to fight school segregation and drop-out.
- Furthermore, the Urban Innovative Actions’ “WISH MI” project aims at addressing the urban challenges of child poverty, inequalities and segregation, by rethinking and integrating the local policies and strategies for the wellbeing of all children and young people, including those of migrant background. To do that, we will develop innovative and engaging solutions to improve accessibility to all available educational and extra-educational opportunities. We think that the multidimensional wellbeing of minors is fundamental: for this reason, we will work to recognize and empower Milanese youth as key players in shaping the future of our city. In particular, WISH MI seeks to address such challenges as income inequality and social marginalization; multidimensional child poverty (1 out of 10 minors lives in absolute poverty in Milan, but more children suffer from inadequate nutrition, healthcare and housing conditions, and lack of places of aggregation); unequal access to education (47,239 children between 0 and 6 years of age do not have access to early childhood education and care services); and integration of immigrant communities (24.8% of third country nationals residing in Milan are minors).
- WISH MI will face the aforementioned challenges through the promotion of the multidimensional wellbeing of all children, which is evaluated using 7 pillars: social relations, physical activity, healthcare, access to education and training, opportunities to express

talents and creativity, self-determination, and access to quality common spaces. We aim to achieve our goals through the following actions, guided by the wellbeing pillars: the development of an integrated set of policies and strategies; the codesign of the system visual identity; the aggregation of wellbeing opportunities in a connective participatory digital platform; the creation of community hubs to promote the re-composition of opportunities at local level and the experimentation of innovative services co-designed with minors and their families.

Expected Results:

- Through the “Lab’Impact” project, particularly its educational component, we aim at the qualification of the school system in multicultural contexts, including through the development of actions to fight school drop-out among newly arrived students involved in family reunification processes. In particular, we expect to involve in the project’s information and counseling activities between 100 and 200 newly arrived students (14-21 years) in 2020. Moreover, we expect to integrate such results with the “WEMI” project, by having approximately 1,000 children and adolescents in need of school integration support as beneficiaries of the “WEMI – Milan for Inclusion” project (the project duration is 24 months and the start date is still to be determined).
- Moreover, between 2019 and 2022, through the “WISH MI” project and the connected initiatives that will be implemented through the funds from Law No. 285/1997 on the promotion of children and adolescents’ rights, we expect an increased access to city services for all minors (0 -18 years), with particular attention to the most vulnerable; a decreased number of minors (0 -18 yr) living in poverty; increased access of 0-6 yr children to early education; a lowered rate of school dropout (currently 10,6%); increased social cohesion; and a decrease in school segregation.

PRIORITY 6: PROTECT THE MOST VULNERABLE MIGRANTS AND REFUGEES

- Promote and protect the rights of the most vulnerable — with emphasis on upholding the rights of children through legal aid and information provision and guardianship for unaccompanied and separated children
- Adopt gender-responsive and child sensitive approaches to address and reduce vulnerabilities
- Access to public safety resources including safe zones for reporting crimes and mechanisms to protect migrants from exploitation including undocumented migrants

Brief Description:

In November 2019, the City of Milan created an innovative, multifunctional centre entirely dedicated to unaccompanied migrant minors. Thanks to a pilot project (November 2019 - June 2020), the Service Centre provides unaccompanied minors with emergency reception and specific needs assessment (age determination, psychological assessment about torture effects, violence, language, working status, etc.). All the necessary procedures envisaged by the relevant national and international legislations are carried out within the centre, before minors are referred to the most appropriate longer-term residential solutions. The Service Centre also coordinates the Voluntary Guardianship system for unaccompanied migrant minors, established by the innovative and comprehensive Law No. 47/2017. The Service Centre, moreover, adopts an inter-institutional approach and aims to become a reference point at city level for the development of best practices and service networks (Regional health care system, including child and adolescent neuropsychiatry departments, Prefecture, Questura, Juvenile Court, NGOs, etc.).

Concrete Actions:

- The “Service Centre for Unaccompanied Migrant Minors” is an innovative, multifunctional centre entirely dedicated to unaccompanied migrant minors’ needs. It became operational in November 2019 thanks to a pilot project consisting in three main areas of intervention. The Service Centre aims at providing the unaccompanied migrant minors hosted in the city territory with first reception (Area 1), as well as access to all procedures and services envisaged by the relevant national and international legislation for minors’ care and rights protection (Area 2).
- Furthermore, the Service Centre ensures coordination and training of Voluntary Guardians (volunteer citizens designated by the Juvenile Court), in collaboration with the Municipal Ombudsperson for Child Rights and the broader administrative institution of Città Metropolitana di Milano (Area 3). More specifically, Project Area 1 offers places for the reception of all unaccompanied minors in a Municipal centre located in Via Zandrini 15, upon request by the Municipality, Local Authorities and the Judiciary, for a maximum period of 30 days (maximum 12 minors per day). The service responds to immediate emergency reception and shelter needs. In order to refer minors to the most appropriate longer-term residential solution, a careful and comprehensive assessment of their psychological and health conditions, specific needs, family background and personal history, is carried out by qualified personnel under project Area 2.
- One of the most innovative features of the Service Centre is the fact that, upon identification of any specific vulnerabilities of minors, all necessary services are directly activated in the Centre itself, without having minors reach different offices around the city and, most importantly, without transferring minors from a reception centre to another before a suitable accommodation is identified. In this way, the distance between first reception and longer-term solutions is minimized.
- By becoming an effective reference point in the city territory for all concerned public institutions, civil society organizations and citizens, the Service Centre also serves as a core place for the development of best practices in terms both of reception system and network among the various institutions and organizations involved in all phases of the protection process, thanks to a coordinated and integrated inter-institutional approach. Indeed, the Service Centre originates from a Protocol signed by the Municipality and the Prefecture of Milan (local office of the national Ministry for the Interior) on 27th April 2018, following the adoption of national Law No. 47/2017, one of the most innovative and comprehensive laws on protection procedures for unaccompanied migrant minors at European level (also known as “Zampa Law”).

Expected Results:

- After the conclusion of the pilot project in June 2020, we will ensure that services will continue to be offered by the centre in the framework of the SIPROIMI system (Protection System for International Protection Beneficiaries and Unaccompanied Migrant Minors). The SIPROIMI system envisages "integrated reception" actions, which go beyond the simple provision of meals and accommodation and also includes information and counselling complementary measures, through the creation of personalised socio-economic integration patterns. We will ensure a smooth transition of the Service Centre from the current experimental phase into that system.