



Ad-Hoc Query on the provision of services for third country nationals in one place

Requested by SK EMN NCP on 19 July 2013

Compilation produced on 27 August 2013

Responses from Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Estonia, Finland, France, Germany, Hungary, Italy, Lithuania, Luxembourg, Netherlands, Poland, Portugal, Slovak Republic, Sweden, United Kingdom (19 in Total)

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1. Background Information

In order to facilitate the provision of services for third country nationals in the Slovak Republic in one place and improve coordination among different state institutions dealing with different aspects of migrants' stay, IOM Office in the Slovak Republic would like to ask Member States and Norway the following questions:

1. Is in your country an umbrella institution which covers different entities or a sole institution providing **services for migrants – third country nationals “in one place”** related to their residence in your country (such as registration of their stay, resident permit applications, applications for the employment permit, prolongation of the permits, registration into the health insurance system, etc.).

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(This umbrella institution or a sole institution might be called: a Migrant Resource Centre/ Migration Information Centre/ Migrant Service Centre/ Migrant One-Stop-Shop... or other)

1a) If yes, please provide:

- **The name of the institution:**
- **Who runs it (name and legal status):** e.g. state or public institution/NGO/IO/a private entity/municipality/cooperation of several institutions/ other
- **How it is funded:** e.g. state budget/ municipality budget/EU funds/comboination/or other
- **Website or other contact details:**

1b) Please provide the details on provision of the following services by the institution mentioned in 1a)

Relevant services for third country nationals related to their stay

- **Resident permits/stay permits application process and issuance:** Yes/No/Partially/Not aware
- **Work permits application process and issuance:** Yes/No/Partially/Not aware
- **Health insurance:** Yes/No/Partially/Not aware
- **Other:** please list if applicable

1c) Does this institution provide also **other additional services** such as:

- **Legal counselling:** Yes/No/Partially/Not aware
- **Social counselling:** Yes/No/Partially/Not aware
- **Employment/Job counselling:** Yes/No/Partially/Not aware
- **Cultural orientation training or its facilitation/mediation:** Yes/No/Partially/Not aware
- **Language course or its facilitation/mediation:** Yes/No/Partially/Not aware
- **Requalification courses or their facilitation/mediation:** Yes/No/Partially/Not aware

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- **Counselling for TCNs on moving, living or working in other EU country or Norway:** Yes/No/Partially/Not aware
- **Other:** please list if applicable

We would very much appreciate your responses **by the 16th of August 2013.**

2. Responses¹

	Austria	No	This EMN NCP has provided a response to the requesting EMN NCP. However, they have requested that it is not disseminated further.
	Belgium	Yes	In Belgium such umbrella institution does not exist. The Immigration Office is the main institution regarding applications, but there are also several other institutions who provide necessary input, handling and/or services (Office for the Commissioner General for Refugees; Federal Agency for the Reception of Asylum Seekers; FPS Foreign Affairs, regional ministries of labour, municipalities, et cetera). More information can be found in our study “The Organisation of Asylum and Migration Policies in Belgium”.
	Bulgaria	Yes	<p>1. No, there is no umbrella institution, nor there is a sole institution in Bulgaria that provides services for migrants – TCNs, related to their stay in the country in one place. Different types of services and permits are provided and issued to TCN migrants by the respective institutions on their own. E. g. residence permits are issued by the Ministry of Interior, while work permits are issued by the Employment Agency (subordinate to the Ministry of Labour and Social Policy).</p> <p>Yet, in the scope of the EU “Blue Card” admission procedure for TCN migrants for the purposes of highly-qualified employment the service is available in one place – the Ministry of Interior, where after consultation with and authorization from the Employment Agency the EU “Blue Card” is issued to TCN migrants and it serves as both residence and work permit.</p>
	Cyprus	Yes	No, there is no such a “one stop shop” for migrants in Cyprus. These services are provided by different Ministries/Departments in separate locations.
	Czech Republic	No	This EMN NCP has provided a response to the requesting EMN NCP. However, they have requested that it is not disseminated further.
	Estonia	Yes	1a); 1b); 1c) No, there is no such institution for third-country nationals in Estonia. Migrants need to visit respective

¹ If possible at time of making the request, the Requesting EMN NCP should add their response(s) to the query. Otherwise, this should be done at the time of making the compilation.

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			<p>offices in different premises which provide services related to their stay (e.g. Police and Border Guard Board, Unemployment Insurance Fund etc.).</p> <p>However there is mentorship-service (http://www.jmk.ee/integratsioon/mentorship-service-for-the-integration-of-new-immigrants-third-country-nationals-in-estonia/) offered to recently arrived migrants by NGO Johannes Mihkelson Centre (http://www.jmk.ee/english/). This is a project funded from European Integration Fund and lasts from 01.08.2012-30.11.2013.</p> <p>The mentoring service consists of (1) providing information about different opportunities in language studies, working, education, medicine etc.; (2) explaining the social support system in Estonia; (3) introducing the Estonian society, living style, culture etc. through excursions and (4) providing other kinds of support services (for example translating the communication with the doctor or teacher and helping the new immigrant with language use, if there is a problem with understanding the Estonian etc.). There is also online consultation through the website. The e-counselling platform can be accessed here: http://el-counselling.blogspot.com.</p>
+	Finland	Yes	<p>1a); 1b); 1c) In Finland, migrants usually need to visit different authorities in different premises in order to get services related to their stay.</p> <p>However, there is a so called Virka Info (http://www.virka.fi/en/info/english) located in the city of Helsinki. Virka info is an information centre offering general information and advice on living and working in the Helsinki and neighbouring area as well as special advice and guidance on immigration issues. The centre gives practical guidance and advice for people moving to Helsinki from abroad on issues such as residence permits, citizenship, EU citizen residential registration and Finnish social security. The service is provided in several languages. Virka Info serves as a Citizens' advising office of Finnish Immigration Service, the Helsinki Register Office and the Helsinki Police.</p> <p>Furthermore, In To Finland (http://www.infopankki.fi/en-GB/into/) is a shared service point of The Social Insurance Institution of Finland (Kela) and the Tax Administration that is intended for foreign workers in Finland. In addition to people moving to Finland to work, it provides services for entrepreneurs and students from other countries, along with agencies and other companies hiring or bringing in employees from outside Finland. The officers at the service point in Helsinki have good skills in several languages, increasing their ability to provide advice on social security and taxation. At the service point, it is, for example, possible to apply for a tax card and the worker-specific tax number required in the construction industry. People coming to work in Finland for less than a year can also obtain a Finnish personal identification number at the same time, without visiting the local register office.</p>

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	France	Yes	<p>1. Yes. In France, one-stop-shops have been set up in eight departments to receive applications and issue residence permits. They are coordinated by the French Office for Immigration and Integration (OFII) through its regional directorates. The one-stop-shops are aimed at labour migrants, who are not subject to labour market tests, i.e. third-country nationals who meet the criteria for “skills and talents”, or “employee on assignment” or “EU Blue Card”. They can also receive applications from young professionals and employees under the French-Russian Agreement. The goal of one-stop shops is to make available a single contact person who acts as the interface between the employer who is intending to bring a qualified third-country national to France, and the different government agencies. The advantage is to reduce the number of trips to prefectures made by both the employer and the employee.</p> <p>1a)</p> <ul style="list-style-type: none"> • The name of the institution: French Office for Immigration and Integration (OFII = Office français de l’immigration et de l’intégration) • Who runs it (name and legal status): The OFII is a State operator responsible for the integration of newly-arrived migrants. • How it is funded: state budget • Website or other contact details: http://www.ofii.fr/ <p>1b) Relevant services for third country nationals related to their stay</p> <ul style="list-style-type: none"> • Resident permits/stay permits application process and issuance: YES (only for labour migrants, who are not subject to labour market tests) • Work permits application process and issuance: YES (only for labour migrants, who are not subject to labour market tests) • Health insurance: NO • Other: Medical examination <p>1c) Other additional services such as:</p> <ul style="list-style-type: none"> • Legal counselling: NO

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			<ul style="list-style-type: none"> • Social counselling: NO • Employment/Job counselling: NO • Cultural orientation training or its facilitation/mediation: NO • Language course or its facilitation/mediation: Not in the framework of one-stop-shops. • Requalification courses or their facilitation/mediation: NO • Counselling for TCNs on moving, living or working in other EU country or Norway: NO
	Germany	Yes	<p>In Germany, there is no dedicated central office with general responsibility for the needs of migrants only. However, the existing one-stop-government approach gives local alien offices the authority to make decisions on work permits (possibly after internal consulting with the labour administration), thus the aliens do not have to contact the labour administration themselves with regard to work permits. In addition, Welcome Centers have been established in Hamburg, Dresden and Essen. In these centers, new immigrants have access to comprehensive consulting services (e.g. http://welcome.hamburg.de/). Furthermore, the Federal Office for Migration and Refugees is going to initiate a model project in ten federal states (one location each) in the second half of 2013 providing support to registration and aliens offices with regard to the development of their own internal organization. The final findings and recommended actions of the project will be issued to all municipalities and administrative districts responsible for migration-related affairs.</p>
	Hungary	Yes	<p>1a); 1b); 1c) There is no such sole institution for migrants in Hungary. In order to get information related to the different aspects of residence and in order to submit the different applications, third-country nationals need to visit the authorities competent in the different issues.</p> <p>Hungary introduced the first single application procedure – covering both residence and employment authorization - by transposing the Blue Card Directive; furthermore the transposition of the Single Permit Directive will result in the single application procedure being the main rule for those who are allowed to work in Hungary. New provisions on single application procedure will be in effect from 1 January 2014.</p> <p>Within the framework of the new mechanism third-country nationals applying for a single permit should submit their applications to the competent regional directorate of the Office of Immigration and Nationality (OIN). The OIN contacts the National Employment Service's regional (metropolitan) employment office in order to ask for an opinion on the third-country national's employment. The regional employment office assesses the legal conditions of employment as well as</p>

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			<p>the national employment situation. The OIN brings a decision based on both its own check on the immigration criteria and the opinion of the Employment Service.</p> <p>As for the other services related to the residence of the third-country nationals such as registration at the health care services or services concerning integration, offices other than the above mentioned are competent as tasks and competences are divided in the public sector, furthermore counselling and integration tasks are mainly provided by non-governmental organisations.</p>
	Italy	Yes	<p>1a) State-funded one-stop-shops for immigration (<i>Sportelli unici per l'immigrazione</i>) were set up at provincial level, within every prefecture, to provide foreign workers with guidance and help to gather the required documentation for first employment, family reunification and residence permit conversion.</p> <p>They deal with preparing the documentation to be submitted for the issuing of a <i>Nulla Osta</i> (a declaration of no impediment) which is required to obtain a permit to stay.</p> <p>One-stop-shops for immigration was set up as provided for by art. 18 of Law 189/2002 (which amends art. 22 of Law Decree 286/1998).</p> <p>http://www.interno.gov.it/mininterno/export/sites/default/it/temi/immigrazione/english_version/Single_desk_for_immigration.html</p> <p>1b) Please provide the details on provision of the following services by the institution mentioned in 1a) <u>Relevant services for third country nationals related to their stay</u></p> <ul style="list-style-type: none"> • Resident permits/stay permits application process and issuance: Yes • Work permits application process and issuance: Yes • Health insurance: No • Other: n/a <p>1c) Does this institution provide also other additional services such as:</p> <ul style="list-style-type: none"> • Legal counselling: No • Social counselling: No • Employment/Job counselling: Yes • Cultural orientation training or its facilitation/mediation: No • Language course or its facilitation/mediation: No • Qualification courses or their facilitation/mediation: No

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			<ul style="list-style-type: none"> • Counselling for TCNs on moving, living or working in other EU country or Norway: Partially • Other: n/a
	Lithuania	Yes	Lithuania does not have such institution.
	Luxembourg	Yes	<p>1a). In Luxembourg there is no umbrella institution which provides services for third-country nationals. Third-country nationals need to go to different institutions for different services (i.e. the Directorate of Immigration – authorization of stay, issuances of residence permits, renewals; the municipalities to register; National Health Fund for the health insurance system, etc.)</p> <p>1b). N/A</p> <p>1c). N/A</p>
	Netherlands	Yes	<p>There are no governmental ‘umbrella’ institutions which cover <u>the whole</u> range of services mentioned. There are private parties which offer services to migrants, which can be hired by employers to take care of for instance the housing of the migrant, to help them find schools and to arrange the necessary appointments for them, or they give counseling.</p> <p>There is a one-stop shop for third-country migrants in which participate the local government , the Immigration and Naturalisation service, as well as the municipality services for registration. These are joint initiatives especially designed for the highly-skilled migrant from third-countries. All the formalities can be arranged in a single visit.</p> <p>The employee will be registered with the municipality and receive a citizen service number (burgerservicenummer/BSN), and be issued his residence permit from the IND, all during one appointment. This is called the one-stop-shop and takes about four weeks. However, it is also possible to choose the two-stop-shop option. This procedure is faster, but the expat will need to visit joint initiative (called expat centre). The employee will be permitted to start working immediately after the first visit; the second visit is only to collect the residence card.</p> <p>The joint parties are also the funding parties.</p> <p>http://www.denhaag.nl/en/residents/to/The-Hague-International-Centre.htm</p>

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			http://www.iamsterdam.com/en-GB/living/Expatcenter http://www.hollandexpatcenter.com/region/eindhoven/?gclid=COTboamu-rgCFRMRtAodbkQAiw
	Poland	Yes	In Poland there is no umbrella institution which covers different entities or a sole institution providing services for migrants.
	Portugal	Yes	<p>The name of the institution: National Immigrant Support Centre - CNAI (Portuguese one-stop-shop)</p> <p>Who runs it (name and legal status): The High Commission for Immigration and Intercultural Dialogue (ACIDI), the Portuguese public institute responsible for the integration of immigrants, runs the CNAI. ACIDI have several partnerships to manage the CNAI both with public institutions that have branches of services in the centres and with civil society organizations that support the services provided with intercultural mediators.</p> <p>How it is funded: state budget (ACIDI budget) in combination with EU funds</p> <p>Website or other contact details: www.oss.inti.acidi.gov.pt and http://www.acidi.gov.pt/institucional_book.pdf / email: oss@acidi.gov.pt or acidi@acidi.gov.pt</p> <p>1b) Please provide the details on provision of the following services by the institution mentioned in 1a)</p> <p>Relevant services for third country nationals related to their stay</p> <p>Resident permits/stay permits application process and issuance: Yes</p> <p>Work permits application process and issuance: Yes</p> <p>Health insurance: Yes</p> <p>Other: The CNAI involves seven Government agencies from six Ministries (Service for Border Control, Labour Inspectorate, Social Security, Regional Health Administration, Regional Directorate of Education, Electoral Registry Office and the Central Registry office)</p> <p>1c) Does this institution provide also other additional services such as:</p> <p>Legal counselling: Yes</p> <p>Social counselling: Yes</p> <p>Employment/Job counselling: Yes (including entrepreneurship support)</p> <p>Cultural orientation training or its facilitation/mediation: Yes</p> <p>Language course or its facilitation/mediation: Yes</p> <p>Requalification courses or their facilitation/mediation: Yes</p> <p>Counselling for TCNs on moving, living or working in other EU country or Norway: Yes</p>

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		<p>Other: The CNAI have eight Support Offices created by ACIDI in partnership with civil society organisations (including immigrant associations) to help the immigrants in specific questions such as: family reunification, legal advice, employment, qualification, consumers rights, housing and Social Support.</p> <p>Why was created? Framework: In 2004, Portugal created the CNAIs recognizing that service dispersion is one of the reasons why immigrants have a lack of information concerning their rights, duties and necessary procedures. The Centres respond to those needs by providing various services related to immigration in one space with an identical working philosophy, and functioning in cooperation. According to Decree-Law no. 27/2005 of 4 February 2005, the CNAIs were integrated into the structure of ACIDI, which was then an inter-ministerial coordination service. The Centres were constituted as organic units for welcoming, information and service provision to immigrant citizens, which facilitate the relationship between the service users and the various public administration services (further clarifications were introduced by the Decree-Law 168/2007 of 3 May). Among the most important objectives to launch the CNAIs were: provide an integrated response to problems experienced by immigrant citizens, make an investment in a real partnership and cooperation (with various services in the same place, with information-sharing, on the basis of the same IT system), be an innovative institution, very flexible and with the capacity to provide a rapid response to immigrants' needs and provide a public administration closer to immigrant citizens.</p> <p>Nowadays, over more than 80 cultural mediators coming from non-Governmental Immigrant Associations work in ACIDI' Support Offices of CNAIs. ACIDI believes that the participation of cultural mediators in the integration service provision is the key element for the success of the One-Stop-Shop approach because they play a central role in facilitating the interaction between State services and the immigrant population. These mediators guarantee not only a cultural and linguistic proximity (they represent 10 different nationalities and speak 11 different languages) to each immigrant accessing the One-Stop-Shops services, but also provide an essential link between public administration and immigrants.</p> <p>OSS impact: Since the first day the One-Stop-Shops in Portugal become a contribution to ensure that integration is a two-way process, where the receiving society actively engages in adaptation, combined with a consultative and cooperative process working with immigrants, to further the integration of both immigrants and the receiving society and effective human rights promotion. From March 2004 to December 2012 <u>more than 3 Million cases were attended to the one-stop-shops in Portugal</u>, with a daily average of 1,260 service-users.</p> <p>International Recognition: The Portuguese “<i>One-Stop-Shops</i>” were presented in the Handbook on integration for policy makers and practitioners in 2004 as an example of Best Practice on working with partners to achieve immigrant integration outcomes. Furthermore in 2005, the service had the 1st Prize for Best Practices in the category of serving</p>
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			clients (2004/05), organised by the Portuguese National Administration Institute, <i>Diário Económico</i> and Deloitte. This approach and other integration services and policies also led to the international recognition of Portugal as one of the countries with the best integration policies (MIPEX 2007 and 2010, UNDP 2009, IOM 2010). In 2011 the High Commission for Immigration and Intercultural Dialogue (ACIDI) also received the first prize in the <i>European Public Sector Award - EPSA 2011</i> under the theme 2 ‘ Opening Up the Public Sector Through Collaborative Governance ’. ²
	Slovak Republic	Yes	<p>1a); 1b); 1c) No, there is no such institution for third country nationals in the Slovak Republic. Migrants need to visit respective offices in different premises which provide services related to their stay.</p> <p>However, in 2012 and 2013, the Migration Information Centre of IOM office in the Slovak Republic (MIC IOM) which provides (free of charge) comprehensive counselling services to migrants who plan to live and work in Slovakia or who already live and work in Slovakia, organized in cooperation with relevant state authorities so called ad hoc Consulting Days for migrants from third countries in different Slovak regions. The aim of these Consulting Days was to bring together employees of Foreign Police Departments, Labor Offices, District Offices, health insurance companies and lawyers from the MIC IOM and provide counselling for migrants on issues connected with their residence, employment, social security, Slovak citizenship, starting business in Slovakia or other legal counselling at one place. During these Consulting Days, however, it was not possible for migrants e.g. to submit the application for the residence or work permit, or register into the health insurance system etc.</p> <p>More information on Migration Information Centre can be found on: http://mic.iom.sk/en.html</p>
	Sweden	Yes	No – Sweden do not have such an institution.
	United Kingdom	Yes	<p>1 a); 1 b); 1 c): NO</p> <p>The UK does not have one single institution that provides different resources to Migrants and Third Country Nationals. The Home Office deals with migrant’s access to employment, residence permits and any legal aspects regarding their stay in the UK.</p> <p>Any other provisions that migrants require such as social or legal counseling, language courses or cultural orientation is provided at the local level within different communities. The UK Government sets out a clear approach on</p>

² Further at www.epsa2011.eu

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			creating an integrated society, with emphasis on migrants taking responsibility for their own integration and on local communities providing migrants with any resources that they may want/need to access.
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