

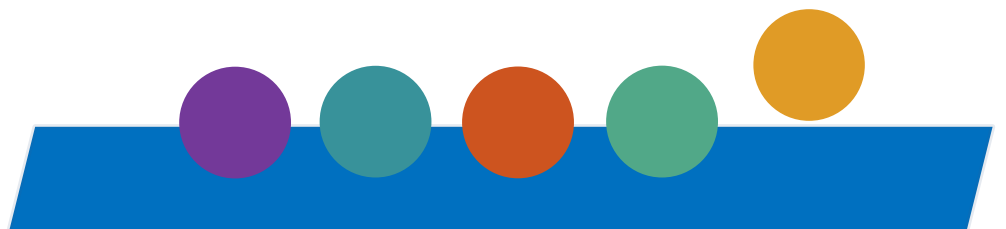


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INTEGRA

City Integration Audit Toolkit

Multi-method participatory assessment and mapping of city policies and practices for integration of third-country nationals





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INTEGRA

INTEGRA City Integration Audit Toolkit
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INTRODUCTION

Migrants continue to be drawn to cities in search of a better quality of life, greater job prospects and ease of access to urban infrastructure and services. City authorities are increasingly realizing the potential benefits of integrating migrants. What practices can cities put in place to promote integration of third country nationals? What practices can minimize the risk of alienation from the local communities and radicalization? What policies are paving the way towards a cohesive, inclusive society?

The project INTEGRA seeks to improve the process of long-term integration of third-country nationals (TCN) in five EU Member States (Bulgaria, Croatia, Czech Republic, Italy, and Slovakia) through city-to-city knowledge and experience sharing. The project aims to promote deeper mutual understanding between migrant communities and the host societies against the rising political discourse of securitization, and to improve urban integration policies.

The INTEGRA project has created a toolkit to help cities: elected officials, municipal officers, non-governmental organizations, educational institutions, migrant and TCN organizations and the community-at-large audit their city integration policies and practices, ask and answer some fundamental questions, identify bottlenecks and opportunities for TCN integration at local level and develop recommendations for further improvements.

The City Audits are designed as participatory, multi-stakeholder activity, engaging local communities of citizens and migrants, public bodies and civic experts in consultations, mapping and assessment exercises.

This toolkit contains several diverse tools for a city's self-assessment and charting progress. It can be used by stakeholders to evaluate the current practices of a city to be welcoming, inclusive and integrating, identify deficiencies in policy and procedures, set goals and foster communication within the community about its practices. For the city integration audit to be effective, third country nationals and migrants must be involved as full partners, sharing their own experience of the city's positive characteristics and barriers. They should play a role in suggesting changes and in implementing and monitoring improvements.



The toolkit outlines four audit methods: desk research, focus groups, city walks with checklist and photovoice. It also contains instructions for the content of these methods and the analysis of their findings, to cover essential features of TCN-friendly cities:

- City Vision and Services for TCN;
- Civic Participation and Social Inclusion of TCN and Migrant Communities;
- Urban Environment;
- Attitudes towards TCN and Migrants.

Although the checklist endeavours to help local communities understand technical and legal concepts that apply to their public service and integration policies and practices, these materials are not technical or legal advice. City officials are encouraged to consult technical experts, attorneys and/or relevant regulatory authorities for up-to-date information and advice on specific situations.

CITY INTEGRATION AUDIT TOOLS



The City Integration Audits involve four main tools, which complement each other, provide access to review and assess diverse policies and areas of urban life, engage different citizen groups, institutions and organizations. Complementary methods provide additional evidence and contribute to a comprehensive understanding of complex city integration issues. Interpretation of different audit methods enables the stakeholders to identify effective and sustainable practices, and to also identify where urban policy and practice can be improved or innovations developed to more greatly assure that TCN integration is smooth.

This toolkit includes four methods: desk research, focus groups, city tour with checklists and photovoice, which are explain in practical terms below.



CITY AUDIT DESK RESEARCH



The research has two main aims: 1) to describe and assess the effectiveness of the existing strategic and program documents and practices for TCN integration and the local level, and 2) to develop recommendations for adapting policies and institutional framework and governance aimed at strengthening the capacity of local authorities to address the social and economic challenges that arise from migration.

The methods selected for this part of the city assessment and analysis are qualitative and include:

- *document review* (for example, publicly available city/municipal strategies and action plans for integration, urban development, social services and education, public safety and security plans and ordinances; annual reports for the implementation of the said strategies);
- *literature review* (where applicable, academic and non-academic publications on the issues);
- *secondary data review* (for example, relevant content produced by NGOs, local/regional/national/ EU public bodies, scholars, survey data, legal databases, national statistics reports), and
- *media publications*.

Step 1. Review and assessment of documents at city/municipal level for TCN integration.

The following aspects shall be included in the analysis:

- Inventory of the available documents (i.e. strategies, programs, action plans, monitoring plans of implementation); such documents should be published on the city/municipal council website;
- Scope of the existing documents (are they specifically drafted to address TCN integration; timeframe of the documents; do they focus on sectoral measures, i.e. in education, housing, etc.).



- The assessment should consider the following questions: are the existing policies and programs in line with current national and EU documents. For example, do they reflect the priorities of the EU Action Plan for the Integration of Third-Country Nationals, do they respond to national-level priorities for TCN integration, do they address human rights, gender issues, anti-discrimination legislation, etc.

Questions for consideration for the review and writing the report:

What specific government policies are in place that address urban security with reference to TCN in your city? Are these policies and strategic documents aligned with the overall integration policies in the country? Are they aligned with national and EU level strategic documents? Are they evaluated/revised/updated on a regular basis? Do they follow a right-based approach? Do they take into account gender-specific issues? Do the strategic and policy documents for TCN integration correlate with other city policies for public safety, education, housing, social and cultural services? Are the existing strategies and policy documents backed up with sufficient financial means for implementation?

Step 2. Overview of the institutions at local level responsible for TCN integration.

Stakeholders shall describe the public institutions in charge of TCN integration (i.e. municipal integration centers, departments of social services, education, housing, and employment, safety and security). This part of the review should highlight the role of the institutions responsible for urban safety and for public services offered to TCN.

Questions for consideration:

Which public agencies are responsible for urban security at the city level? Do they have special mandates with respect to TCN integration and prevention of crime? Has the city introduced new measures to ensure public safety in communities with mixed population (TCN, locals)? What are the main barriers to consulting TCN in planning and service/programme delivery? What are the responsibilities of the police/municipal police? Are they working with community leaders, NGOs, citizens groups on issues of urban security and integration? Do the responsible bodies have sufficient capacity, skills and resources to carry out their duties as required? What needs improvement?



CITY AUDIT FOCUS GROUPS



A focus group is a planned moderated discussion of selected people that is intended to collect opinions, perceptions and viewpoints about a topic or area of interest. The focus group method allows members of the group to interact and influence each other during the discussion, while considering various ideas and perspectives. The moderator is responsible for introducing the focus group topics, the project, and the participants and for keeping everyone on topic and on schedule. The focus group is normally audio recorded with the permission of the participants or rapporteurs take comprehensive notes of the discussion for internal purposes to develop a report with findings.

Focus groups include between 8 and 10 people, and last for about one hour and half to two hours.

The city audit focus groups aim to gather input on the current situation of the integration of third-country nationals (TCN) at city/municipal level, including also attitudes of the host society to integration, as well as to prompt participants to identify measures for future improvement. The focus groups could reflect on theme like:

- The presence of TCN communities in the city: data and statistics on the numbers of the TCN in the city, on their countries of origin, on the numbers of communities of TCN. In case data is not available, what the focus group participants guess/opinion is.
- Knowledge and assessment of existing measures for TCN integration at local level (city documents and policies, city/community actions implemented).
- Social and cultural services for TCN: information on the available services for TCN; opinions regarding the effect of the services, ideas for improvement.
- Good practices from NOGs and the Local Government for TCN integration.

Dates and locations should be chosen to ensure the highest participation of all persons invited and good representation of all target groups. Invitations for the focus groups could be sent at least two weeks before the event. The invitation letter may include a brief description of project/purpose and a summary of the topics to be discussed.



Participants:

The following target groups should be invited to participate:

- Local Government;
- Local Administration – Welfare/Cultural Services;
- Local Police;
- Local Schools (Teachers or School Leaders);
- Mediators;
- Members of TCN Community;
- NGOs.

It may be more efficient to hold two focus groups, one with governmental/institutional participants and a second one with NGOs and TCN communities.

To guarantee gender balance among the participants, partners are encouraged to invite equal numbers of men and women. Special focus should be given to ensuring the participation of TCN and/or migrants.

Conducting the focus group:

Participants need to be informed and provide their consent the discussion to be audio recorded, solely for internal purposes and report development.

The moderator opens the discussion introducing himself/herself, the purpose, the topics and the participants. He/she also needs to set the rules of discussion (e.g. length of individual interventions, no interruptions of other speakers, no use of cell phones, etc.)

During this process, the moderator (or an appointed rapporteur) takes notes or records the most relevant points of the discussion.

Sample discussion questions:

The following questions (divided into the four areas that cover essential features of TCN-friendly cities) may be raised. Please keep in mind that open-ended questions provoke discussion, yes/no questions don't.



Theme:

City vision and services



- In your opinion, does the presence of TCNs in your local community bring a positive neutral or a negative value? Why?
- In your opinion, what is the current situation of the TCN integration in our city?
- Can you share data and statistics about the presence of TCN in the city? (number, age, gender, nationality...)
- What are the actual measures implemented (except social and cultural services) by the local authorities and civic actors for the integration of TCN?
- What are the implemented social and cultural services for TCN?

Theme:

Urban environment



- Can you identify “hot spots” of urban safety/crime in your city, connected with the presence of TCN? Can you indicate them on the city map?
- What safety issues exist for TCN in these city areas?
- Can you make any recommendation to solve the problem?

Theme:

**Civic participation and social inclusion
of tcn and migrant communities**



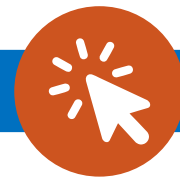
- Are TCN involved in the public city life?
- Do TCN organize events aimed to develop relationships with the city?



- How do you assess the level of TCN's social inclusion:
 - None: the city maintains the social exclusion.
 - Low: the city has taken incremental and positive steps in the integration policy, but the social exclusion remains.
 - Medium: the city has taken a major step forward towards the social inclusion.
 - High: the city has developed a transformative policy to resolve the social exclusion.

Theme:

Attitudes towards tcn and migrants



- In your opinion, which measures would you consider as best practices conducted in the city to improve integration?
- In your view, does the city do well in communicating to the host society on all aspects of TCN integration (challenges, policy measures, services provided, awareness-raising of integration issues, information activities promoting the contribution of TCN to society, etc.)
- In your opinion, which are the measures that the local government must implement over the next years to improve integration?

At the end of the discussion the moderator provides the participants with a brief summary of the main points and results of the focus group, asking them to confirm the findings.

Focus group analysis and report:

The report form should include the main findings, conclusions, recommendations from the focus group(s), which will be integrated into the overall study design of the City Audit Report.

It should start with focus group and participants' information: date, city, moderator, number and breakdown of participants (representatives of institutions, NGOs, TCN, men-women, etc.)



Give a short description of the main topics discussed, paying particular attention to the four principal issues addressed. For each thematic area indicate if the participants had enough and detailed information on this topic. What was lacking (statistical data, knowledge of specific issues, overall lack of information, etc.) and the reasons why? For each focus group question, summarize the “big ideas” or “themes” that were discussed. For each thematic area (city vision and services; urban environment; civic participation and social inclusion of TCN; attitudes towards TCN and migrants) summarize the main results of the discussion and eventual recommendations and suggestions.

The focus group analysis and report should also include the answers to the following questions:

- Which are the themes that stirred most interest during the focus group?
- Which are the main success and challenges regarding the integration identified during the focus group?
- Conclusions and recommendations regarding TCN integration made during the focus groups.

CITY TOURS WITH CHECKLISTS



The city tour/walk and checklist is a participatory tool for a city's self-assessment. In assessing a city's integration strengths and deficiencies, TCN and migrants will describe how the checklist of features matches their own experience of the city's positive characteristics and barriers. They should play a role in suggesting changes and in implementing and monitoring improvements.

The checklist is divided into the four areas that cover essential features of TCN-friendly cities:

- City Vision and Services for TCN;
- Civic Participation and Social Inclusion of TCN and Migrant Communities;
- Urban Environment;
- Attitudes towards TCN and Migrants.



The checklist covers areas that are most likely to be within the prerogatives of city/municipal authorities, since European member states have different division of competences between central and city administration regarding services to migrants. The checklist results will also likely be affected by the city's resources, size, demographic structure, size of TCN and migrant communities.

Although the checklist endeavours to help local communities understand technical and legal concepts that apply to their public service and integration policies and practices, these materials are not technical or legal advice. City officials are encouraged to consult technical experts, attorneys and/or relevant regulatory authorities for up-to-date information and advice on specific situations.

Instructions:

The checklist will be filled individually, however, the participants will work as a group. They will have some group discussions and/or meetings or interviews with people who can provide the needed information, for instance what the city strategies are, what the city resources allocated to integration of TCN are, etc. Part of the city audit should be done via city walk, ideally going through relevant urban areas where migrants and TCN tend to gather, live, work, or receive services, to get first-hand expression of the urban environment and safety. Participants are encouraged to take notes, make comments to help the follow-up work.

Participants can come from different sectors and walks of life: city administration, police, schools, community organizations, TCN and migrants. To guarantee manageability and efficiency, it is recommended to secure 20 to 30 participant.

Participants can choose their response on a scale of 1 to 5, with 5 being "excellent" and 1 being "poor". It is important to encourage them to add comments to explain their choice but also to suggest ideas for further improvement. The city walk and checklist responses can be combined with and complemented by the photovoice and taking photos of positive and negative developments, etc.

After the city audit tour is over and the checklist is filled out, the results will be gathered and analyzed: section by section and for the checklist as a whole. The final score is the average one of all participants. In case there are significant variation between the scores of individuals, it is recommended to engage participants in a consensus building discussion.



The City Walk should take about 2–3.5 hours, including:

- ½ to 1 hour to discuss the city integration/safety audit and checklist and decide on the walk locations;
- 1–1 ½ hours to do the audit;
- ½ to 1 hour to discuss the findings and plan to write the recommendations.

Total: 2 hours -3 ½ hours

The city audit checklist findings will identify the more and less advanced areas of urban integration policies, specific tasks that need to be addressed, underutilized local resources. Participants need to also discuss some ideas for improvement regarding each section of the checklist.

The checklist is not meant to be used to rate European cities, nor does it offer a baseline that needs to be achieved. It is a self-assessment tool that – if used periodically – can demonstrate city level progress and developments in the area of integration of third country nationals and migrants by comparing the scores. Alternatively, it can be used by different target groups simultaneously to compare their perception of city integration policies and practices. Most of all, it is meant to raise awareness of certain urban issues.

The checklist findings and recommendations will be recorded in a brief report, which will be further used for the City Audit Report and other activities like the city integration labs. The report will follow the structure of the checklist and will outline the best-assessed areas vs. the most challenging, as well as ideas for improvement of each section.



City Vision and Services

	Score	Comments/Evidence
	1 2 3 4 5	
The city has a strategy for promoting diversity and equal opportunities in which TCN and migrants are identified as a target group.	1 2 3 4 5	
Adequate financial and organizational city resources support TCN/migrant integration.	1 2 3 4 5	
The city has structures in place to encourage and ensure engagement from TCN communities in policy-making.	1 2 3 4 5	
City related information and advice is available and accessible to TCN and migrants, taking account of particular language needs, community locations, etc.	1 2 3 4 5	
The city simplifies the provision of services to migrants through one-stop shops, online portals, cultural mediation, etc.	1 2 3 4 5	
The city works with employer and educational organizations and NGOs to support projects helping migrants gain skills to improve their employability.	1 2 3 4 5	
There is wide public access to computers and the internet, at no or minimal charge, in public places such as local government offices, community centres and libraries.	1 2 3 4 5	
The city regularly collects information and monitors and evaluates its integration policies (e.g. strategic documents for urban development, social, educational and cultural services, respective action plans).	1 2 3 4 5	



Civic Participation and Social Inclusion of TCN and Migrant Communities

	Score	Comments/Evidence
	1 2 3 4 5	
The city promotes the opportunities for TCN participation via appropriate channels and in multiple languages.	1 2 3 4 5	
The city provides funds or other support for TCN/migrant self-organization, capacity building and activities.	1 2 3 4 5	
A range of flexible options for TCN/migrant volunteers is available, with training, recognition, guidance and compensation of personal costs.	1 2 3 4 5	
Voluntary/NGO sector bodies encourage and facilitate membership of TCN.	1 2 3 4 5	
There are city-supported initiatives and community-wide events to encourage intercultural dialogue and exchange between different city communities in the host society.	1 2 3 4 5	
TCN are depicted positively and without stereotyping in the media.	1 2 3 4 5	
The cultural offering of the city through its museums, galleries, cultural activities and programmes, grant-making, etc., reflects the diversity of the city population and allows for TCN/migrant cultural self-expression.	1 2 3 4 5	



Urban Environment and Safety

Where a neighbourhood or whole area is to be covered, a checklist could be prepared for each street or sub area visited. Indicate on the checklist:

Name of Area:
Date:

Specific Location:
Time and Day of Walk:

	Score	Comments/Evidence
	1 2 3 4 5	
Outdoor safety is promoted by good street lighting, police patrols and community education. – what type of education?	1 2 3 4 5	
Streets and public transport routes are well signed, in local language and in English/other language.	1 2 3 4 5	
Public buildings are well signed outside and inside.	1 2 3 4 5	
Public toilets outdoors and indoors sufficient in number, clean and accessible.	1 2 3 4 5	
Public transport costs are consistent, clearly displayed and affordable.	1 2 3 4 5	
Public transport is safe, reliable and frequent, including at nights and on weekends.	1 2 3 4 5	
Complete and accessible information is provided to users in local language and in English/another language about routes, schedules, etc.	1 2 3 4 5	
Sufficient public and commercial rental housing is available and affordable.	1 2 3 4 5	
If the share of migrant population in certain disadvantaged neighbourhoods is higher, service gaps, needs and challenges are promptly and efficiently addressed to overcome spatial segregation.	1 2 3 4 5	
Appropriate resources within the city to deal effectively with hate crimes and hate speech.	1 2 3 4 5	



Attitudes towards TCN and Migrants

	Score					Comments/Evidence
	1	2	3	4	5	
There are mechanisms in place to measure and track public perception of TCN and migrants for the purposes of city policy development.						
The city collates, commissions, analyses and reviews data and information about migration and diversity in the city.						
The city branding activities aim to build a shared sense of belonging and identity for all citizens, including TCN and migrants.						
All city communication (publications, website, press releases, interviews, public statements, public functions) appropriately promote a positive image of migrants in the city.						
The existing migrant communities in the city play a visible positive role by eliciting role models and mentors, engaging in meaningful public campaigns, etc.						



PHOTOVOICE



Photovoice is a participatory engagement, research and critical thinking method that allows individuals or groups to share their experiences, viewpoints, feelings and collaborate for change. Photovoice is a process by which people can identify, represent, and enhance their community through a specific photographic technique.

This method combines photography with analysis. Participants are asked to represent their communities or express their points of view using pictures. The pictures will be used to better understand the viewpoint of citizens and help plan actions at community level. Every picture has a title and a very brief description or explanation. Pictures are taken within a restricted period of time and then uploaded for review and analysis.

Photovoice is very accessible as it enables people, regardless of their language proficiency or status, to reflect on their community's strengths and concerns. It is an efficient tool for raising awareness about important issues and it also may provide authentic visualization for critical urban policies and developments.

Implementation instructions:

The city audit photovoice aims to gather experiences and knowledge, to implement dialogue among the citizens and communities regarding the integration of TCN, to describe the current situation of the integration and to identify the future measures to improve it.

It is recommended to be implemented as a collective participatory one-time activity, although it could be also organized as an individual activity or public contest, when a period of two weeks can be provided for producing and delivering photos. Photovoice is taking participants out of their comfort zone, by encouraging them to go to less prestigious parts of town for a designated period of time, where TCN and migrants tend to gather, live, work, socialize. The photo authors will explain their points of view about main success and challenges of selected cities to integrate TCN and to indicate concrete issues which can be addressed and further improved. The pictures and their interpretations will be included in the City Integration Reports and will be used for the development of the City Integration Agendas.



The photovoice activity will be used to involve sizeable number of participants - minimum 20-30 participants per city.

To keep instructions simple and encourage participation and turnout, the photovoice should have two major themes:

- CITY, FRIENDLY TO TCN AND MIGRANTS (positive developments, city measures and services assisting TCN integration, welcoming attitudes of the host society, opportunities for interaction and social inclusion, etc.)
- ROOM FOR INTEGRATION IMPROVEMENT (unsafe urban areas, segregated communities, negative attitudes towards TCN and migrants, lack of necessary policies and services, etc.)

The invitation to participate to the photovoice activity be sent to representatives of local administration, schools (teachers and school leaders), NGOs, members of TCN communities, photo clubs and to any person that could be involved. Apart from targeting participants, a general invitation to the citizens at large could be published.

At the start of the photovoice activity participants gather in a designated place and receive brief information about the project and instructions about the city walk and photos. Instructions should include:

- The two themes for the pictures: City, friendly to TCN and migrants; and Room for Integration Improvement.
- The format of the pictures: all formats supported by smart phones and/or digital cameras.
- Where and how to upload the pictures:
 - Option 1) Using personal Instagram of participants, uploading pictures with brief descriptions, using hashtag such as #sofiaphotovoice, or #rubanophotovoice, etc.
 - Option 2) Creating a temporary closed facebook group for the respective city photovoice.
 - Option 3) Sending photos via email – one email address is provided with the subject line photovoice. The picture is attached, while the text is written in the email body. Each of the sending options has its pros and cons, and the most acceptable option for the respective city and group of participants should be selected.
- Participants can upload as many pictures as they want, there are no restrictions to the number.



-
- Rights and obligations: by sending the photos participants guarantee the picture is their own and they give to the organizers full and unlimited right to use and re-use them exclusively for non-commercial purposes, while quoting the copy right requisites.
 - The duration of the activity: a designated period (for instance 3 hours), and the final meeting location.

After the photovoice participants gather again in the designated space to review collectively the photos produced and their captions in each of the two categories. Participants are led by a project team member to discuss briefly their photo findings in the following categories:

- city deficiencies in the area of integration of TCN and migrants: most common, urgent to be addresses, subtle and difficult to discern;
- city achievements in the area of integration of TCN and migrants;
- the way ahead – ideas for improvement, possible actions/solutions to tackle the issues.

Photovoice report:

The project partners will produce a photovoice report, indicating the time and location of the activity, number and type of participants, the topics addressed by the photovoice, the main findings under each of the two topics according to the above mentioned wrap-up topics, richly illustrated with photos produced by participants.

If relevant, the analysis could include more issues, such as eventual different viewpoints of TCN and local citizens, or young – senior participants, or data that is specific for specific parts of the city.

This report will be integrated into the City Integration Audit Report and will be used for drafting and illustrating the City Integration Agenda.

Photos produced are a great project resource produced with broad participation. It can be used for a variety of purposes: visualizing project and thematic materials, developing communication materials, online campaign. Do not forget that each use of a photo should give credit to the photographer.



CITY AUDIT REPORT STRUCTURE



Title page

Includes the document title, logos, authors' names, and disclaimer on non-responsibility of the EC regarding the document's content.

Table of contents

Executive Summary (1-1.5 page)

Includes the main findings, conclusions, outlooks and recommendations from the city audits.

The Summary should also mention to what extent the strategic, policy and practical measures of the cities/municipalities take into account and respond to the four cross-cutting issues of the assessment, namely:

- City Vision and Services;
- Civic Participation and Social Inclusion of TCN and Migrant Communities;
- Urban Environment;
- Attitudes towards TCN and Migrants.

Introduction (1 page)

Summary description of project/initiative implementing the audit.

Part I. City/Municipal Context (1-2 page)

In this section, partners shall provide data about the current social, economic and political situation in their city (population, territory, statistics on TCN in the city; social/political responses to TCN and migrants; statistics and data should be provided for the period of the last 3 years (2018 – 2015).

Include a brief overview of the attitudes towards TCN and migrants in the city.



Part II. Main Audit Findings (5-8 page)

In this section partners shall describe the main results of the city audits (of each component as indicated above):

Desk Research

- *Assessment of policy and strategic documents on TCN integration* (findings and conclusions from the research):
 - Describe the relevant documents, regulations, programs reviewed (list documents such as city/municipal integration strategies and action plans; strategies for civic participation and social inclusion of TCN; documents for urban development specifically focused on TCN and migrant integration);
 - List the provisions related to urban security and TCN integration included in these documents;
 - Assess the effectiveness of the existing policies and concrete measures (cost-efficiency, impact on local communities, alignment with other city policies, alignment with national and EU strategic documents on TCN integration);
 - Assess to what extent the City vision (policy and practical measures) address the provision of services to TCN, Civic participation and social inclusion of TCN and migrant communities; Urban environment.
- *Governance models and institutional stability* (findings and conclusions from Step 2 of the desk research):
 - Describe the agencies, institutions and institutional mechanisms established for the implementation of TCN integration and the strategic documents referred to in point (a) above;
 - Identify strengths and weaknesses in the institutional and governance models;
 - Describe any partnerships between different stakeholders and how citizens/TCN are involved in the process;
 - Identify working cooperation and consultation mechanisms between public bodies, civil society and TCN for planning, implementation and assessment of policies for urban security (level of civic participation and social inclusion of TCN).

Focus Groups

In this section partners shall present and analyze the main findings of the focus groups held in the city: number of participants, main themes discussed, the main results of the discussions in each thematic area: city vision and services; urban environment; civic



participation and social inclusion of TCN; attitudes towards TCN and migrants; recommendations and suggestions.

The focus group analysis and report should also include the answers to the following questions: Which are the themes that stirred most interest during the focus group? Which are the main success and challenges regarding the integration identified during the focus group?

City Tours and Checklists

In this section partners shall present the main findings of the city safety tours (number of tours/participants, locations visited, main findings based on the checklist questions). This section will outline the best-assessed aspects vs. the most challenging ones in each thematic area, as well as ideas for improvement of each section: city vision and services; urban environment; civic participation and social inclusion of TCN; attitudes towards TCN and migrants; recommendations and suggestions.

Photovoice

In this section partners shall present and analyze the main findings of the *photovoice* activity held in the city (number and type of participants, topics addressed, ideas and recommendations: city deficiencies in the area of integration of TCN and migrants: most common, urgent to be addresses, subtle and difficult to discern; city achievements in the area of integration of TCN and migrants; the way ahead – ideas for improvement, possible actions/solutions to tackle the issues.

Part III. Conclusions and recommendations (1-1.5 page)

In this part of the report, each partner should sum up the main conclusions of the research and elaborate on policy recommendations aimed at local/regional bodies responsible for TCN integration and urban security.

Recommendations may focus on adopting new strategic priorities for TCN integration; raising the effectiveness of policy implementation; establishing new institutions, empowering civil society, new legislation, etc. Ideally, the recommendations should again indicate how the city/municipality can improve its policy and practical efforts in the four principal areas assessed: City vision and services; Civic participation and social inclusion of TCN and migrant communities; Urban environment; Attitudes towards TCN and migrants.

