EU MOBILE CITIZENS *GO DIGITAL*

—

Handbook ***2.0*** on *IT Best* Practices

EUReKA
A Key Access to EU Rights
Project GA no. 826666 funded by the European Union

Centro Studi e Ricerche IDOS & Institutul European din România

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INTRODUCTION

Making intra-EU mobility "user-friendly"

Nowadays the EU mobile citizens are 13.4 million (Eurostat, 2020) and their number increases year over year. Citizens of all ages are represented among them. Of these, over 2 million are under the age of 19. If parents could be considered the factual implementation of intra-EU free movement, their children symbolically represent the "consecration" of European citizenship, wherever their future adult life will take place.

The concept of European citizenship and the implementation of intra-EU free movement make the European Union a unique experience of cosmopolitanism and the closest thing to a "laboratory" on open borders. The current knowledge base on the economic and social impact of free movement is enough to say that, in a free market, mobility is a value because it promotes economic stability (between, as well as within, countries); allows people to seize the existing opportunities or get away from adverse situations; facilitates the matching of job supply and demand; supports the useful exchange of experiences and the transfer of knowledge.

Within Europe, intra-EU mobility is growing, but remains at relatively low levels compared for example to the USA. "The EU countries have a high demographic density, excellent communications, high urbanization, vast integrated and industrialized areas, strong economic inequalities between States: all conditions - as the demographer Massimo Livi Bacci observed - that favour, rather than slow down, the internal mobility. But this remains very low, because of legal, administrative and, in particular, linguistic reasons".

Perhaps the levels of intra-EU mobility are low also because the ideal thrust of Europeanism has weakened under the pressure of resurgent nationalisms that threaten to pose new obstacles to internal movements, citing the need to keep social and cultural cohesion intact. There is a widespread misperception of EU mobile citizens that, in many Member States, media and policymakers commonly refer as "migrants" and their movement as "migration". On the contrary, in the context of the EUReKA Project and as the practice should be, the legal and administrative aspects of free movement were considered above all and the official EU terminology was adopted referring to intra-EU migrants as "EU mobile citizens".

In this sense, Paragraph 1 of Article 21 TFEU (ex Article 18 TEC) provides that: "Every citizen of the Union shall have the right to move and reside freely within the territory of the Member States" and this is a pillar on which the construction of Europe lies; but the sentence continues as follows: "subject to the limitations and conditions laid down in the Treaties and by the measures adopted to give them effect". Unfortunately, "subject to" means in practical terms a tangle of provisions that hinder intra-EU mobility and stifle the advantages that fluid mobility would bring to the economy and society of the EU Member States.

Within the EUReKA project, the stakeholders were first interrogated through a questionnaire, then through the implementation of thematic focus groups on the legal and procedural obstacles met by EU mobile citizens. The conclusion of investigations was that it would certainly be appropriate to have a clearer EU free movement legal framework, but also that IT tools can offer a fundamental contribution to making intra-EU free movement more "user-friendly".

Stakeholders agreed also that this could be possible only taking as essential references the 3 key points highlighted in a recent European Commission communication on digital perspectives: (1) new technologies need to work for people (not only for the markets) - i.e. service platforms should increase citizens' quality of life and respect fundamental European values; (2) the know-how incorporated in informational and communication devices must contribute to the development of a fair and competitive economy, in which companies have equal opportunities to introduce in the market innovative products and services, and consumers can be confident that their rights will be respected; (3) digital platforms and social networks should finally build an environment where citizens are empowered in the private as well in the public domain, and where EU essential values and social achievements (including sustainability) are preserved and constantly broadened.

Starting from the statement that generally legal provisions result suitable to the needs of the EU mobile citizens, being mainly borrowed from EU-level regulations, the stakeholders interviewed agreed on the inadequacy of information as regards the access to the social support system (welfare schemes, health insurance, (un)employment insurance, access to education, etc).

In short, the mother of all challenges to the intra-EU mobility seems to be a problem (transversal to all Member States) of access to clear and up-to-date information, as well as to functional and tailored services. Linguistic differences further exacerbate the issue.

The analysis carried out in the framework of the EUReKA project provided for a wealth of information and data that confirmed the initial assumptions. According to the findings to overcome these obstacles and problems a strategy could be resort to a digital architecture that fosters the integration of EU mobile citizens in the local areas where they settle. The main outputs of the project are therefore a **Portal** and an **APP** recombining information and services essential for EU mobile citizens, such as "access to labour market and start-up incentives, public housing, education programmes (compulsory and university degree), national health system, social security provisions, maternity/paternity benefits, family allowances (i.e. baby bonus), unemployment provisions, guaranteed minimum resources/basic income, last but not least social security totalization and exportability"[1].

Another relevant output is the present **Handbook on IT good practices,** now in its second edition thanks to the joint collaboration of Centro Studi e Ricerche IDOS and Institutul European din România IER.

The Handbook has been written as a "open document" to assist in developing more appropriate approaches national and local officials, stakeholders and practitioners involved in the governance of EU mobility and in providing services: (1) by gathering and elaborating significant data on different dimensions (demography, employment, university enrollment, educational attainment, etc.), being fully aware of the explorative value of these data, that for various practical reasons cannot capture the actual extents of the intra-EU mobility[2].

Handbook contents' structure

Data on different dimension

Best practice identified

Gaps, accessibility and recommendations

Moreover a particular attention was paid to provide a measure of stable population (stock data) as well as of the dynamic movements between countries (flows' data); (2) by assessing the obstacles met by EU mobile citizens exercising their right of free movement (also by providing specific focuses that were called "focus on", originating from the very first reflection exercise on specific issues suggested by the stakeholders involved in 10 focus groups held in 6 Member States); by mapping and evaluating the existing technological tools (primarily websites, but also some Apps) able to provide easy access to information, services and guidance for EU citizens and their family members living in another Member State (this goal was possible thanks to the administration to the local stakeholders of a survey and the release of a benchmarking report on good practices); and by following up the research findings with a set of practical recommendations in terms of visibility, multilingualism, simplicity, usefulness, contents, updating and, last but not least, accessibility; and (3) by maximizing the impact beyond the stakeholders involved by disseminating an initial list of identified best practices gained by local, regional and national authorities or CSOs from 6 Member States; by fostering best practices transferability or adoption providing an operational description of these experiences. Once gathered by the stakeholders, the practices focusing first and foremost on their ability to provide for easy access to services through existing or potential technological tools, the evaluation of experts intervened providing specific indicators to identify the best practices from the collected ones thanks to an ad hoc grid model.

The final results, while having an exploratory character, clearly indicate that the local best practices identified by stakeholders are mainly multitarget, i.e. they are not specifically tailored to meet the needs of EU mobile citizens, but mostly designed for a general public of foreign citizens (whether they are migrants from third countries or EU mobile citizens).

Also this finding confirms the thoughtfulness of the initial intuition to create specific IT tools within the EUReKA project aimed at supporting the rights of free circulation and the smart access to information for the exclusive benefit of EU mobile citizens only, as well as the fact that EUReKA can be considered a pilot experience to be taken as an example to follow also in other organizations and in other Member States.

Finally, the creation of the APP and the EUReKA Portal (called **Key4Mobility**) meant the transition from exploration to problem solving and took into account all the progress of the analysis collected and the recommendations articulated at the conclusion of the Focus Groups and published in this Handbook.

Antonio Ricci
EUReKA Project Coordinator

[1] From the EUReKA project description, Part B, Grant Agreement no. 826666.
[2] EU mobile citizens can cross borders and stay in other Member States for a short period without registering with the local authorities. As a result, cross-border commuting and short-term migration for study or seasonal work are likely to be missing from the data. At the same time, few countries have ways of accurately accounting for departing migrants (returned to their country of origin or moved to a new destination), hence potentially overestimating mobile populations.

The EU Freedom-of-Movement Milestones

The Treaty of Paris or Treaty establishing the European Coal and Steel Community - ECSC (1951, effective since 1952, but no longer in force being expired its validity on July 2002) established a right to free movement for workers in these industries.

The Treaty of Rome or Treaty establishing the European Economic Community - EEC (1957, effective since 1958) provided for a right to free movement of workers within the EEC, to be implemented within 12 years from the date of entry into force of the treaty (Cap. I, Artt 48-51) and the freedom of establishment of nationals of one Member State on the territory of another Member State (Cap. II, Artt. 52-58).

Schengen agreement (1985) and Schengen Convention (1990): provided for the creation of the so-called Schengen area and abolition of internal border controls for all persons.

The Treaty of Maastricht or Treaty on European Union - TEU (1992, effective since 1993): introduced the notion of EU citizenship (included the right of persons to move and reside freely within the territory of the Member States): *Every citizen of the Union shall have the right to move and reside freely within the territory of the Member States, subject to the limitations and conditions laid down in this Treaty and by the measures adopted to give it effect (Art. 8A.1); Every citizen of the Union residing in a Member State of which he is not a national shall have the right to vote and to stand as a candidate at municipal elections in the Member State in which he resides, under the same conditions as nationals of that State. This right shall be exercised subject to detailed arrangements to be adopted before 31 December 1994 by the Council, acting unanimously on a proposal from the Commission and after consulting the European Parliament; these arrangements may provide for derogations where warranted by problems specific to a Member State (8B.1).*

Article 45 of the Charter of Fundamental Rights of the European Union - CFR (2000) declared the freedom of movement and of residence: *1. Every citizen of the Union has the right to move and reside freely within the territory of the Member States. 2. Freedom of movement and residence may be granted, in accordance with the Treaty establishing the European Community, to nationals of third countries legally resident in the territory of a Member State.*

Directive 2004/38/EC on the right of citizens of the Union and their family members to move and reside freely within the territory of the Member States encouraged EU mobile citizens to exercise their right to move and reside freely within the Member States, to cut back administrative formalities to the bare essentials, to provide a better definition of the status of family members, to define the right of permanent residence and to limit the scope for refusing entry or terminating the right of residence. For stays of over three months: EU citizens and their family members — if not working — must have sufficient resources and sickness insurance to ensure that they do not become a burden on the social services of the host Member State during their stay. Union citizens do not need residence permits, although Member States may require them to register with the authorities. Family members of Union citizens who are not nationals of a Member State must apply for a residence permit, valid for the duration of their stay or a five-year period, ecc.

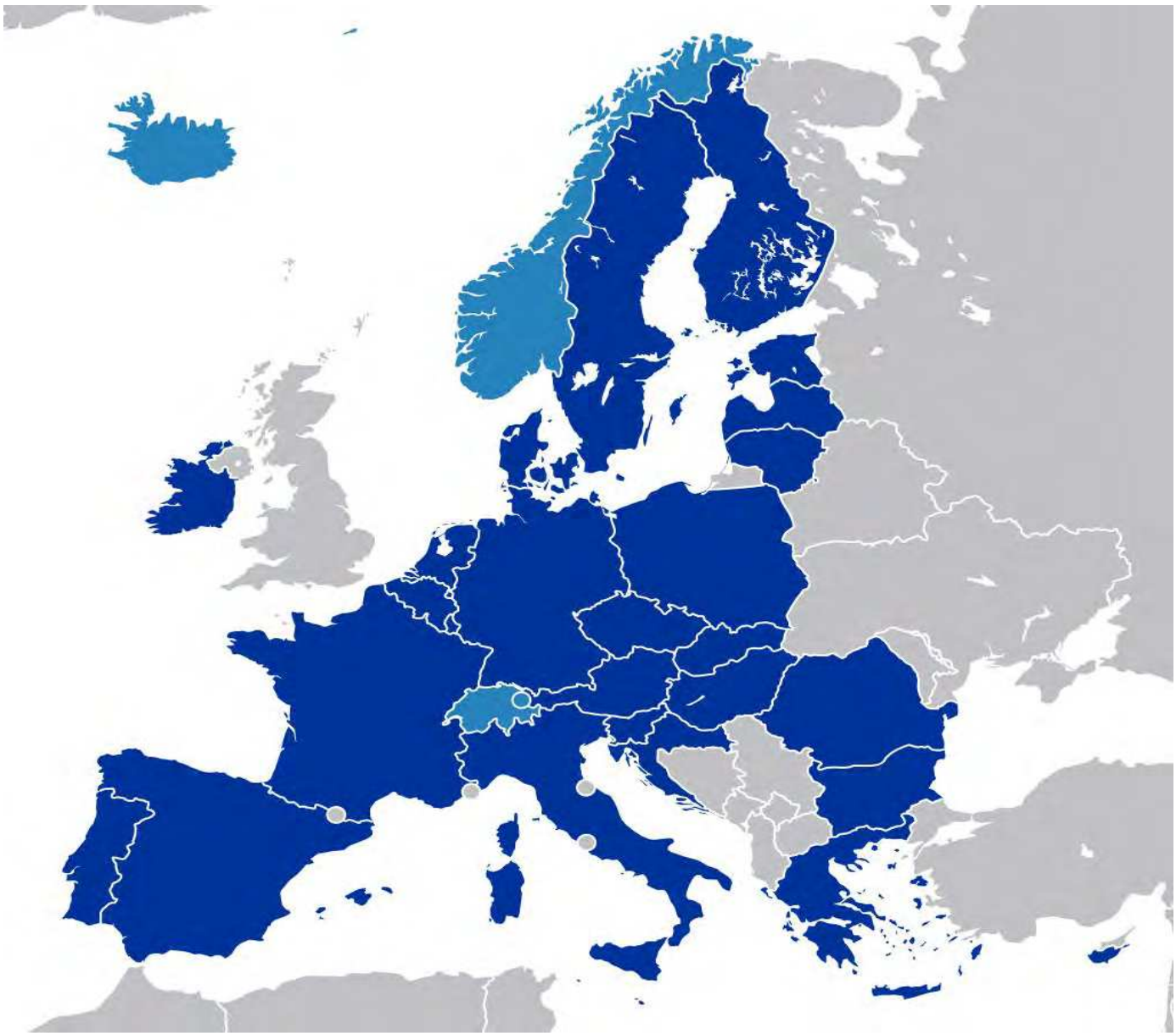
Article 3(2) of the Treaty on European Union – TEU (2007): *The Union shall offer its citizens an area of freedom, security and justice without internal frontiers, in which the free movement of persons is ensured in conjunction with appropriate measures with respect to external border controls, asylum, immigration and the prevention and combating of crime.*

Titles IV and V and Article 21 of the Treaty on the functioning of the European Union - TFEU (2007), ex Article 18 TEC: *Every citizen of the Union shall have the right to move and reside freely within the territory of the Member States, subject to the limitations and conditions laid down in the Treaties and by the measures adopted to give them effect.*

Regulation (EU) 492/2011 of 5 April 2011 on freedom of movement for workers within the Union, codifying Regulation (EEC) 1612/68 and its successive modifications (Council Regulations 312/76 and 2434/92, and Article 38(1) of Directive 2004/38/EC).

Directive 2014/54/EU on measures facilitating the exercise of rights conferred on workers in the context of freedom of movement for workers.

European Union Freedom-of-Movement Area (Nov. 2021)



The EU Member States (blue) plus the EEA Member States outside the EU (Norway, Iceland and Liechtenstein and Switzerland - light blue).

THE *EUReKA* PROJECT

The EUReKA project seeks to contribute to facilitate the exercise of free movement rights and EU mobile citizens' inclusion and participation in the host Member States through a joint local, national and transnational circulation of capacities and expertise and an advanced level of access to and usability of digital information.

To do so, the Project has developed a survey mixing benchmarking methods with user-centred design methodology to identify examples of good practice (especially online) focused on the ability to provide easy access to information services for EU mobile citizens and to implement a user-friendly communication, without discrimination. Ten national thematic focus groups were organised to debate the results of the survey, exchange experiences and considerations and develop a sort of "thematic collective narrative" preparatory for moving from exploration and analysis to problem-solving. This handbook has been produced to disseminate the identified good practices and the results of the focus groups to foster their transferability to different contexts.

Each partner has been collecting good practices about its own country to create a common database and to define minimum standards. This knowledge enlargement has allowed the development of a one-stop-shop web portal and a mobile APP addressed to different categories of mobile EU citizens and their families, including third-country family members: workers, students, entrepreneurs, pensioners, disabled people, men and women. The one-stop-shop web portal and the mobile APP are tested and evaluated in the six participating target countries on its potential to provide tailored and simplified information on rights, rules, administrative procedures and opportunities, as well as to produce data and serve as social research tools.

A campaign is organised to disseminate and advertise the developed technological tools and handbook. This campaign has also the objective to raise the awareness of mobile EU citizens about their rights, including voting rights, and foster the involvement of relevant stakeholders.

The specific objectives of the project are the following:

- to identify, share and disseminate good practices with national, regional and local public and private experts and other EU civil society organisations from six Member States;
- to develop and test an innovative one-stop-shop web portal and a tool (mobile APP) able to provide easy, online access to practical information, assistance and geolocalised services at the local and regional level in six Member States;
- to promote the use of the technological tools provided by the project among EU mobile citizens (and other potential users) and awareness on their rights;
- to ensure networking and cooperation among public and private stakeholders and their continued involvement in project activities;
- to enhance visibility and dissemination of results, thus supporting transferability to other Member States and sustainability of the project outputs.

Click on the logo to access the EUReKA one-stop-shop web portal

KEY4MOBILITY
For European Mobile citizens

The Consortium

IDOS Study and Research Centre
http://www.dossierimmigrazione.it/

Fondazione Mondo Digitale (FMD)
https://www.mondodigitale.org/

ACLI (Christian Associations of Italian Workers)
https://www.acli.it/

Patronato ACLI
https://www.patronato.acli.it/

ACLI Selbsthilfewerk für interkulturelle Arbeit e. V. (acli e. V.)
http://acli.de/

Cartel ALFA
https://www.cartel-alfa.ro/

Novapolis Association-Centre for Analysis and Initiatives for Development
https://www.novapolis.ro/

Institutul European din România (IER)
http://ier.gov.ro/

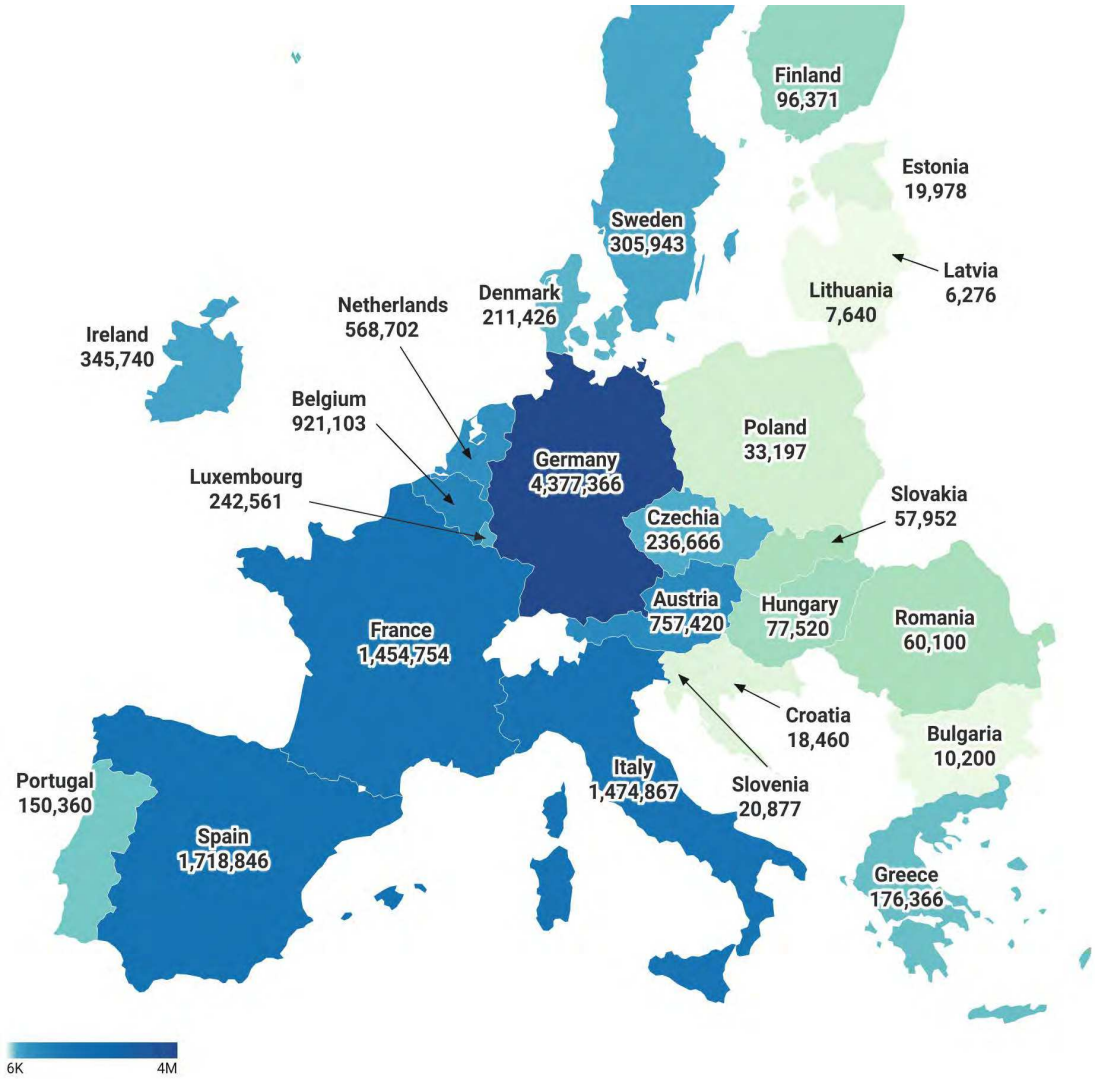
ANCI Lazio (National Association of Italian Municipalities - Section Lazio)
http://www.ancilazio.it/

The City of Zagreb
https://www.zagreb.hr/

Tandem Plus
http://www.tandemplus.org/

DATA ON *MOBILITY* IN THE EU

EU mobile citizens by hosting Member States, 2020 (absolute numbers)
Data of 1st January for UE-27. Data for Cyprus and Malta not available

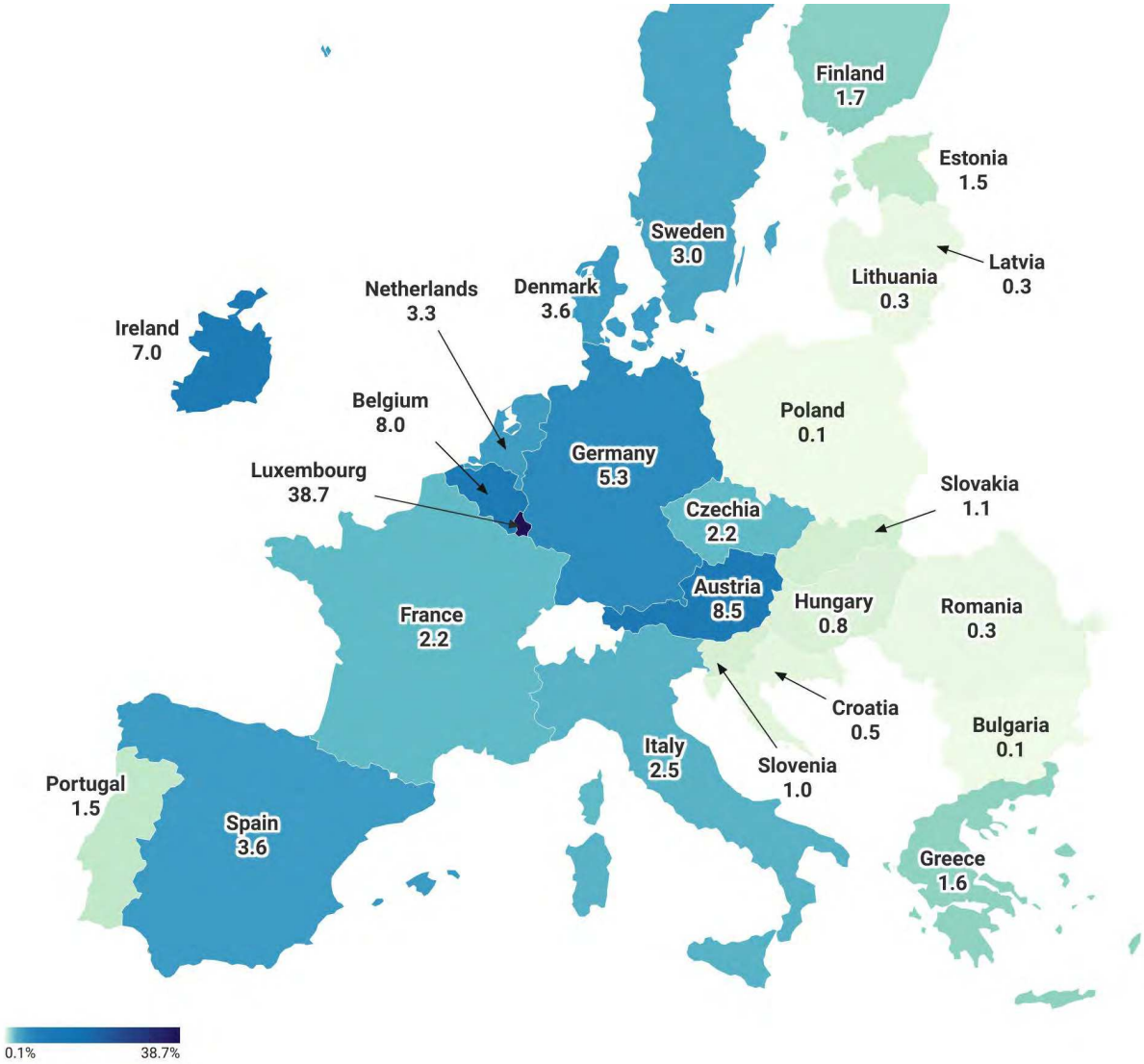


Source: *EUReKA project. Calculation on Eurostat data*

In the EU-27 (following the UK's exit from the EU), 13,350,691 EU mobile citizens were residing in another Member State on 1st January 2020. They were 1.4% more than the previous year. Compared to the 3.5% increase registered between years 2017 and 2018, it is evident a slowdown in mobility growth during 2019.

The countries hosting the highest number of EU-27 mobile citizens are Germany (4.4 million), Spain (1.7 million), France and Italy (both with around 1.5 million) and Belgium (with just over 920,000). Together these five Member States host 74.5% of all EU-27 mobile citizens, i.e. 9.9 million people. This first group of countries is followed by Austria and the Netherlands, respectively with 757 and 569 thousand residents from another EU-27 Member State.

EU mobile citizens by hosting Member States, 2020 (% of the total population)
Data of 1st January for UE-27. Data for Cyprus and Malta not available

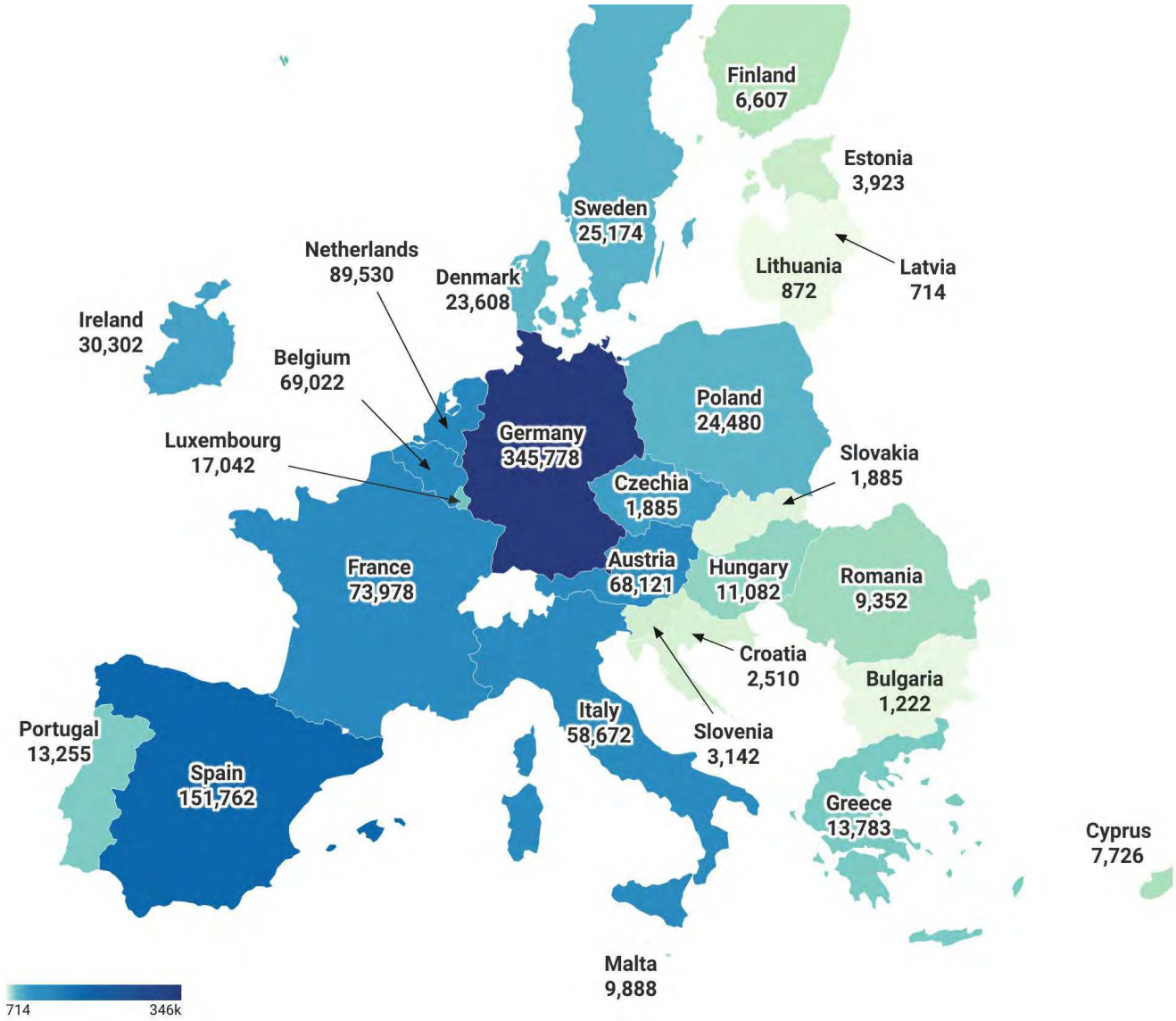


Source: *EUReKA project. Calculation on Eurostat data*

On the 1st of January 2020, EU-27 mobile citizens represent 3.0% of the total EU-27 population, a share similar to that reported in the previous year. They make up 36.9% of the total foreign population living in the EU-27, while third country nationals account for 63.1%.

Luxembourg is the EU-27 country with the highest share of mobile EU-27 citizens in the population (38.7%), followed by Austria (8.5%), Belgium (8.0%) and Ireland (7.0%). Among the main destination countries, Germany has a share of 5.3%, while Italy and France are below the EU-27 average, with 2.5% and 2.2% respectively.

EU 28 mobile citizens by hosting Member States. Annual flow, 2019 (absolute numbers)
Data for UK not available



Source: *EUReKA project. Calculation on Eurostat data*

In 2019, 1,097,426 EU-28 citizens moved to a Member State other than their country of origin. They represent 34.7% of the total number of persons who immigrated to the EU-28 during the same year (excluding nationals who returned to their country of origin).

The main destination countries for EU mobile citizens were Germany (345,778), Spain (151,762) and the Netherlands (89,530), while the countries with the highest share of EU citizens in total foreigners were Slovakia (75.8%), Austria (68.8%) and Luxembourg (67.9%).

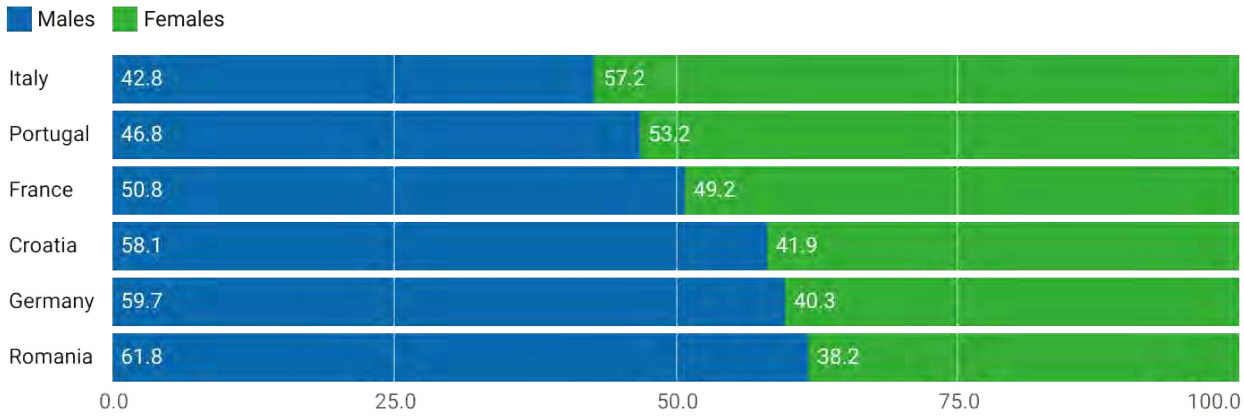
EU mobile citizens living in each EUReKA Member States by gender, 2020 (%)

Data of 1st January for UE-27. Data for Croatia not available

Source: *EUReKA project. Calculation on Eurostat data*

Annual inflows of EU mobile citizens in each EUReKA Member States by gender, 2019 (%)

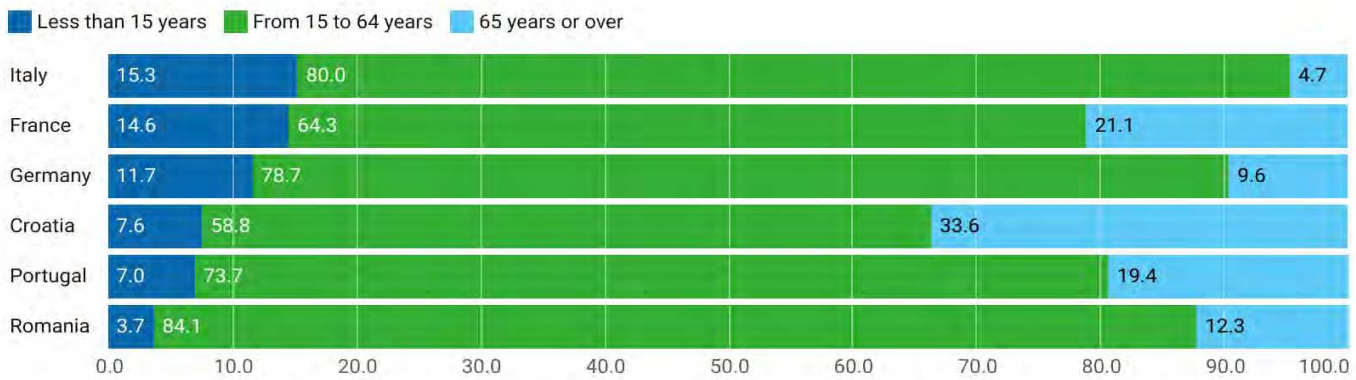
Data for UE-28



Source: *EUReKA project. Calculation on Eurostat data*

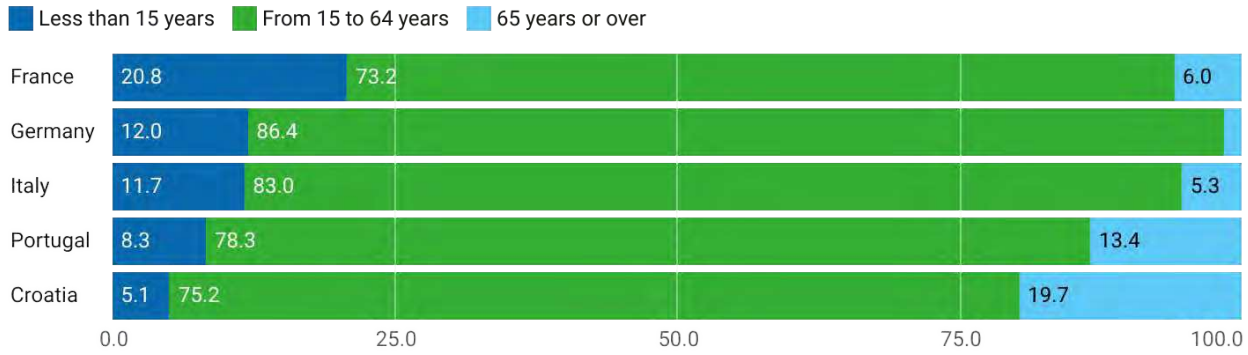
EU mobile citizens living in each EUReKA Member Statesby aged group, 2020 (%)

Data of 1st January for EU-27



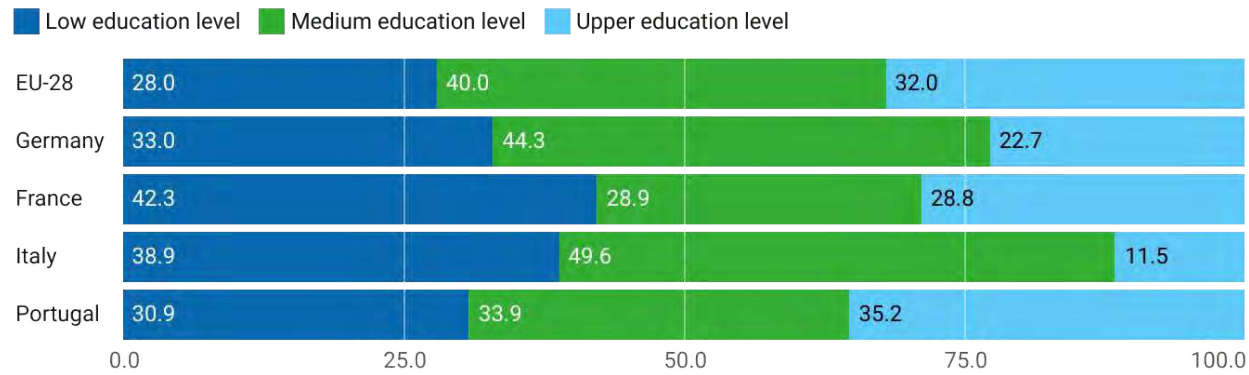
Source: *EUReKA project. Calculation on Eurostat data*

Annual inflows of EU mobile citizens in each EUReKA Member States by aged group, 2019 (%)
Data for EU-28. Data for Romania not available



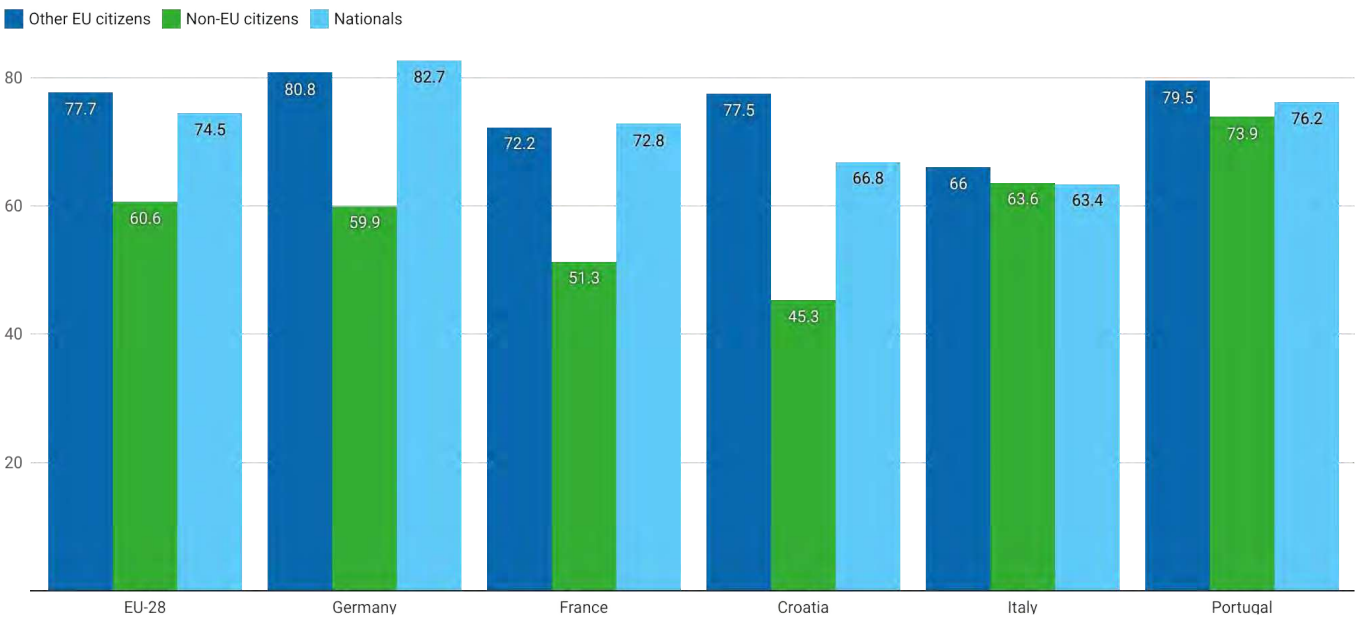
Source: *EUReKA project. Calculation on Eurostat data*

EU mobile citizens living in each EUReKA Member States by educational attainment level, 2019 (%)
Data for Croatia and Romania not available



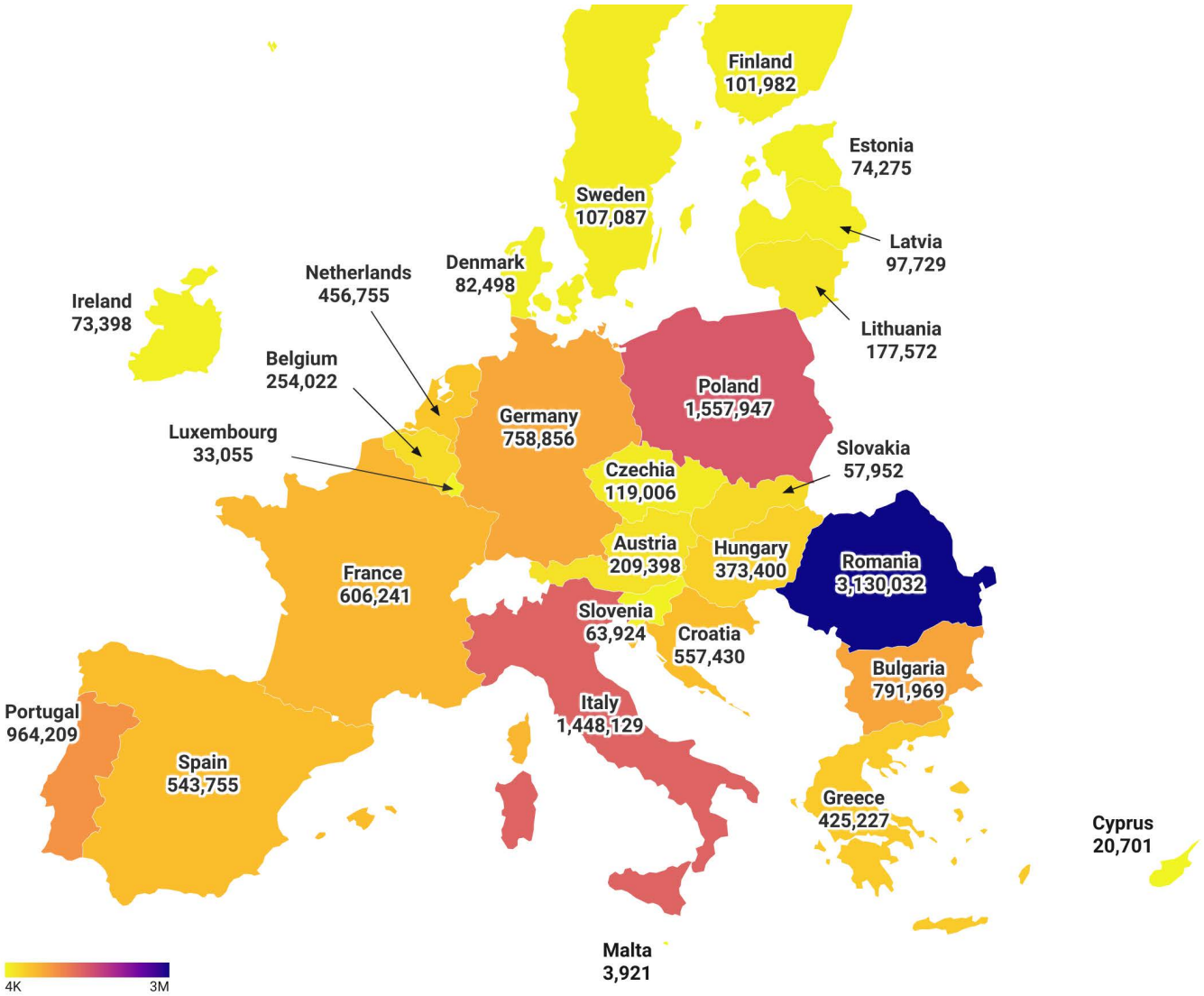
Source: *EUReKA project. Calculation on Eurostat data*

Employment rates by citizenship, 2019 (as % of the population aged 20 to 64)
Data for Romania not available



Source: *EUReKA project. Calculation on Eurostat data*

EU mobile citizens by Member State of origin, 2020 (absolute numbers)
Data of 1st January for UE-27

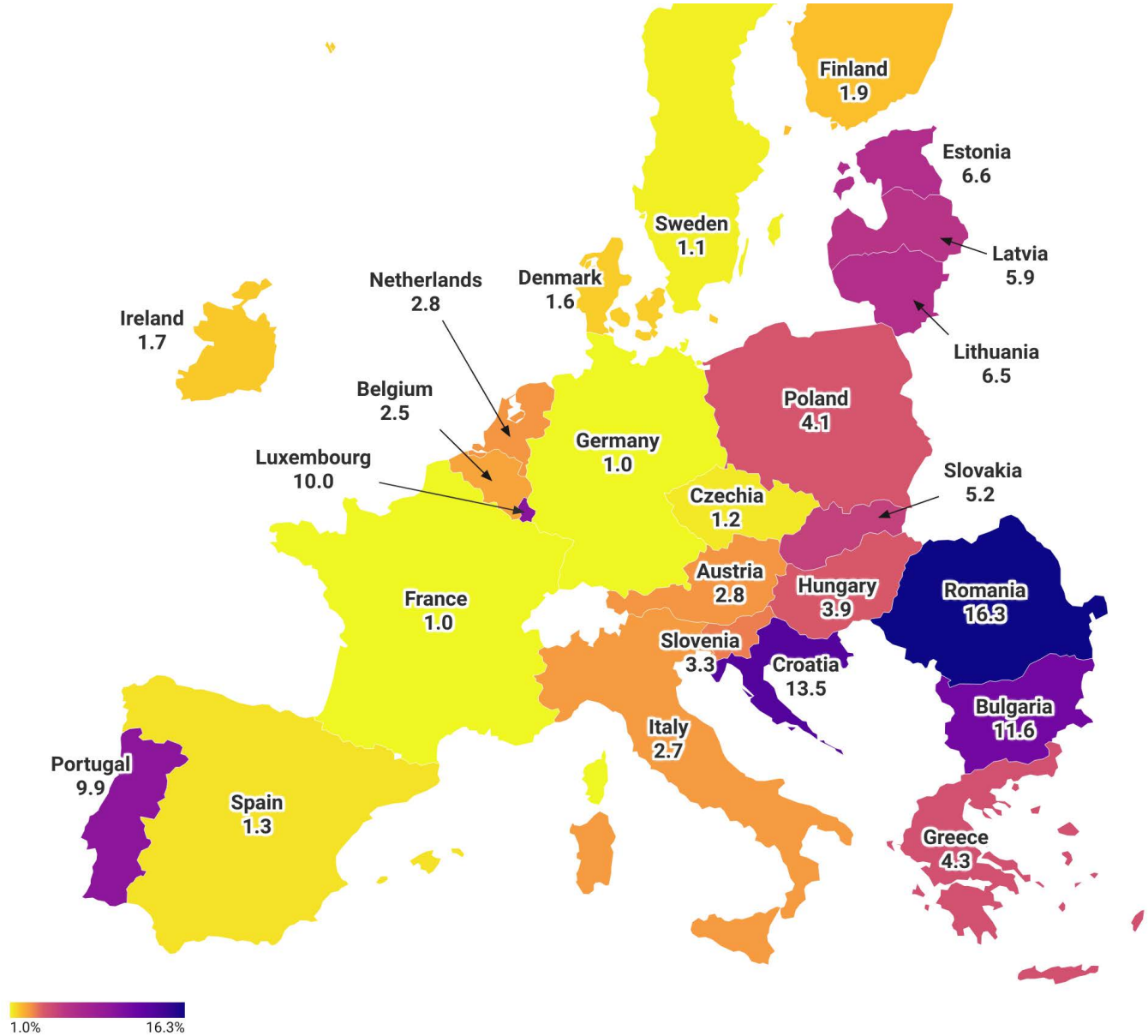


Source: *EUReKA project. Calculation on Eurostat data*

Currently Romanians are the main EU mobile community within the EU-27. In 2020 the EU mobile citizens from Romania are about 3.1 million, the most of them living in Italy, Germany or Spain. In second place are the Polish intra-Eu mobile citizens (almost 1.6 million, half of them in Germany). Third place is for Italians (more than 1.4 million, distributed in several Member States such as Germany, Spain, France, etc.).

They are followed by Portugal (964 thousand), Bulgaria (792 thousand), Germany (759 thousand), France (606 thousand), Spain (544 thousand), Croatia (537 thousand) and the Netherlands (457 thousand).

EU mobile citizens by Member State of origin, 2020 (% of the national population)
Data of 1st January for UE-27. Data for Cyprus and Malta not available

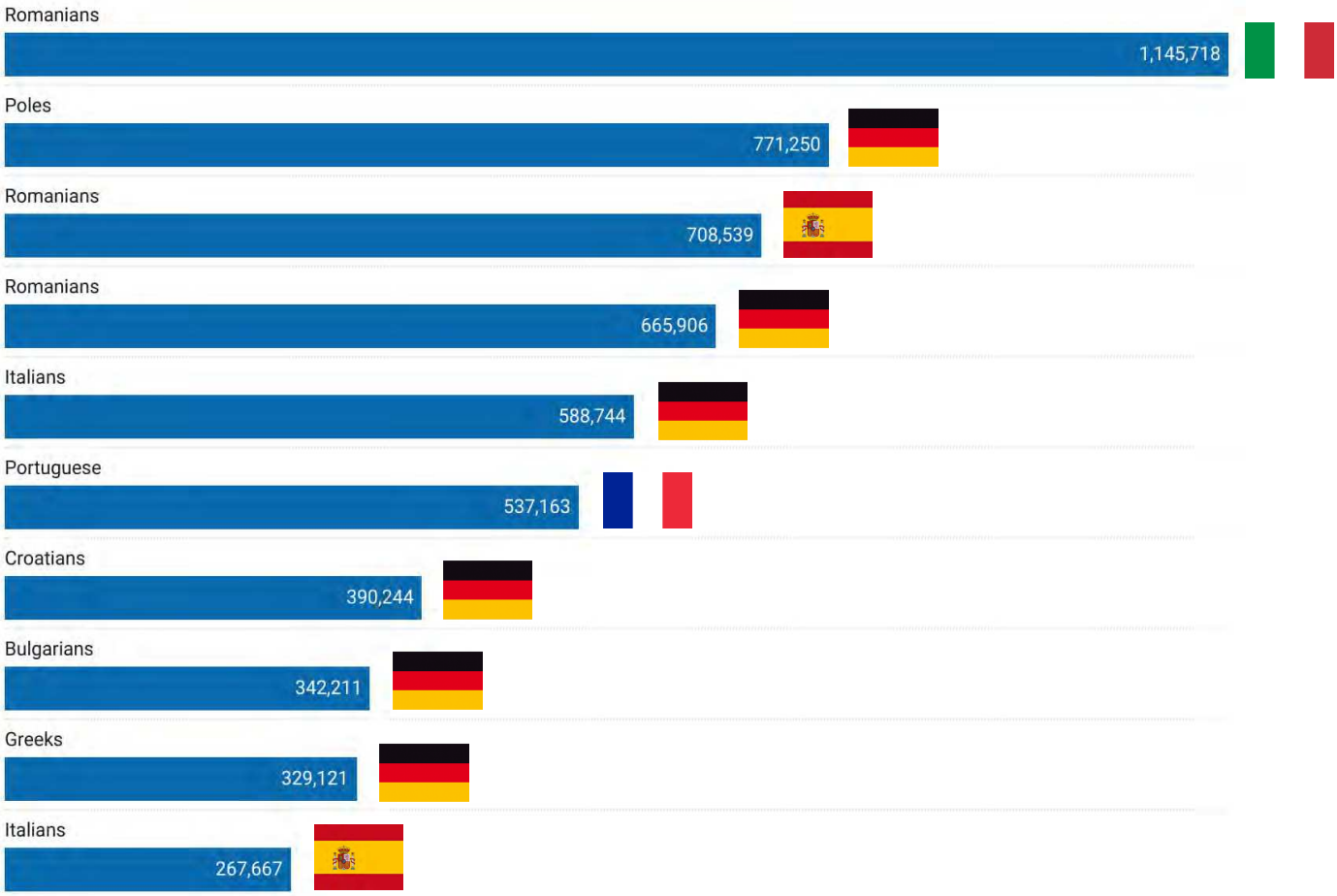


Source: *EUReKA project. Calculation on Eurostat data*

On the one hand Romania is the country with the biggest share of its citizens living elsewhere in the EU-27 (16.3%). Romania is followed by Croatia (13.5%), Bulgaria (11.6%), Luxembourg (10.0%) and Portugal (9.9%).

On the other hand, just over 1 percent of French live in other territories of the EU. Similar percentages for Germans (1.0%) and Swedish intra-EU mobile citizens (1.1%). The average among EU Member States is around 3.2%

Top ten EU expatriate communities by Member State of residence, 2020
Data of 1st January for UE-27.

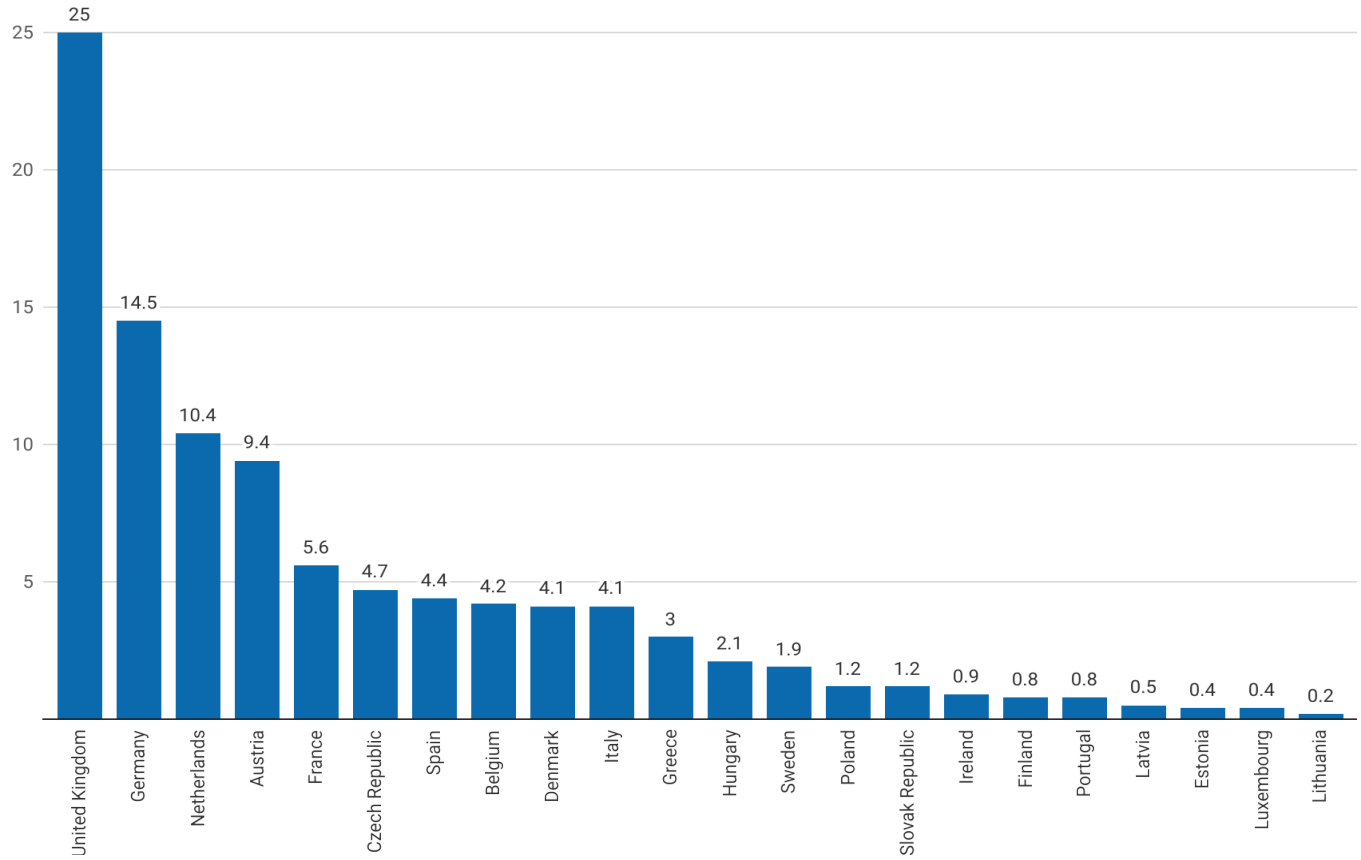


Source: *EUReKA project. Calculation on Eurostat data*

In a context of advanced liberalization of the economy and trade as well as of free movement, which significantly contributed to overcoming the geographical mobility/migration patterns of the past, in recent years alongside older settlement communities (such as Italians, Greeks and Croats in Germany or Portuguese and Italians in France) other more recent EU mobile communities have consolidated such as Romanians in Italy, Romanians in Spain, Poles, Romanians and Bulgarians in Germany.

Furthermore, the recent and prolonged crisis in the eurozone has not had any restraining consequences, on the contrary it seems to have played a stimulating function in favour of the consolidation of EU mobile communities. Nevertheless it is still early to assess the impact that the COVID-19 pandemic will have on the resilience of these communities.

Enrollment of EU-28 mobile students by country of destination, 2018 (%)
Data for EU-28. Data for Bulgaria, Croatia, Cyprus, Malta, Romania and Slovenia not available



Source: *EUReKA project. Calculation on Oecd data*

UNESCO estimates over 5 million international students worldwide in 2017, more than half enrolled in universities in 6 country: USA, UK, Australia, France, Germany and Russia.
According to Eurostat data, in 2018 there were 1,799,608 foreign tertiary education students of any grade in the EU-28 (1,347,529 if the United Kingdom is not considered).
According to OECD data, there are 547,340 intra-EU mobile students in 2018:

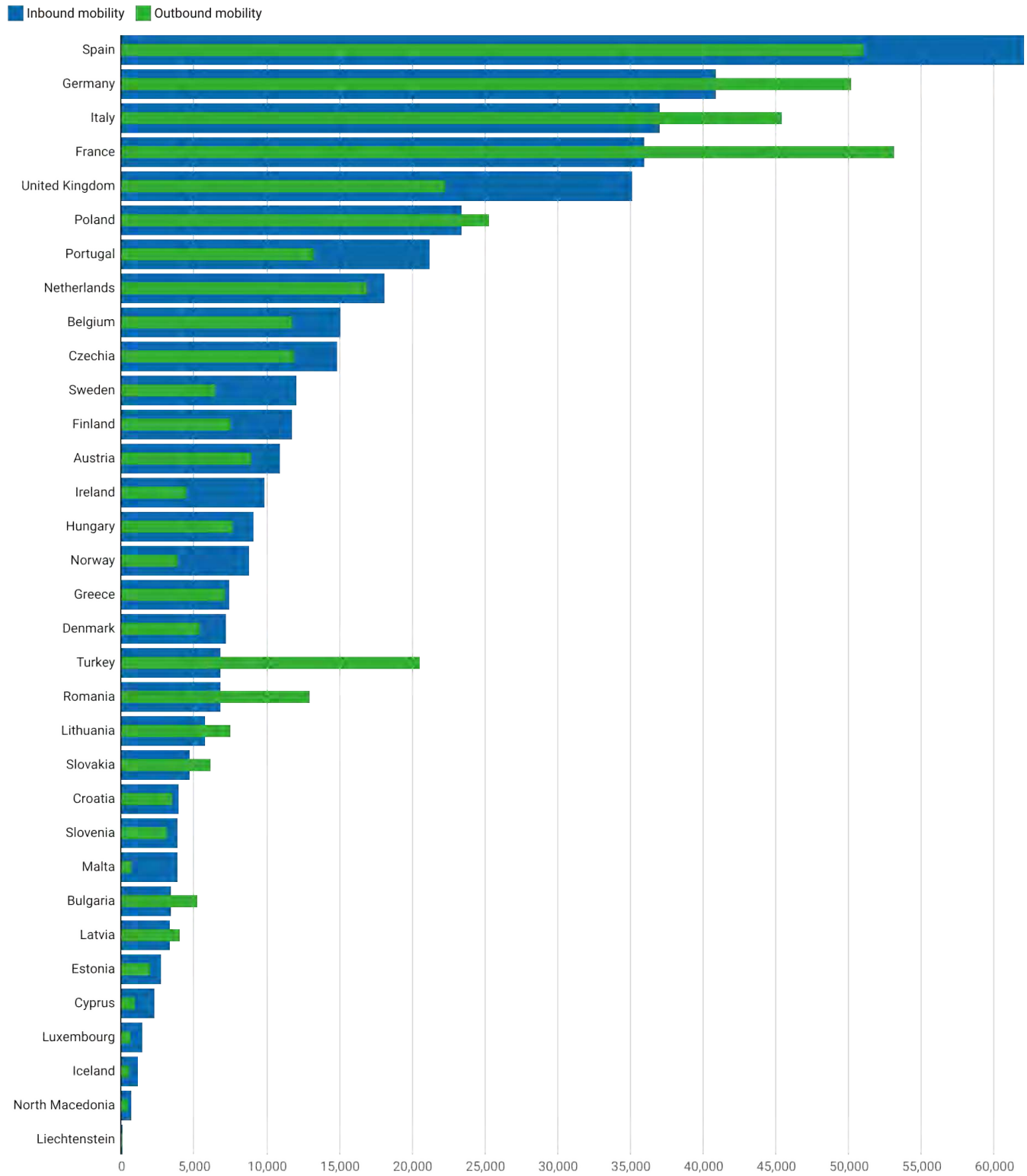
- 1 out of 4 chose the United Kingdom; 1 out of 7 Germany; 1 out of 10 respectively the Netherlands and Austria;
- 88,999 are Germans; 55,873 Italians; and 55,245 French.

To this is added the temporary mobility guaranteed through the Erasmus+ programme. Erasmus+ Higher Education mobility under Call 2018 involved 432.890 students from programme or partner countries:

- 62,097 chose Spain; 40,916 Germany; 37,085 Italy; 35,983 France; and 35,194 the UK;
- 53,164 came from France; 51,060 Spain; 50,197 Germany; 45,455 Italy; and 25,314 Poland.

INSIGHTS:
Education and training in the EU: facts and figures - Eurostat
Erasmus+. Annual Report 2019

Erasmus+ Higher Education mobility under Call 2018



Source: *EUReKA project. Calculation on Erasmus+ data*

EU mobile citizens and the *UK*

The latest Eurostat data show the settlement in the UK of 3,681,859 mobile EU citizens at the beginning of 2019. The main groups are Poles (919,261) and Romanians (421,974), who by far overcome other historical communities like the Italians (304,281) and the Portuguese (227,453).

Recent studies have highlighted how intra-EU mobility to the UK has involved more and more highly qualified young people from the EU looking for better professional opportunities. However, it should be not overlooked the growing inclusion of young EU citizens in low-skilled sectors and occupations, characterized by wide contractual flexibility, low wages, high turnover, poor professional trainings and limited career opportunities.

Between 2000 and 2019, thanks to the new opportunities offered by the progressive access to free movement within the EU, the presence of citizens from new Member States literally took off, such as Romanians (+7,825.9%), Poles (+2,297.7%), Latvians (+5,408.9%), etc. Significant increases, albeit proportionally lower than citizens from new Member States, concerned Spain (+260.7%), Portugal (260.1%), Italy (+205.1%), Germany (115.3%) and France (108.9%). Against the trend, Croatia has seen in the same reference period an increase in its citizens residing in the United Kingdom by just 41.1%.

After Brexit, free movement of mobile citizens between the UK and the EU ended on December 31st 2020, but EU nationals in the UK have had the opportunity to retain their right to live and work in the UK by making an application under the EU Settlement Scheme. The applications received by Home Office up the end of June 2021 were 6,015,400, of which 5,504,200 from EU citizens. The main groups are once again Poles (1,091,500), Romanians (1,067,200) and Italians (545,600).

After December 31st 2020, the EU mobile citizens moving to the UK for work purposes (with the exception of the Irish) are likely to require a work visa prior to travelling to the UK, despite the agreement reached with the EU allowing a few contractual service suppliers and independent professionals to work for cumulative periods of up to 12 months. In addition, the agreement contains provisions in relation to short term business travels (for periods up to 90 days in any 6-month period) and intra-corporate transfers.

Analysts and researchers are uncertain about the post-Brexit predictions, many EU mobile citizens left the UK to return to their homeland or move to another Member State, however it seems fairly certain that, to the extent that the British legislation will continue to allow it, the United Kingdom will continue to attract many EU citizens, for obvious linguistic reasons, for the opportunities for qualified employment offered in various sectors, for the fascination of globalization that is reflected in a capital like London, which was already at the head of an immense empire and is now proposed as a link with the United States.

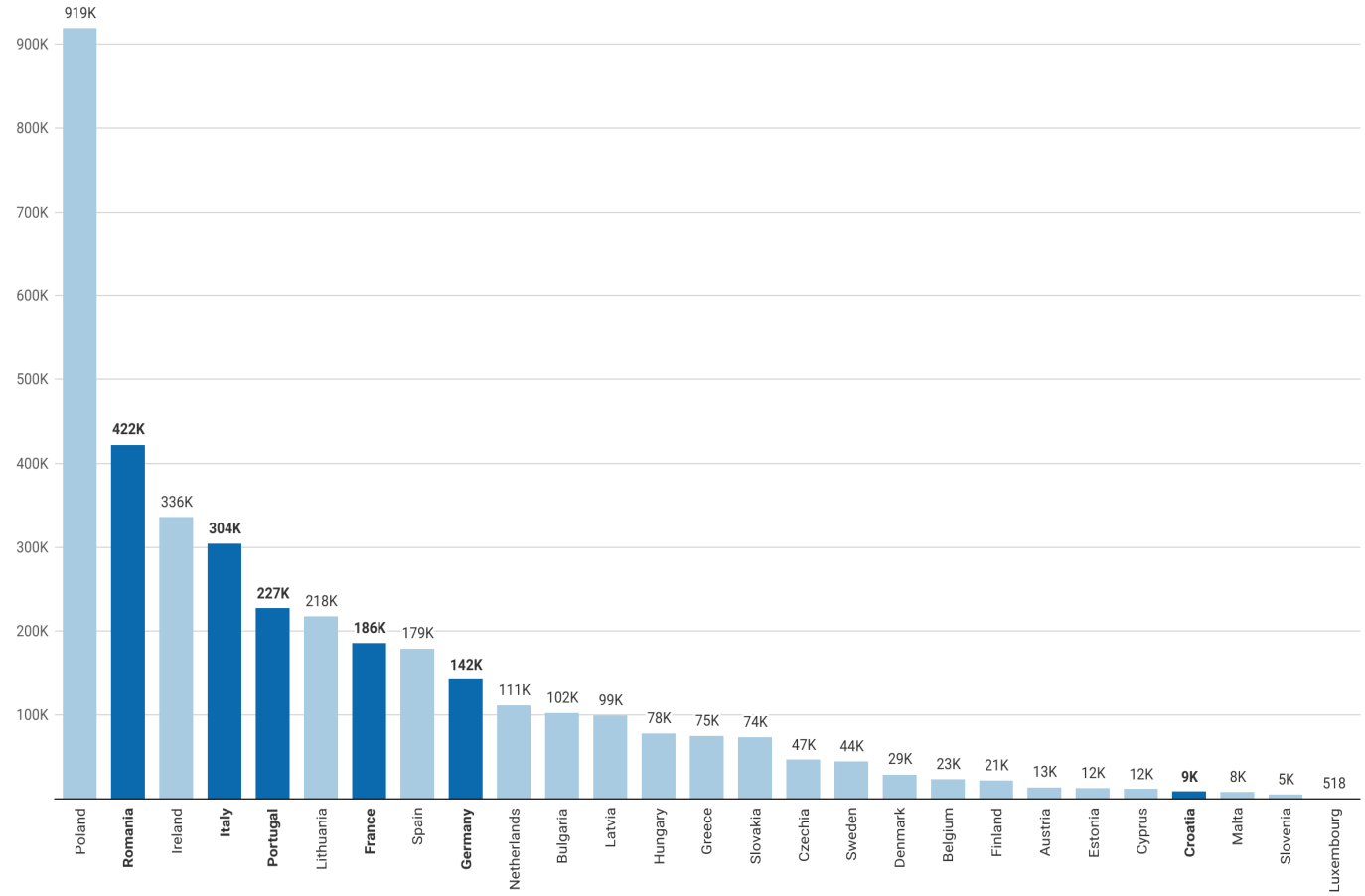
INSIGHTS:

Impact on employee mobility between the EU and the UK - KPMG Ireland

D'Angelo A. e Kofman E., 2017, UK: Large-Scale European Migration and the Challenge to EU Free Movement, in Lafleur J.M. e Stanek M. (eds), South-North Migration of EU Citizens in Times of Crisis, Springer Link, pp. 175-192

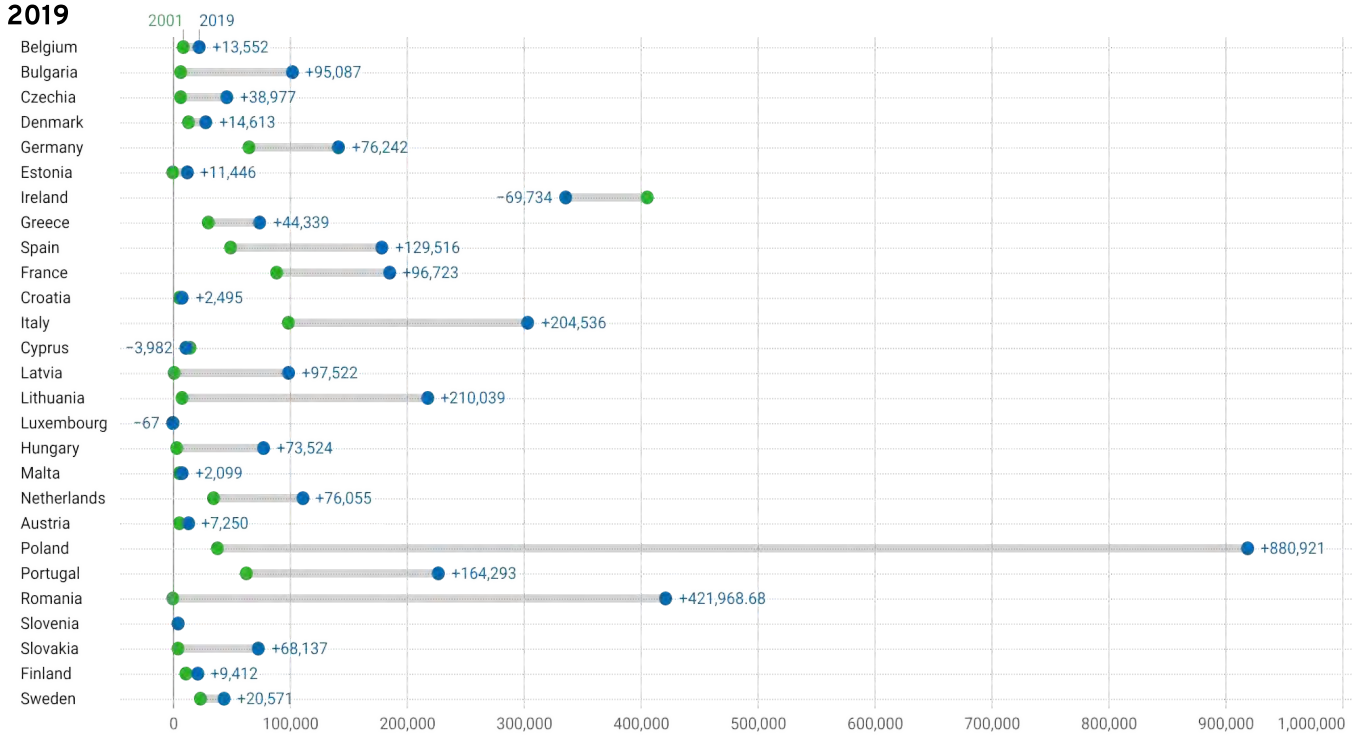
Romanians in the UK: 'If we go, who will do the jobs after Brexit?' – The Guardian photo essay

EU mobile citizens in the UK by country of origin, 2019



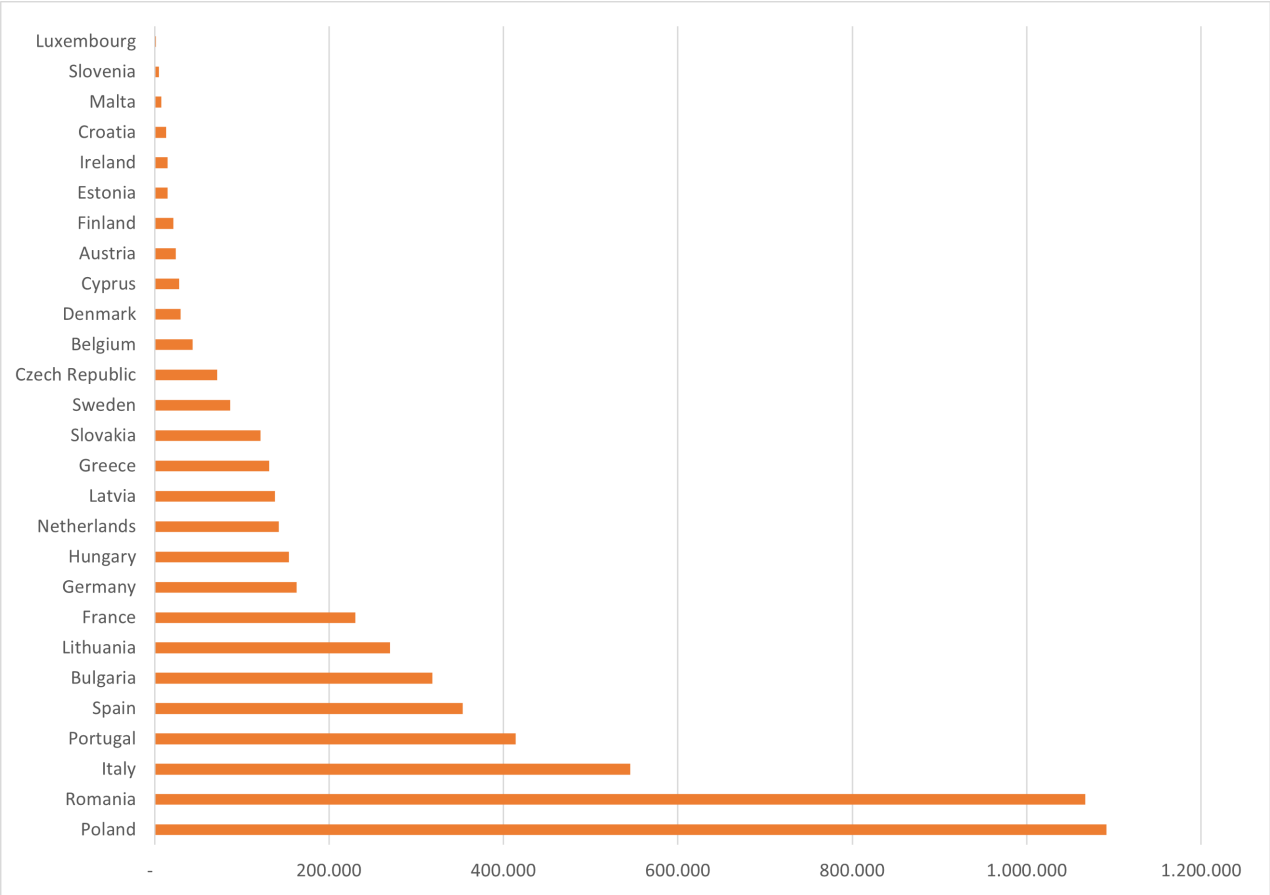
Source: *EUReKA project. Calculation on Eurostat data*

EU mobile citizens in the UK, absolute changes between 2001 and 2019



Source: *EUReKA project. Calculation on Eurostat data*

EU Settlement Scheme - Applications by EU citizens up to 30 June 2021



Source: *EUReKA project. Calculation on Home Office data*

IDENTIFICATION OF *BEST* PRACTICES

The good practices collected in this handbook are the result of the research activity carried out within the EUReKA project by the partners IDOS (Italy), ACLI (Italy), acli e. V. (Germany), Cartel Alfa (Romania), Associazione Novapolis (Romania), IER (Romania), ANCI Lazio (Italy), The City of Zagreb (Croatia) and Tandem Plus (France and Portugal).

The analisys covered 10 national areas of significance for the project: Lazio, Lombardia and Puglia (Italy), Baden-Württemberg (Germany), Bucharest-Ilfov, South-East, North-East (Romania), Zagreb County (Croatia), Haute-de-France/Nord-Pas-de-Calais (France), Região de Lisboa/Grande Lisboa (Portugal).

The research involved over 500 stakeholders from public authorities and civil society organisations (CSOs) of each partner country on the topic of access to information by EU citizens moving to another Member State. The first aim of the survey was to map tools capable of providing information and services to European citizens living or planning to move to other Member States. At the end of the mapping process, stakeholders were given the task of assessing the quality of the digital tools identified. The focus was mainly on the evaluation of websites and apps, but the survey was also extended to offline resources, which turned out to be the most widely known. Clearly, online information sources still suffer from low visibility.

The EUReKA project mainly focused on good practices related to websites/APPs providing content for people in mobility, e.g. on civil registration, access to the labour market and start-up incentives, public housing, education programmes (compulsory and university degree), national health system and social security provisions.

The objectives of the collection of good practices were:

- to provide concrete examples for multi-level public authorities and CSOs to improve their online information services
- to spread knowledge about these digital tools among EU mobile citizens and practitioners working in areas related to the free movement of persons
- to obtain the necessary experience-based knowledge to support the development of the one-stop-shop web portal and the APP that will be developed and tested by the project in the six partner countries.

The collection of good practices was carried out in several stages:

1. Online survey. Through a semi-standardized questionnaire, stakeholders working in public and private organisations or associations[1] were asked to express their opinion on the state of the art of information access for EU mobile citizens in their country/local area, pointing out examples of digital good practices (websites and App). The exploratory survey allowed to broaden the scope of knowledge on the provision of services (and the level of information) targeted to EU mobile citizens in the six countries involved in the action (Croatia, France, Germany, Italy, Portugal and Romania). The contribution of the interviewees made it possible to identify a total of 61 good practices (50 websites and 11 APPs) and start the screening processes in each country in order to select the most qualified experiences.

2. Expert evaluation. In the second phase, in each of the ten local areas, a team of evaluators judged the good practices indicated by the stakeholders during the online survey on the based of a grid of 59 indicators (grouped in 4 macro-indicators) with related scores, borrowed, with appropriate adjustments, from the Radar web PA measurement methodology[2]. To carry out the assessment, the experts examined websites and APPs, contacting webmasters or managers if they were unable to find the needed information online. At the end of the screening process, experts identified and analysed three best practices in each partner country. The selected best practices were then described according to a common template.

3. Benchmarking analysis. The evaluation grids compiled by each expert were used then to conduct a benchmarking analysis[3]. The objective was to identify the three best practices among all those collected in the six partner countries and, in an analytical way, the overall strengths and weaknesses of the websites by examining the average score of each macro-indicator (and at the same time the websites with the best scores in the individual macro-indicators). The information and examples resulting from the benchmarking analysis formed the knowledge base necessary for the configuration and optimisation of the one-Stop-Shop web portal and APP developed by EUReKA.

The results of the benchmarking analysis were summarized using a heat map per dimension (see next page). The first 4 columns of the heat map represent the average scores obtained by all analysed websites for each macro-indicator. For each column, the cells are coloured with a red or reddish background when the average values were lower and with green and greenish when they were higher. Thus, green colours are associated with better ratings given by experts. In the last column, the average value of the first four columns was calculated. The colours range from white (the lowest averages) to deep blue (the highest). Values in bold indicate the top four websites according to the judgements of our evaluators.

The last row indicates the average value of the four macro indicators. Overall, the strengths found in the websites analysed relate to the quality and reliability of their content and the accessibility of their platforms (indicators C and E score higher on average), while the main weaknesses concern the offer and the level of interactivity of the services provided (e.g. the possibility for users to have downloadable forms available to initiate - and possibly conclude - an administrative procedure, including the possible payment of the costs involved; to receive synchronous and personalised assistance by telephone, chat or video call; to have available booking methods, etc.) and the Web 2.0 features, which concerns the possibility for users to create content and interact with websites and among each other through social media, forums and other communication systems.

As can be seen from the heat map, four websites achieved the highest average score:

- Mirovinsko (3.9): Croatian site dedicated to Social Security. Despite being available in only two languages (Croatian and English) and dealing with very specific topics, it was the best in terms of content value and public data. Furthermore, Mirovinsko is highly accessible to users with disabilities and provides for several online services, such as the possibility to apply for different types of social security from the site[4].

- Eures (3,5): European portal dedicated to job matching that stands out mainly in the category of public data and for its ability to provide information in real time.
- Comune di Milano (3.2): the Municipality of Milan's website is easy to navigate, shows a strong focus on multilingualism (available in 9 languages) and offers a wide range of online services.
- Your Europe (3.1): the EU portal is particularly complete on the main elements useful to European citizens who want to undertake a mobility path towards other Member States, but it is mainly a container of information, in fact the score reached in the indicator "Services" is rather low (1.1).

In general, the benchmarking analysis showed that the indicators referring to the quality, reliability and accessibility of websites and their contents show higher than average scores. The main gaps were found in the field of services, where online offer and interactivity are still scarce, as well as Web 2.0. Users are rarely allowed to create content and interact with the website.

[1] Stakeholders were selected by EUReKA partners in ten local areas within the six EU Member States where the project took place: Italy (Lazio, Lombardia and Puglia), Germany (Baden-Württemberg), Romania (Bucharest-Ilfov, South-East, North-East), Croatia (Zagreb area), France (Haute-de-France/Nord-Pas-de-Calais) and Portugal (Região de Lisboa/Grande Lisboa). Stakeholders were contacted by e-mail or telephone and invited to participate in the survey by sending them the link to the questionnaire uploaded on the Survey Monkey platform. At the end of the survey, out of 581 respondents, 320 (55.1%) completed the questionnaire, while the others answered only a few questions, but still provided interesting food for thought.

[2] http://egov.formez.it/content/radar-web-pa-strumento-autovalutazione

[3] Before carrying out the benchmarking analysis, the reliability of the criteria was assessed by conducting a preliminary test on the Romanian set of 15 websites (see EUReKA comparative report for more details). Based on the results of the test, only 22 criteria were found to be reliable and therefore taken into account in the analysis.

[4] Due to the high specificity of its contents, Mirovinsko was not included in the list of best practices, but it represents an important example in terms of ease of navigation, accessibility and completeness of information.

OVERALL WEBSITES ASSESSMENT: A HEAT MAP

	C Content value	D Services	E Public Data	F Web2.0	C+D+E+F (overall mean)
Mirovinsko	4	3	5	3,7	**3,9**
EURESeu	3,6	2,7	4,8	2,7	**3,5**
COMUNE MILANO	3,7	3,1	3,5	2,3	**3,2**
europe.eu/youreurope	4	1,1	4,5	2,7	**3,1**
Service-public	3,3	2	5	1,8	3
Auswärtiges Amt (Foreign Office)	3,7	1,1	4,5	2,7	3
Faire Arbeit	3,4	1,6	4,5	2,5	3
MAE	3,1	2,3	3,8	2,8	3
Consilium	3,5	1,8	4	2,7	3
BAMF	3,8	1,1	4,5	2,3	2,9
Jugendmigrationsdienste (Youth Migration Services)	2,7	1,6	5	2,5	2,9
Welcome Center Stuttgart	2,3	1,6	5	2,5	2,9
StranieriinItalia	3,7	1,3	4,5	2	2,9
Immigration.interieur	2,6	1,9	4,5	2,3	2,8
Gleichbehandlungsstelle EU-Arbeitnehmer der Bundesregierung	2,7	1,1	5	2,5	2,8
KPMG	2,9	2,3	3,9	2,2	2,8
IER	2,8	1,9	3,5	2,8	2,8
ACM	2,6	2,6	4	1,5	2,7
IGI	2,8	2,3	4,2	1,6	2,7
SEF	3	2	4	1,5	2,6
AIDROM	2,7	1,6	4,5	1,7	2,6
EURESofm	3,2	1,6	4	1,4	2,6
Netzwerk IQ	2,6	1,6	3,5	2,3	2,5
MINISTERO ESTERI	3,3	1,3	3,5	2	2,5
Patronato Acli	3,9	2,3	2,5	1,5	2,5
MUP	3,6	1,6	2,5	2,2	2,4
Pravosudje	2,9	1,6	3	2	2,4
Portaleimmigrazione	3	1,3	4,5	1	2,4
Study-research	2,4	1,1	4,5	1,7	2,4
Euraxess	1,5	1,4	4,8	1,7	2,4
MMuncii2	2,6	1,6	3,8	1,6	2,4
Droitausavoir	2,1	2,3	2,5	2,2	2,3
OFAJI	3,1	1,6	2	2,2	2,2
INTERNO.GOV	2,4	1	4,5	1	2,2
Cgillecce/INCA	3	2,3	2	1,5	2,2
ANAF	2,1	1,8	3,5	1,5	2,2
MVEP	2,4	1,1	3	1,8	2,1
Aclimilano	2,6	1,6	2	2,2	2,1
Eurocid	2,2	1,3	3,5	1,3	2,1
InterNations	2,2	2	2,4	1,7	2,1
InfoCons	1,8	1,9	3,6	1,1	2,1
Touteleurope	2,7	1	2,5	2	2
Solimigrante	2,2	1	3	1,7	2
Eurodesk	2,6	1,7	2	1,2	1,9
Servizio Immigrazione di Galatina (facebook)	3,5	1,7	1	1,5	1,9
Puntoeuropa	3,6	1,6	1	1,5	1,9
MigCenter	1,9	1,3	2,6	1,8	1,9
MMuncii1	2	1,1	3,3	1,2	1,9
Serviziterritoriali-assimilano	2,9	1	2,5	1	1,8
Vivieuropa	2,1	1,6	1	1,3	1,5
	2,9	**1,7**	**3,5**	**1,9**	

GAPS, ACCESSIBILITY AND *RECOMMENDATIONS*

The EUReKA project is rooted in the results of a study commissioned by the European Parliament in 2016 presenting an in-depth analysis of the implementation activities of Directive 2004/38/EC in several Member States. The conclusions of the general policy analysis present us with many obstacles and weak points that we could group in four main categories: **Entry rights**, mostly concerning the right of the spouse/partner/family member of an EU citizen to follow them in their mobility process, that are limited by excessive delays, denial of free visas, and refusal of the accelerated procedure; **Residence rights**, EU citizens and their families are often denied the right to register their presence in their EU country of choice, with delays in obtaining residence cards/permits, and in some case their right to reside in the country is met with unappealable administrative expulsions; **Social Security rights**, with the EU citizens forced to face the "walls of paper" of bureaucracy, such as the numerous obstacles in accessing pensions (and also the double-taxation on those pensions, in some cases), healthcare, family benefits and unemployment benefits in another EU Member States; and, **Discriminations**, usually on the basis of nationality (mostly towards recent EU Member States like Romania and Bulgaria), ethnicity (mostly towards **Roma and Sinti: SEE FOCUS-ON 1, p. 46**), and sexual orientation (for example, due to the non-recognition in several EU Countries of homosexual marriages and registered partnerships, birth certificates for children of same-sex partners could be refused or, in case of death of one of them, the survivors' pension could be denied).

01

ENTRY RIGHTS

- Obstacles in obtaining visas for third country national family members

02

RESIDENCE RIGHTS

- Bureaucratic obstacles
- Denials on invalid grounds
- Inadequate and contradictory information

03

SOCIAL SECURITY RIGHTS

- «Walls of paper»
- Lack of coordination
- Double taxations

04

DISCRIMINATIONS

- Labour market
- Schooling
- Different fees
- The case of EU mobile Roma citizens

Focus Group discussion - Constanța (RO)

In the framework of the EUReKA project, we have invited about 80 stakeholders to join 10 Focus Groups Interviews (FGIs) in 6 different European countries aimed at analyzing problems and obstacles that EU citizens face when moving to another EU country. Comparing the outcomes of the FGIs completed during the Eureka project, it cannot escape to one's attention that the situation of EU mobile citizens is variegated. However, we can clearly divide our analysed countries/regions in two streams: those with a fair number of EU mobile citizens (and migrants in general); and those with limited numbers.

As might be expected, in regions hosting larger numbers of migrants, both EU and non-EU citizens, there was a greater degree of awareness of the living conditions and level of inclusion achieved by different national groups in host societies. Similarly, there was also a greater awareness of the issues faced by EU mobile citizens (EUMCs) in exercising their right to mobility. It is evident that this deeper knowledge depends not only on the number of presences, but also and above all on their own work and social experience and ultimately on a more prominent place in the political and media debate of the migration issue in these countries. On the other hand, privileged observers from regions where the mobile presence is limited, although they know the various foreign components present, both in terms of nationality and reasons for their presence, appear less informed about the difficulties encountered by those who decide to settle in their country.

It is also interesting to note that, frequently, some stakeholders tend to focus their attention on the barriers to inclusion experienced by foreigners from non-EU countries and refugees, since European citizens are not perceived as immigrants, but as "mere" mobile persons. While this attitude raises less concern about discrimination, it also shows that a great deal of research is still needed into the barriers encountered by EUMCs.

1. GAPS AND COMMON ISSUES

In addition to what highlighted by the European Parliament study, the main barriers identified to the settlement of EUMCs in the EU Member States appear to be linguistic, as well as a wide lack of information concerning the bureaucratic processes and the recognition of diplomas.

Linguistic barriers

This has been identified by almost all the participants as one of the main challenges faced by EUMCs when settling in another EU country. Although more than half of EU citizens have skills in English, a true contemporary global language, the EUMCs inclusion process still suffers greatly from language barriers. This is true not only in the case of formal contacts with institutions, but also in workplaces and in everyday social life.

It was acknowledged that the linguistic barrier varies according to educational, cultural, and linguistic background (this could explain why FGI in Portugal reported that Italians settle in better than Romanians even if both are from Romance-speaking Countries).

This issue was also reported in the German Focus Group: "The language is probably the key. There are just a lot of people who don't speak German, maybe English or French. In the area of mobile workers, that is exactly what is decisive. In agriculture we have people who keep coming back, sometimes for years. They don't learn German. They want to stay in the nucleus of their group. That means you have to act in your native language." The lack of information in an accessible language and/or in other EU languages prevents the integration of workers in the country and, many of them – like in the German experience – only come for seasonal work because they don't have enough information to decide whether to stay in the country and look for a more stable working opportunity.

Linguistic barriers are paralleled to the poor foreign languages competencies of civil servants who deal with residence registration, issuing the documents needed to open an enterprise, access to healthcare and education.

The thickening of the language skills of public officials was indicated by several FGIs participants as one of the main gaps to be bridged for a more efficient relationship between foreign citizens and institutions. This issue was also stated in the Focus Group held in Croatia, where all the participants reported that the "majority of Civil servants working with migration/ EU-EEA mobility lack the proper level of foreign language knowledge", and that "the issue should be addressed as a priority".

The significance of this remark is undeniable, especially when combined with the unavailability – in most cases – of online information in other EU languages or in English.

Bureaucratic processes

The second-identified challenge in the integration of EUMCs is the different processes they face when dealing with daily bureaucracy with the respect to nationals. This was reported by different interviewees, complications can include: lengthy processes, addition of complementary documentation, and different procedures from office to office, person to person.

Relations with public administrations are therefore characterised by a "high level of formal administrative procedures" that make it difficult and burdensome for EUMCs to access their rights and carry out practices that in many cases are necessary for their presence in the host country to be fully in order. Moreover, as mentioned above, the presence of language barriers on both sides, mobile citizens and public officials, makes contact between them even more complicated and cumbersome.

These lengthy and exhausting experiences have a negative impact on the EUMCs' experience in the country. For example, as stressed by ANCI Lazio (Italy), it should be not neglected the problem of many **'invisible EU mobile citizens' (SEE FOCUS-ON 2, p. 47)**. Failure to request or refusal to register due to the absence of the requirements may give rise to an irreversible automatic administrative expulsion procedure by the local authorities.

Similarly, the participants in the FGI organised by the Portuguese partner stressed that obtaining the Residence Certificate involves a whole series of long and complicated bureaucratic procedures that cannot be avoided at present, as its possession strictly determines the possibility of access to other fundamental services such as contracting housing and the health system **(SEE FOCUS-ON 3, p. 49)**.

A related issue was also brought to our attention during the focus group in Lazio (Italy), where a Polish attendee shared the struggles that many Poles face when returning to Poland for their retirement. They face issues with the Italian Welfare Agency (INPS) because the Agency cannot send the needed PIN code to a foreign address, thus complicating the access to their **pension (SEE FOCUS-ON 4, p. 52)** for several months, if not years.

Finally, reference must be made to the recent pandemic situation which, according to stakeholders, has worsened and made access to public services even more complicated: "there is not face-to-face service without appointment and with a limited number of vacancies", which makes any kind of procedure more time-consuming, both for natives and for European citizens.

Recognition of diplomas

Even if the EU Countries are active part of the Bologna Process and have an established European Higher Education Area, the recognition of diplomas seems to still be an issue for those who decide to settle in another European country. From the Focus Groups resulted that not all Countries or Regions or Employers use the same credential evaluation. One of FGIs that pointed out this fallacy within the European system is the French one, where the attendee said that the system if it is recognized by the European *acquis* "(…) it is not encouraged in the same way (as) in different countries". This issue (that should be dealt with not just for the EUMCs but for all of migrants) limits immensely the possibility to integrate in a fast and efficient way in the EU country of choice.

The difficulties do not only refer to educational qualifications in the strict sense, as the recognition of professional qualifications (professional orders such as lawyers or accountants) is also not homogeneous across EU countries.

2. PUBLIC POLICY, INFORMATION AND ACCESSIBILITY

The opinions collected during the various focus groups can provide useful clues to better steer the wheel of public policy towards more efficient and inclusive policies, in order to develop solutions that could facilitate the move between and the settlement of European citizens in another EU country.

The FGIs highlighted housing and welfare as additional relevant gaps to be bridged, especially for the countries with a more fragmented job market, concerning the labour force and the access to employment. Welfare was a particularly heartfelt topic throughout all the Focus Groups.

It was pointed out that very few institutions, trade unions or third sector organisations focus their attention on the rights of European citizens in a broader perspective aimed at learning and making full use of social welfare opportunities. Participants from Italy and Romania complained about the already lengthy process existing in their countries that exacerbates when EUMCs are involved.

Even the shared experience of a Croatian national living in Milan who prefers to take a plane to Zagreb for a medical visit instead of dealing with the bureaucratic complications of the Italian public Health Service. Healthcare is fundamental for many of the participants and different problematics are mentioned especially to the access to public healthcare. In some countries, healthcare is only guaranteed for employed persons, while in other cases, access to it requires that the foreign national first complies with other types of documentation.

In summary, access to welfare challenges EUMCs on several fronts: the possession of certain prerequisites, bureaucratic red tape and lack of knowledge of procedures are all obstacles cited by different stakeholders. As underlined by privileged observers interviewed during the FGI held in France "without the completion of the procedures consisting in registering with the French administration the situation of migrants is blocked". Often, it is particularly difficult - if not impossible - for European citizens who find it hardest to integrate, due to linguistic or cultural factors or related to their living and working contexts (e.g. Romanian and Bulgarian workers in Apulia), to become aware of the various welfare tools to which they are entitled. The result is that they remain excluded "from the public assistance network, which makes them inexorably excluded".

The situation of housing is not a simple one, having a roof over one's head is probably the first step in living and experiencing a country. Therefore, it does not come as a surprise that different experiences were shared by the interviewees.

It was pointed out how often the first settlement of the EUMCs takes place to carry out university studies, a particular situation in which it is possible to have access to different housing opportunities, some even established by the Universities that host exchange and foreign students, others recurring to informal solutions available on internet or on the old-fashioned boards in the campuses. Housing becomes a very serious matter once they have completed the studies and decide to stay in search of a job.

The focus group in Costanţa (Romania) provided an example of the initiative carried out at local level to facilitate the accommodation of foreigners, especially students, in the city by creating an updated database to be used at the beginning of each semester, meeting the offer of private housing with the demand of spaces requested by the students, as not all the incoming students – especially EU students – choose to stay in the dormitories of the University, mostly for the lack of all necessary facilities, as reported by one of the participants of the focus group.

One of the participants from Milan, presented us a very innovative project – Milano 2035 – where young EU students or workers (in their twenties or thirties) entering the labour market are helped in finding affordable housing in a dynamic but expensive city like Milan:

> *The issue of access to housing in Milan, as in other European cities, is critical, both for Italian and foreign citizens. Few cities are trying to regulate rents to make them more accessible and Milan is not one of them. So, it is an attractive but at the same time repulsive city: not everyone can afford to bear the cost of a rented house. It is an issue that affects young people who when they arrive here need temporary accommodation, not knowing how long they will stay in the city. Added to this is the fact that the young EU citizens who arrive in Milan initially have difficulties with the Italian language and are unable to extricate themselves from information due to the bureaucracy that distinguishes us. The numbers of these young people are small when compared with other groups of users. It would therefore be appropriate for the housing offer at controlled prices to increase. Beyond the offer of work, services and attractiveness, Milan should start from home, without which it is difficult for everything else to take off [focus group, 13 October 2020].*

The focus group in Milan has also brought to our attention its experience on the added value of informal networks, shared by the mayor of Pozzuolo Martesana, a provincial town near Milan:

> *Seen from the periphery (from a small town in the Milanese urban belt - A/N) the problems experienced by EU citizens are little felt, certainly less than those of non-EU citizens who often stay in the territory in a condition of illegality. It is a topic that is not perceived much by the local population, as if it were a phenomenon already regulated and therefore that falls within the ordinary administration of the municipalities of the area. Generally, migrants who have no rights are considered an emergency, first of all not having a residence permit. Moreover, it seems right to highlight a characteristic of small municipalities, which is not found in a European metropolis like Milan. In the hinterland the support given by the community network is still strong. In a small municipality, the problems of integration are solved through informal social networks: the search for housing or work, certain things are managed in a simpler way, for any need you can contact the Mayor directly, or go straight to the local office of the Patronato (Italian private Welfare Agency), or to a real estate agency or simply calling on an acquaintance. These direct relationships are much more complex to activate in the social fabric of a large city. The informal safety nets of a small municipality like Pozzuolo Martesano help the integration of non-EUMCs and EU citizens as they reduce their social isolation. Creating an Italian course or organizing another initiative to respond to a social need is much easier. We should rethink the big city as a set of less populous neighbourhoods or urban cores; with this kind of rediscovery of the little community we could put the person back at the centre of policies. I know it's difficult, the city of Milan is going in another direction, but this could be a different approach [focus group, 13 October 2020].*

To stress the importance of informal networks, it is also interesting to add the proposal made on the possibility to have a Web Portal/App that can be used to share informal services/time, the Focus Group in Apulia expressed a possible solution to everyday problems faced by workers and parents:

I agree that the digital instrument must be linked to reference values. In terms of usability, an Internet platform should allow EU citizens to access essential information on services, whether they are provided directly by public bodies or by third sector organizations. Let me give a trivial example, let's think of the educational problem, the classic case of working parents who need school support services or early childhood assistance while they are in the workplace; the response to their needs could be provided by public agencies, social promotion or voluntary associations, or by subjects operating on the market, if the father and mother can allow it [focus group, 13 November 2020].

Nonetheless, the informal networks can also have a downside, while participants from the focus group in Apulia underlined the importance of these networks for EUMCs looking for care-taking jobs. Especially those looking for a job in the domestic sector (for example several women from the new Member States) have to deal with a labor market characterized by a spread of irregularity. All this obviously takes place to the total disadvantage of the worker, who is forced to accept working conditions that are not only particularly heavy in terms of hours and duties, but also lacking of the minimum contractual protections:

In particular, the situation experienced by Romanian carers is obscure. In my qualitative research I found that Italian families placed these workers in a position of strong subordination, avoiding the respect of basic rights [focus group, 13 November 2020].

As it was pointed out also during the focus group in Germany, informal networks and single migrants may face working discriminations, they cannot benefit from collective bargaining agreements and unionising, and frequently their role is ignored by law makers. During the **COVID 19 pandemic (SEE FOCUS-ON 5, p. 55),** the Italian government has fast tracked the vaccine for elderly and personnel in nursing home, however they have not inserted elderly caregivers as primary recipients of the vaccine.

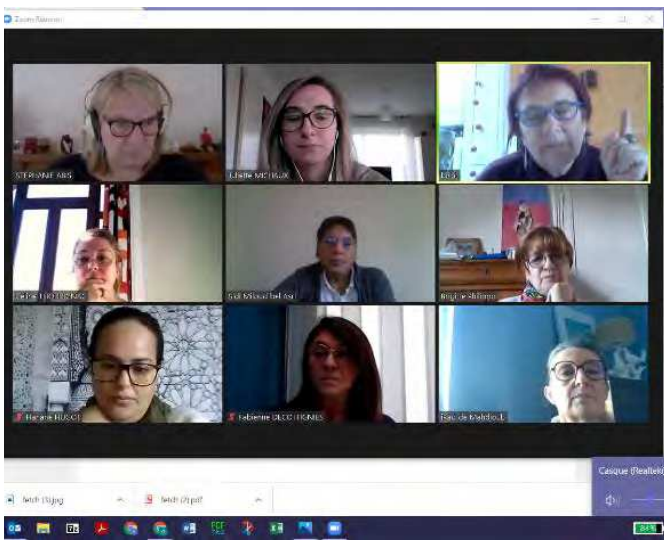
There are two other key elements identified during the FGIs that complete the picture of the gaps found in the analysis of the obstacles encountered by EUMCs.

It could be said that both are outside the "basic needs" such as work, housing and the right to health, which have already been discussed. However, they deserve to be mentioned because they both contribute to true active citizenship: political participation and the enjoyment of leisure time. Political participation is a right of the EUMCs that is too often not sufficiently encouraged and exercised.

Polish and Romanian participants during the Italian Focus Group have also stressed their effort in promoting the **political participation (SEE FOCUS-ON 6, p. 57)** to their communities in local elections and - for those who obtained the citizenship of the country – also to political elections.

Finally, stakeholders interviewed in France highlighted the importance of leisure as a factor promoting integration: "leisure activities make it possible to meet other people, to fell part of groups and improve the practice and knowledge of the language". Finding out how and where to carry out leisure activities, sports, voluntary activities, how much they cost, how registrations are made, etc., is often not an easy task for an EUMC starting its integration process in the host country.

So far, some of the main obstacles hindering the full inclusion of EUMCs have been highlighted, but none of these can be said to be definitively resolved unless a generalised lack of information and dissemination of information is filled. In all FGIs, privileged observers focused on the lack of information at institutional and informal level, which is fundamental for EUMCs to acquire full citizenship and exercise their rights as set out in the EU Treaties.



Focus Group discussion - Région Hauts de France (FR)

When asked about the availability of information on EU citizens' rights and accessibility, the focus groups showed various knowledge levels, some were not very well informed, and others had limited experiences/knowledge of any portals pertaining to the topics.

The main suggestions were to visit the webpages of local authorities, relevant ministries, embassies, and authorities, and to contact the EU delegation in the country. All of those who used the above-mentioned websites and those who work in relevant sectors candidly criticised the available information as being not sufficient, not adequately informative and – most importantly – rarely available in a different language but the national one, and in those rare occasions the language is only English. More importantly, also in these cases the materials are not as comprehensive as one would expect.

Existing platforms are considered to be unintuitive, inaccessible and poorly interactive. One stakeholder, participating in the FGI held by Anci Lazio, pointed out that "even experts are faced with a puzzle of passwords, confirmations and counter-confirmations, which make it impossible to reach the necessary information".

The representative of the Ministry of Interior that joined the focus group in Croatia pointed out that the government, all the ministries, institutions, public service agencies have official web pages with all the information and contacts available in Croatian and English. Each ministry is responsible for its own field but there are deviations on what and how much is available for EU/EEA citizens.

It is worth reminding that the linguistic barriers are one of the main gaps identified in the previous section. In France, it was pointed out by one of the participants during the focus group that at the administrative level there are employees who know Spanish and Italian, thus facilitating the request of information and integration of Spaniards and Italians. Whereas, for the other main EUMCs in the country there are not many Swedish, German nor Romanian speakers.

During the FGI in Focşani (Romania) it was noted that there are no portals available at the local level and that information is provided by the General Inspectorate for Immigration (IGI) and by the EURES network that "provides information, counselling and mediation services to employers who want to recruit workers from another European country and to jobseekers in another European country; it also provides information on working and living conditions in EU/EEA Member States. EURES services are free for the unemployed individuals and those looking for work". Ultimately, even where partial and sectorial information is available on institutional platforms, offices, or informal channels such as dedicated pages in social networks, the problem of accessibility remains to be overcome. The fragmentation and dissemination of information is therefore the main obstacle.

On a separate note, the very peculiar case emerged from the FGI in Apulia (south-eastern Italy), where the vast majority of EUMCs comes from Bulgaria, Poland and Romania. These Eastern EUMCs, in addition to all the issues above mentioned, struggle deeply against the influence of local mafia and the often-intertwined ***Caporalato*** **(Illegal hiring) (SEE FOCUS-ON 7, p. 58)** that controls the agricultural labour market. These illicit organizations provide underpaid and unlawful work in an environment that can offer few opportunities to third-country and European migrants, keeping them in controlled and indecent environments, providing barely money to be used as remittances and preventing the possibility of any real job and positive inclusion.

The problem of isolation and the lack of access to information and rights fall extremely heavily on women living in these rural areas, who suffer not only social injustice but also human rights violations. ActionAid representative during the same FGI stressed that the social inclusion of these invisible women needs not only of a decent job, but also of the development of gender sensitive welfare services and participation to local democracy. A paradigm shift in the governance of public services towards gender and cultural differences' respect and the support to the strengthening of emerging models of generative welfare, are strategic not only in the situation described in Apulia, but in any other context in which migrants, including EUMCs, are exposed to discrimination and social exclusion.

3. RECOMMENDATIONS

Proposals to policy makers

As the main objective of this exercise has been the development of a website and an App that could help those European citizens in another EU country, most answers and discussions concerning policy making directly addressed this feature. For this reason, we have decided to dedicate the next section just to showcase the main results. The general recommendations were made to policy makers at local, national, and European level. When asked what proposal they would do to policy makers, many invited those involved in the policy process and in law making to actually go to local administrations, to talk with citizens to see and experience what problems EUMCs face. This remark was shared throughout the several focus groups and – in our opinion – this is not just some anti-political disaffection; this derives from the different problematics that all our participants have experienced.

However, proposals go beyond general remarks, another suggestion that has been reported in different focus group is the need to harmonize national legislations, especially for what concerns welfare, work, and retirement. Attendees expressed the need to open local information centres and/or share flyers to provide simplified, interactive, practical and updated information to incoming workers, pensioners, visitors and students on how to settle, how to register for work, how to access medical assistance, how to pay taxes, etc. Particularly to provide information to outgoing workers and retirees on how to receive their wages and pension in another EU country. One of the participants of the focus group from Lazio (Italy), reported the issue of many polish women who would like to retire at the age of 60, that is the retirement age in Poland but not in Italy, in some cases this creates a discrimination as in Italy you would be considered an early retiree, usually with a decreased pension. Those remarks need to be addressed as soon as possible:

> *To someone these issues could seem very mundane and bureaucratic, but these are directly affecting EU citizens and,* de facto, *limiting their freedom of movement inside the European Union [focus group, 13 October 2020].*

A singular voice from the Focus Group in Apulia, brought up an issue that we believe should be at the core of any type of policy work, the availability of data on EUMCs:

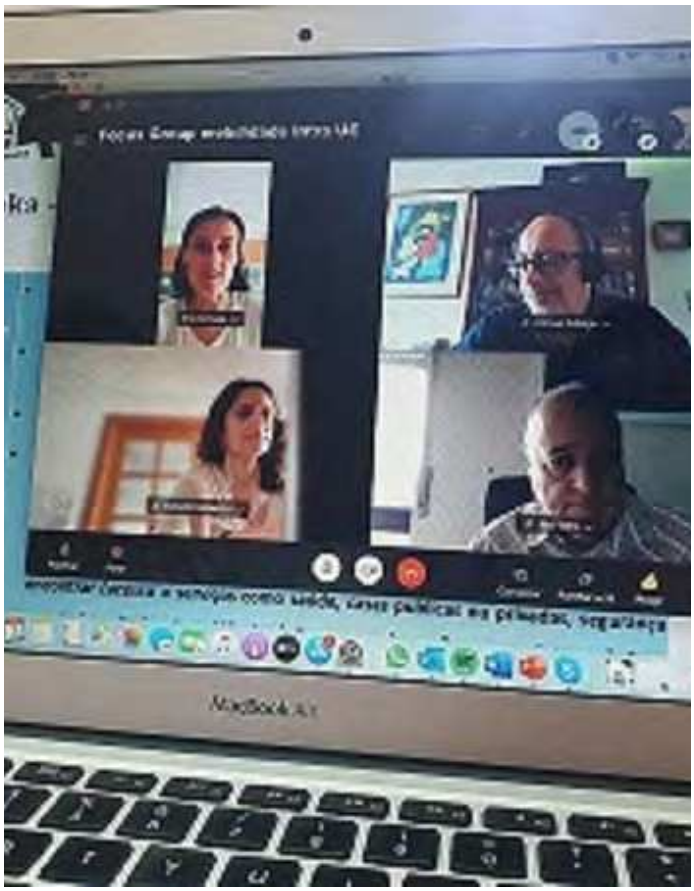
> *Regarding networking, I say that we have to solve a fundamental problem in Apulia. Unfortunately, the three-year social policy plan does not take into account the real incidence of foreigners residing in the various provincial areas. This is because there are real difficulties in making a census of the migrant population present in the territory and this creates important distortions: territorial areas that receive public funds on the basis of an erroneous count of potential recipients of services do not have sufficient resources to offer responses to the needs that arise in the local community. This brought negative consequences both in terms of the provision of services and in terms of social cohesion, because where the funds are not adequate, conflicts begin between potential beneficiaries, therefore between Italian residents, foreign residents and migrants who have a precarious legal status. It is therefore necessary to start from a serious census of migrants, beginning with the areas where there is the greatest demand for foreign labour (where irregular migrants very often flock); it is in these areas that it is necessary to bring out irregular migrants from "invisibility" and to channel resources to respond to the demand for services which is currently not intercepted by public policies. In short, where there are holes in the welfare network, services must be structured. Public decision makers should define the architecture of social interventions, leaving the provision of proximity services to non-profit organizations. The new social policies should favour a virtuous form of collaboration between the public sector and the third sector, and be transversal (integrating work protection with education, social and health support). In the immediate future, this networking should act on the level of community work, to neutralize consolidated mechanisms of social exclusion [focus group, 13 November 2020].*

Recommendations on the web portal and App

As mentioned before, the scope of this project and the focus groups is to find recommendations and solutions to all the different issues mentioned before that are affecting EUMCs. As we have seen in the previous paragraph, many of the attendees suggested to increase the information services across Europe to those moving out and in a country. The resource proposed by almost everyone was a single Portal available online and via App, this two-way stream was suggested to have a broader reach and also to be available 'on the move'. We can see that this Web Portal/App should have valid, update information on work, health, welfare, education, tax, pension, insurance, and travel.

All the participants stressed the importance that all the information provided need to be available in all the EU languages, starting with the most relevant national groups in the country or with the groups whose integration has proven more difficult, for instance Romanian should be one of the first languages to be introduce in Italy as they represent the bigger slice of EUMCs in the country, while the same language should perhaps be prioritized in Portugal and France as, according to the participants to the focus groups, Romanians represent the national group that has struggled the most to settle in.

Focus Group discussion - Apulia (IT)



Focus Group discussion - Lisbon (PT)

The following section presents the recommendations addressed by the Eureka project to civil society organisations and public authorities at different levels of government, to improve online information services (i.e. websites and Apps) for EUMCs. The outcome recommendations are presented in a very immediate and straightforward way to easily implement them.

These recommendations are based on the results of the survey conducted by the partners on a sample of 320 organisations (including public administrations, private companies, NGOs, trade unions, voluntary associations and associations of EUMCs) and on the inputs provided by the experts who participated in the national focus groups.

Focus groups and interviews were organised and implemented online or face-to-face in:

Rome by ANCI Lazio (Luca Masi, Giulia Vega Giorgi)
Brindisi and Milan by ACLI (Manuel Ranieri, Marco Livia, Cristiano Caltabiano)
Tübingen by acli e. V. (Norbert Kreuzkamp)
Focșani by Cartel Alfa (Cecilia Gostin, Mihaela Darle)
Bucharest by EIR-IER (Iulian Oneasca, Bogdan Voicu)
Constanța by Novapolis (Iris Alexe, Razvan Victor Pantelimon)
Lille and Lisbon by Tandem Plus (Giulia Basso, Sofia Silva, Valerie Mahdjoub, Brigitte Philippo)
Zagreb by Zagreb Grad (Andrija Petrovic, Tanja Milos)

VISIBILITY

- Communication campaigns should be developed to increase awareness of websites and Apps for EU mobile citizens, targeting not only potential beneficiaries but also public and private actors operating at local, regional, and national level in areas related to free movement.
- The online reach of these websites and Apps should also be improved by optimising the searchability of content on major search engines and app stores.

MULTILINGUALISM

- All information available on these websites and Apps should be translated into English (mandatory) and into the languages of the main groups of EU citizens in the country.
- A multilingual glossary of frequently used bureaucratic terms and expressions in the host country should be available on these websites and Apps in non-proprietary formats (ODF, PDF, etc.) and freely downloadable by users.

SIMPLICITY

- The information on these websites and Apps should be conveyed in clear and simple language.
- The use of overly bureaucratic vocabulary should be avoided whenever possible as it may be unclear and create confusion and semantic misunderstandings in foreign languages.

USEFULNESS

- The reliability and accuracy of information must be constantly confirmed by indicating the sources and authors of the content.
- An excessive redundancy of information should be avoided in order not to disperse the user's interest and to make the tools effective from the first interactions.
- The availability of information tools characterised by direct, personalised assistance (i.e. hotlines, e-mail and live-chat services) and a practical, simplified level of communication (i.e. guidance notes, specimens of application forms and templates) should be enhanced.
- The possibility to provide feedback from users should be included in these websites and Apps in order to improve online services, enhance customer experience and enable targeted advice.
- The experiences and the success stories of EU mobile citizens who have already settled in the country should also be included, as they can be helpful as may serve as an inspiration and provide tips to newcomers.

CONTENTS

- Websites and Apps for EU mobile citizens should provide all information on the main areas related to integration in one place.
- In addition to registration procedures, more comprehensive information on public housing, anti-discrimination and access to employment should be provided, as well as information on health care and the education system.
- The information provided by these websites and Apps should be adapted to the different categories of EU citizens entering the country (students, workers, pensioners, tourists, etc.).

UPDATING

- Information should be constantly updated, with the utmost attention to regulations.
- RSS should be introduced so that users can be presented with updated data on their news aggregator.

ACCESSIBILITY

- Web accessibility should be addressed considering people with physical disabilities, situational disabilities, and socio-economic restrictions on bandwidth and speed.
- Websites and Apps should have a clear structure and an internal search function.
- Attention should be also paid to the graphic layout of these online tools, improving the compatibility of the visualization on different devices. The information provided by these websites and Apps should be adapted to the different categories of EU citizens entering the country (students, workers, pensioners, tourists, etc.).

EUReKA Recommendations:
01 - Visibility

The questionnaires used in our research and the ones that tested the reactions to the first version of the handbook revealed a clear need to have information and to know where to find them. More precisely, there is a clear need to identify sources of information for cross-European migrants. This means that one needs to find ways that the information about the existing product reaches relevant stakeholders, the site is high in the searches on Google, Bing, and other Internet search engines, and generally is referred by immigrant communities. One should consider communication campaigns for various stakeholders, and promoting the website among forums of immigrants, both the cross-national ones including expat.com (and its localized versions) and internations.org (and its localized versions), as well as local sites such as the one in Brașov, Romania (https://migrantbrasov.ro/).

Principles in the EU agenda
Constant, extended, and equitable access to digital resources are key to one of the European Commission priorities for 2019-2024[1]. Making intra-EU mobility "user-friendly", the aim of this project and of its outputs, directly addresses the preoccupation of the European Commission for enhancing a digital Europe, and particularizes it at the level of intra-European mobile citizens.

Needs expressed in everyday life
Beyond the Union's political agenda, there is a clear need to sort out information that is reflected in simple facts from every-day life.
In the beginning of November 2021, a search on Google returned some 293,000 results when searching for "Ways to Find What You Want on the Internet", with quotas (meaning that it searched for the exact sequence of words). Such high number of results on such a specific search string reveals the interest of people to have faster access and better tools to face the always increasing amount of information existing on the Internet.
The same type of need is anecdotally reflected in the extract from the well-known TOEFL presented below.
Such small hints provide a clear indication that visibility is mandatory in promoting the principles of this handbook and the entire set of products sorted by the Eureka project.

Some people say that the internet provides people with a lot of valuable information. Others think access to so much information creates problems. Which view do you agree with? Use specific reasons and examples to explain your answer.
I agree that all of the valuable information available on the internet has helped people in ways that no one could ever have imagined even just a couple of years ago. From the internet, people can get allot of information in a short period of time. […]
To sum it up, I believe that the internet has helped people in unlimited ways, and the information that people get now is extremely efficient and helpful. Besides the advantages, there are many disadvantages that access to so much information creates problems, but this can be eliminated if people know how to use the internet in a proper way.

(Extract from a typical TOEFL test)

[1] https://ec.europa.eu/info/strategy/priorities-2019-2024/europe-fit-digital-age_en

EUReKA Recommendations:
02 - Multilingualism

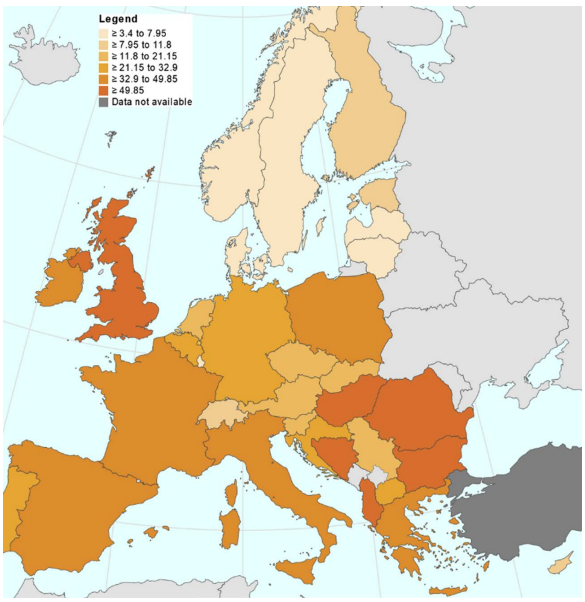
Unity in diversity

EU uses "unity in diversity" as defining motto. This translates into multiculturalism and is most clearly expressed through multilingualism. In the Council Conclusions on multilingualism and the development of language competences (2017)[1], recommendations go for policies to enable individuals to understand several European languages. However, until such goal is fully reached, one needs to take into account access to information in several languages, which in fact is also a learning tool for European citizens in general, and for intra-European mobile citizens in particular.

Access to information

Access to any type of information is filtered by understanding the language in which the information is provided. Across Europe, linguistic skills vary a lot. According to Eurostat[2], knowing one or more foreign languages is reported by more than 90% of residents in the Nordic and Baltic countries, and in small states, such as Malta, Luxembourg, and Cyprus. However, among the major providers of cross-European migrants, the figures are much lower: Poland – 67%, Italy – 66%, France – 60%, Romanian – 36%. This creates a clear need for communicating with intra-European mobile citizens in languages that they know.

Percentage of those NOT speaking a foreign language



Source: Eurostat database (online data code: EDAT_AES_L21)

In particular when applied to East-West migration, it becomes essential to facilitate access to basic information referring rights and opportunities in the host country, irrespective whether migration is temporary or definitive, with the clear aim to increase quality of life, integration into society, access to labour market, and welfare benefits, all mentioned as priorities on the European Union agenda.
Furthermore, the same need applies to West-East migrations, populated mainly with highly skilled migrants, sometimes called "Eurostars". Despite their privileged status, or actually in particular due to this status that leads them into so-called expat bubbles or simply mingling with upper strata of local societies, such mobile citizens need quick and easy access to reliable information, in languages that they can understand.

[1] https://www.consilium.europa.eu/media/32204/14-final-conclusions-rev1-en.pdf
[2] https://ec.europa.eu/eurostat/databrowser/view/edat_aes_l21/

EUReKA Recommendations:
03 - Simplicity

When language competencies are difficult and bureaucratic jargon could affect understanding, one needs to be sure that people do understand fast and clear the messages on the website. Complicated graphical designs may also hurt, since the aim is to provide useful information, not to produce art.

Reasons

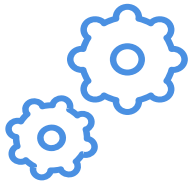
There are at least four reasons to be considered in this respect:

1. Simple communication is powerful. It enhances understanding, streamlines words directly to their meaning, allow explaining basic information, in particular for people less familiar with the depicted story.
2. In most of the cases, online reading is nowadays reduced to rather quintessential information, and people avoid reading long texts. This sends again to simplicity and providing readers with what they need, to an extent corresponding to their limited time resources.
3. Specialized language, such as bureaucratic jargon is difficult in particularly to manipulate by newly arrived immigrants. Therefore, a user-friendly language should be used. Nevertheless, more details, including the terms that local bureaucracy may use are more than welcome in the detailed explanations that split out from the main pages.
4. Facing unknown and complicated language tends to push away readers, since they naturally tend to reduce their levels of uncertainty, which are already high due to migration itself.

Ways to do it

1. Provide first a simple text, well structured, and transmitting the main message.
2. One may add more details afterwards.
3. Explanations for reasons beyond each step to be followed should be included rather in links, pop-up boxes, in dedicated pages.
4. Structuring the content both logically and graphically is essential.
5. Using colours and bold to stress key terms and ideas is a good idea.
6. Providing walk-through instructions for dealing with various issues that one has to solve in relation with public administration, service providers, employers, etc. is good to be sure that the messages reach their recipients in their entire form.
7. Bullets, images, colours and elements that beautify communication are welcome, but should not be excessive.

EUReKA Recommendations:
04 - Usefulness



An extended academic and grey literature shows that immigrants need information in at least four major areas. They are depicted in the following. Beyond them, transversally, one needs to ensure, constantly, that content provides reliable and up-to-date information, and it does it in several ways, to ensure tailored solution for everyone: a mixture of static content, chat engines, hotline tools is likely to provide the best mix.

Access to social services and welfare benefits

Access to social services (such as education) and welfare benefits is key for integrating into the host society, being also definitory for the called European social model. Within the EU, most of the access is based on EU citizenship, therefore one needs only to know how to transfer his/her rights from a country to another in case of intra-European mobility. However, as the questionnaires for evaluating the handbook prove, in many cases, accessing such rights is blurred even for public clerk or NGO staff that are working with immigrants.
Clearly defining area in which people should benefit from universal or contributory services and providing step-by-step approaches for accessing such rights is mandatory into the tools proposed by Eureka. Testimonial including examples of migrants that successfully used their citizenship to access such social rights are also welcome, being powerful in providing models to others.
In case of East-West migration, it is also important to familiarize the immigrants with the social system in the host country, in particular for low-skilled workers. In case of West-East migration, where the knowledge of immigrants is filtered through indirect knowledge of the public system in the host country, it is also essential to provide reliable information about the entire system of social benefits.

Access to citizen rights and labour market

The second area mixes citizenship rights (focusing on political participation) and providing information related to employment. Simple facts such as how and when to pay VAT, how to fill in tax forms, when and how one can vote are essential. For a Romanian migrating to Luxembourg, the simple fact that one week after registration with town hall receives by regular mail his tax number that allows operating similar to a small company, might seem incredible. For a Luxembourger migrating to Romania or Italy, the mere fact that one should do additional paperwork in order to receive such proof and it does not automatically come into the mail or email box might be unexpected. Such information, which a local would not think of, but is acknowledged by one comparing countries, should be part of the proposed tools.

Finding help and communities

A useful website would go beyond interaction with public administration and public services. It provides information and/or links to leisure activities, and, more importantly, offers solutions for socialization and volunteering: it puts people in contact, by simply listing the place where one can meet people with similar interests, both migrants and natives. The later mention, that this is not about how to meet other migrants, but about finding people with similar interests irrespective of origin, sends directly to integration needs.

EUReKA Recommendations:
05 - Contents

Content should fit on one hand the particular needs of immigrants, and on the other hand should respect the six priorities of the European Commission for 2019-2024[1]. Most of the priorities were already addressed in the other sections of these recommendations. This section stresses how each priority should be embedded in the proposed tool.

EC priority: Promoting our European way of life
The content needs to address the key traits of the European model:
·The components of the European social model
·Citizenship rights
·Multilingualism
·Etc.

EC priority: A new push for European democracy
This is in particular addressed through offering information on political and civic participation (see the section on “usefulness”).

EC priority: An economy that works for people
Information on the labour market and how to deal with employers/employees is key in this area.

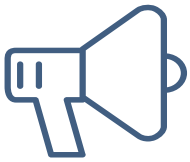
EC priority: A European Green Deal
Recycling specifications (and obligations for households and companies) and fiscal facilities enforced for companies/households that are environment-friendly (for instance, for using green energy) should be included in the information provided by the websites.

EC priority: A Europe fit for the digital age
The entire process includes elements that strengthen fitness for the digital age.

A stronger Europe in the world
By increasing opportunities for integration of intra-European mobile citizens, one actually contributes to stressing European identity, and strengthening EU voice in the world.

[1] https://ec.europa.eu/info/strategy/priorities-2019-2024/

EUReKA Recommendations:
06 - Updating



Permanent updating information is mandatory for ensuring usefulness and utilisation of the tool.
This means that procedures for identifying changes in legislation and regulations, as well as in practices, are necessary.

In the more developed versions of the tool, this could be achieved by at least three distinct ways, which could be seen as complementary, while the first two can also be alternative:

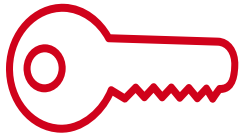
1. Having a team that constantly searches for changes in regulations.
The method is the safest, but also the most expensive in terms of human and financial resources.
It implies having people employed specifically to perform the task, following changes in legislation related to employment, social protection, migration policy, citizenship rights, practices existing at the level of municipalities, changes in existing NGOs, etc.
The implied amount of work is enormous and requires constant observation and research of existing practices.

2. Having partnerships with key stakeholders
Key stakeholders can report changes in their field, and the team that manages the website does the updates.
Some stakeholders could have rights to update the information related to their field, under the caution to respect the basic principles that define the entire tool.
The method would distribute the amount of work between various partners and would highly reduce the necessary financial resources.
However, it would imply a high degree of trust and commitment of external partners.

3. Web 2.0 tools
Immigrants themselves could add comments or examples of good practices to improve the shared experiences.
Such method is almost resource-free, and increases the speed of updating the site, but also leads to unchecked information.
The team that manages the tool can do regular checking of information and curate the entire communication.

In addition, adding RSS and other similar functionalities to the sites could allow users to have regular updates in their newsfeeds.

EUReKA Recommendations:
07 - Accessibility



General accessibility

Clear structure, simple language, and graphical elements were already considered under the section on Simplicity. They also increase accessibility to the tool.
Multilingualism fells under the same type of logic.
In addition, a user friendly tool, irrespective whether website or app, should add elements such as:
·Internal search function
·Connectivity between related pages
·Easy to follow logic and flow of information
·Links to relevant external resources

People with disabilities

European Union stresses in its documents the right of people that face various types of disabilities. In particular, the *Strategy for the rights of persons with disabilities 2021-2030*[1] includes provisions in this respect.
The entire tool should include facilities for such persons.
Apps and websites can be created in such a way as to ensure access for a variety of persons, irrespective of their type of disability.

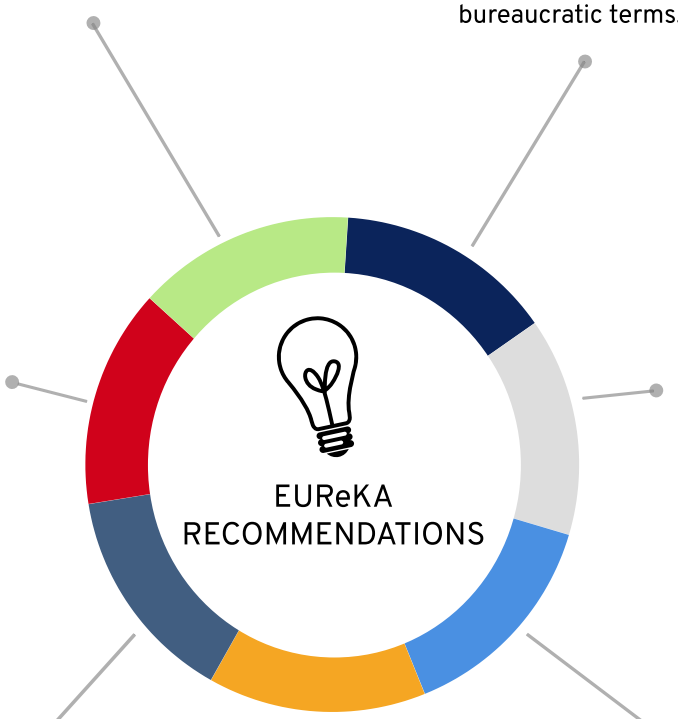
[1] https://ec.europa.eu/social/main.jsp?catId=738&langId=en&pubId=8376&furtherPubs=yes

01 VISIBILITY

- Increase awareness on existing online services among both EU mobile citizens and public/private actors.
- Optimise the online searchability of websites and Apps.

02 MULTILINGUALISM

- Translate information into the languages of the main groups of mobile EU citizens in the country.
- Provide a freely downloadable multilingual glossary of frequently used bureaucratic terms.



07 ACCESSIBILITY

- Give high consideration to physical and situational disabilities and socio-economic restrictions on bandwidth.
- Build the website and App with a clear structure and an internal search function.
- Pay attention to graphic layout and compatibility of display on different devices.

03 SIMPLICITY

- Use clear and simple language to convey information.
- Avoid the use of overly bureaucratic vocabulary, which can generate semantic misunderstandings in foreign languages.

06 UPDATING

- Constantly update information, in particular regulations and procedures.
- Introduce RSS to present users with up-to-date data on their news aggregator.

04 USEFULNESS

- Constantly confirm the reliability of information
- Avoid excessive redundancy of information
- Use tools that provide direct and personalised assistance (e.g. hotlines, e-mail and live-chat services) and a practical and simplified level of communication (e.g. guidance notes, templates and sample application forms).
- Allow users to provide feedback.
- Make available the experiences of mobile EU citizens who have already settled in the country: they can serve as a guide/inspiration for newcomers.

05 CONTENTS

- Gather all information on the main areas related to integration in one Website/App
- Provide more information on public housing, anti-discrimination and access to employment, as well as on health care and the education system.
- Tailor information to different categories of users (students, workers, pensioners, tourists, etc.).

Conclusions
Why should the EU Member States join the EUReKA portal and its application?

The main digital tools of the EUReKA project, the portal and the APP (Key4Mobility), provide specific assistance and information for European mobile citizens. More than half of the EU population can benefit from it, thanks to the participation of three of the most populous EU Member States (Germany, France, and Italy). The geographic area covered by the EUReKA project extends from the Atlantic Ocean (Portugal) to the Black Sea (Romania) and from the North Sea (Germany) to the Mediterranean Sea (Italy).

Why should the other EU Member States join the EUReKA portal and its application? Each party concerned has a specific vision and, therefore, appropriate arguments. Some of these are disclosed hereafter.

The European citizens enjoy fundamental rights and fundamental freedoms, which "constitute general principles of the Union's law" [Paragraph 3, Article 6 TEU (ex Article 6 TEU)]. Consequently, people have the right to build their own future as they choose, to look for ways to maximise their potential and be whatever they can be. Mobility helps.

People are the true wealth of a nation, individually and collectively. They are the ones who create and assign the value. In an ageing Europe, the EU and its Member States must find ways to compensate for a shrinking labour force. EU treaties and the internal market provide the framework. Competition between the Member States for additional, better-trained, and more creative human resources is intensifying. Initiatives offer competitive advantages to market players. In a digital world, tools for improved mobility are valued; they save time.

The EU provides opportunities for businesses, people and their stakeholders. Amongst EÙs main concerns are the single market and its needs, as well as reducing transaction costs related to work, education, or simply living, with a view to increasing the efficiency of society. The EÙs internal market is seen as "a highly competitive social market economy, aiming at full employment and social progress" [Paragraph 3 of Article 3 TEU (ex Article 2 TEU)]. As long as countries cannot achieve such goals on their own, the EU must intervene. Its plans, rules, funding and actions support the Member States and cannot replace their intervention. The subsidiarity principle prevents it. In accordance with this principle, the Union acts "only if and in so far as the objectives of the proposed action cannot be sufficiently achieved by the Member States, (…) but can rather (…) be better achieved at Union level" [Paragraph 3, Article 5 TEU (ex Article 5 TEC)].

Subsidiarity takes into account, equally, the horizontal social fabric and its vertical structuring, hierarchies and social constructions. Thus, the resources:
- are better managed, within the structure in which they progress,
- are better capitalized, within the territorial unit or the social construction where they are needed.

Each level gathers specific resources and supports, when necessary, the lower levels. Therefore, EU Member States are at the forefront of accountability to European citizens. On behalf of the Member States, stakeholders are the ones supposed to take the initiative. EUReKA is one of the many opportunities created by the EU, through its policies and corresponding funding, and accomplished by national stakeholders. Their responsibilities relate both to the needs of the market for skilled and/or cheap labour and to respect for the free movement of European citizens in search for better education, a better job and life.

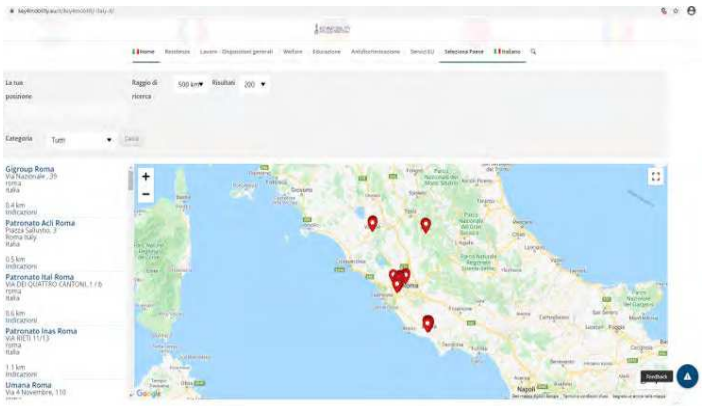
Last, but not least, EUReKA digital tools are functional and practical. In their current form, they are free and make everyday life easier for Europeans. However, the information comprised relates only to 6 of the 27 Member States. The effort to expand it and include new countries is minimal. Stakeholders, on behalf of their citizens and the Member States, should contact Centro Studi e Ricerche IDOS for guidance.

If the costs of operations constitute a problem, the EU provides opportunities. The new EU funding programme, Digital Europe Programme (DIGITAL), has a planned overall budget of €7.5 billion, in current prices (see MFF 2021-2027). It aims to support investment projects in priority areas of digital transformation and the transition of the European Union. Amongst them, a key area is the digitalization of business, public administration and services in general. Funded projects cover areas of public interest (e.g., health, education, digital single market) and of industry (e.g., a network of European digital innovation centres).

INSIGHTS:

Schultz, T.W., 1961, Investment in Human Capital. *The American Economic Review, 51*(1): 1-17.
Ageing Europe
Encyclical of Pope Pius XI, 1931, *Quadragesimo Anno*
Digital Europe Programme (DIGITAL)
Multiannual financial framework 2021-2027

Key4Mobility Portal and APP



Focus-on 1
EU *mobile Roma* citizens

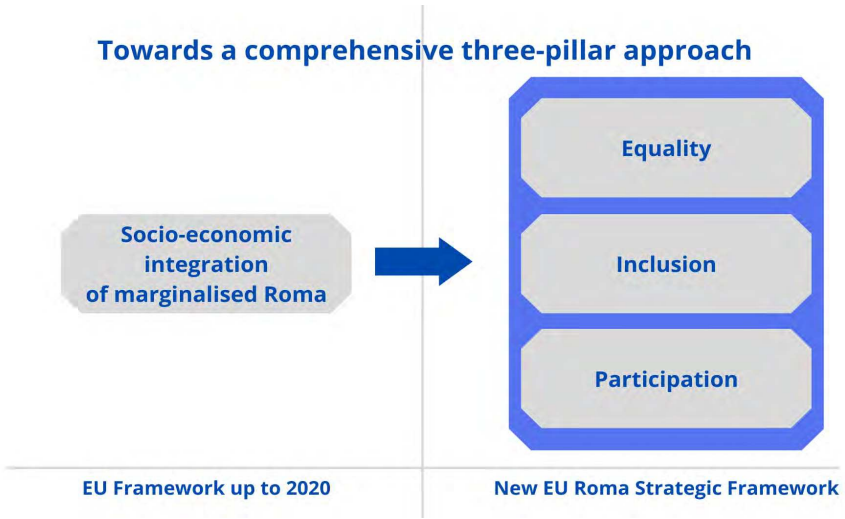
The term EU mobile Roma refers to mobile EU citizens of Roma ethnicity[1] exercising their right to free movement within the European Union. Although exact numbers are difficult to estimate, a large percentage of EU mobile Roma are citizens of Romania, Bulgaria and Slovakia. Their migration to other European countries is often driven by poverty as well as economic and social discrimination and they tend to be at greater risk of poverty and social exclusion in host countries than other EU mobile citizens.

The vulnerability of EU mobile Roma is still widespread, even though the European Commission launched a EU Framework and subsequently encouraged the development of National Roma Integration Strategies (NRIS) in all EU Member States as a key step to improve Roma inclusion along four integration goals: education, employment, healthcare and housing.

This approach complements the socio-economic inclusion of marginalised Roma with fostering equality and promoting participation. All Roma should have the opportunity to realise their full potential and engage in political, social, economic and cultural life.

Finally, on 12 March 2021, the Council of the European Union adopted a recommendation on Roma equality, inclusion and participation in all Member States. Similar conclusions, indeed, come out also from the Report on the evaluation of the EU Framework which suggests including specific targets and indicators to cater the diversity of the Roma population.

[1] The term "Roma" is used as an umbrella term, according to the definition of the Council of Europe. It encompasses Roma, Sinti, Kale, Romanichals, Boyash/Rudari, Balkan Egyptians, Eastern groups (Dom, Lom and Abdal) and groups such as Travellers, Yenish and the populations designated under the administrative term Gens du voyage, as well as people who identify themselves as Gypsies (Council of Europe, 2012, Descriptive glossary of terms related to Roma issues, Strasbourg, 18 May 2012).



INSIGHTS:

The new EU Roma Strategic Framework – European Union
Monitoring framework for an EU Roma Strategic Framework for Equality, Inclusion and Participation: Objectives and indicators – Fundamental Rights Agency of the EU
Addressing EU mobile Roma in a post-2020 EU Framework for National Roma Integration Strategies - Eurodiaconia

Focus-on 2
The “*invisible*” EU mobile citizens' *limbo*

Some EU mobile citizens tend to postpone (sometimes indefinitely) the registration of residence. Several others meet insurmountable obstacles to change their residence status and get stuck in an administrative limbo between EU countries. Despite recent progress in this field, those delays and obstacles are stricly linked not only to a lack of adequate information but most of all to an insufficient transposition and application of EU regulations (namely the Directive 2004/38/EC) by Member States and national administrations.

As a result we have a significant number of EU mobile citizens who remains “invisible” and excluded from the rights normally enjoyed by EU mobile citizens formally registered.

It is very difficult to estimate their number, even if it is presumed that it can probably be consistent, also because in several EU countries, the cancellation from the municipal registries for expatriates is an obligation whose violation is not usually sanctioned. Furthermore the obligation to register within 3 months of settling in another EU member country is not fulfilled by some EU mobile citizens, pending a profitable insertion or because they are temporarily unable to purchase health insurance or demonstrate a condition of economic autonomy or even because they meet disparate obstacles from the local administrations.

A “litmus test”, for example, was the Brexit. There were 3,681,859 EU residents in the United Kingdom up to 2019, however the EU mobile citizens registered in the specific EU Settlement Scheme in June 2021 were over 5.5 million. In other words, the EU mobile citizens who declared living in the UK by 31 December 2020 were about 40% more than the ones registered by official data. This wide gap was registered despite the fact that many EU mobile citizens with a long-term settlement - on the eve and just after Brexit - have seized the opportunity to take British citizenship, thus escaping the obligation to register under the EU Settlement scheme.

Another example comes from the analysis of intra-EU mobility of Italian citizens. In 2020 they were officially 1,448,129 within the EU, plus other 304,281 in the UK (2019 data). Because of the above mentioned problems, the widespread feeling is that Eurostat data underestimate the real size of the Italian diaspora within the EU. Recently some scholars, using new methods of digital demography, have estimated the number of Italians living in the main EU countries to be much higher. Through a survey of Italian-language Facebook profiles in the EU-28 conducted between November 2019 and June 2020, the researchers estimated the actual number of Italians abroad by accounting for Facebook profiles indicating Italian as their main language and weighting the number obtained with the Facebook penetration rate by age group, gender and education level (university degree or lower diploma). The final estimate is just over 3,100,000 people, almost the double than official data.

What kind of problems do mobile EU citizens who live in an administrative limbo between their EU country of origin and their EU country of settlement face? Quite simply, their rights as mobile EU citizens are de facto denied and they are excluded from enjoying "EU citizenship" in the broad sense. Moreover, their integration process is hampered and they have to live under the constant risk of being removed from the host EU country.

Directive 2004/38/EC regulates the exercise of the fundamental right of freedom of movement and residence of EU mobile citizens as well as its restrictions, leading in some cases to their expulsion. Legally, the freedom of movement of persons may be restricted in cases of fraud, abuse of rights, threats to public policy, public security or public health, and unreasonable burden on the social security system of the host Member State. These limitations are allowed by Treaties articles, such as Articles 45 and 21 TFEU, Article 52.1 of the Charter of Fundamental Rights (which is legally binding on the EU) and Article 27 of Directive 2004/38/EC.

Most of the problems come from economically inactive mobile EU citizens because their right to stay in the host Member State for more than three months is subject on having sufficient resources and a health insurance. Host Member States, in fact, are not obliged to provide social security benefits to economically inactive mobile EU citizens who do not fulfil the conditions of Article 14-1 of Directive 2004/38/EC on the retention of the right of residence.

In past years, especially following the economic crisis, several EU Member States adopted expulsion provisions in order to remove economically inactive EU citizens. The target were young EU mobile citizens looking for their first job, but also and especially groups of Roma citizens coming from Romania and Bulgaria after 2007. Both categories were considered an unreasonable burden on the social security system of host countries and, in other terms, were accused of "welfare tourism".

A separate case is represented by those EU mobile citizens who, in the exercise of their free movement rights, become destitute in another EU Member State. As denounced by the European Federation of National Organizations Working with the Homeless (FEANTSA), the EU mobile citizens account nowadays for a significant proportion of the homeless population in many European cities. They are often unaware of their rights and struggle to find adequate support, meeting difficulties even in accessing homeless services because of the lack of a formal registration of their residence.

Indeed, the repeated interventions of the European Court of Justice (ECJ) in favour of respecting the safeguards against expulsions show how the legal grounds for expulsion are insufficiently or perhaps "rather broadly" defined by EU regulations and this could lead to a misuse of the expulsion measures by some Member States.

Data gathered by the European Commission show anyway that non-active EU mobile citizens represent a very small share of the total population in each Member State (less than 1%) and, on average, EU mobile citizens are more likely to be in employment than nationals living in the same country and less likely to claim social benefits. Moreover, in most Member States, EU mobile citizens are actually net contributors to the host country's welfare system.

INSIGHTS:

The Expulsion of European Union Citizens from the Host Member State: Legal Grounds and Practice – CEEM review

Access To Social Benefits For Eu Mobile Citizens: "Tourism" Or Myth? -Jacques Delors Institute

The Impact of Mobile EU Citizens on National Social Security Systems-European Commission

Focus-on 3
The right to exercise other rights: the *municipal residency* as a legal status

Enrico Gargiulo, *University of Bologna*

Intra-EU territorial borders were supposed to decline because of the process of European integration. According to the European institutions, "the EU offers its citizens an area of freedom, security and justice without internal borders"[1]. Theoretically, people who belong to one of the Member States should be free to move throughout this entire area and settle where they please. Yet, despite the rhetoric surrounding the process of European integration, the right to mobility is far from being actually achieved. Different kind of impediments and barriers make it difficult or even impossible for individuals to move and, above all, to establish their residence in the State where they wish to stay. Italy offers an interesting case study of the multiple "administrative borders" that can arise from bureaucratic procedures and practices, especially those related to the municipal registration.

In 2004, directive 38/2004/EC "Right of citizens of the Union and their family members to move and reside freely within the territory of the Member States" establishes that EU citizens with a valid identity card or passport who intend to live in another EU country for longer than three months are subject to certain conditions, depending on their status in the host country, and have to register with the relevant authorities.

*Italy, in fact, adopted directive 38/2004/EC through legislative decree 30/2007, which establishes that those EU citizens who want to stay in Italy for more than three months are supposed to declare their presence and apply for enrolment in the population registers (*iscrizione anagrafica *in Italian) of the municipality they live in. In order to be registered, they, in contrast to Italian citizens and non-EU citizens, must satisfy certain requirements concerning their economic and working conditions, as well as health insurance ownership.*

The special regime of registration to which the members of EU States are subjected shows a key aspect of the European system of mobility. Even for those who seem to be more protected in exercising their right to move – EU citizens, when compared to third-country citizens – settlement is not an unconditioned achievement. Obtaining the status of local resident, namely, residency (residenza), *is therefore something that cannot be taken for granted.*

Of course, what happens in Italy with regard to registration shows some national peculiarities, due to the specificities of the way Italian population registers are conceived and managed. However, the Italian case also says something broader about how legal procedures and bureaucratic devices can establish invisible *yet effective borders, made of administrative prescriptions rather than physical barriers, but still able to prevent individuals from the possibility of exercising the right to move, among other rights. In fact, registration is the pre-requirement for exercising many important rights. For instance, social assistance, health assistance, public housing, the right to vote in local elections – also for EU citizens – all depend on registration. Even the acquisition of citizenship is tightly linked to it, given that the regular presence of foreigners in Italy is measured by the number of years they have been enrolled. Without residency, people cannot actually enjoy rights they are entitled to according to national laws and regulations. In more general terms, this means that legal and bureaucratic devices can produce huge consequences on the life of people.*

[1] https://op.europa.eu/webpub/com/eu-what-it-is/en/.

The fact that registration acts as a border sounds quite strange if one looks at the way it is conceived and designed. Introduced immediately after the Italian unification in 1861, it was intended as a strategic device of control, namely, as a tool for monitoring the territory by keeping track of those who live or transit in it. At the same time, it was also considered as a means for better allocating resources, especially social benefits and services. Knowing the population and its characteristics was meant to be the precondition for deciding how much to allocate to each municipality.

For this same reason, the legal status stemming from registration, namely, residency, is twofold: it is both a duty and a right. All the individuals who are authorised to stay within the Italian territory and habitually dwell in one of its municipalities (or, if they are homeless or without a fixed abode, who have the centre of their affair and interests in it) have the right to be registered. At the same time, they are mandatorily asked to declare their presence to the local authorities. The latter, for their part, are expected to verify the individual declarations and register all those whose declarations are correct.

From this perspective, setting specific requirements for registering certain categories of people who actually live in Italy seems to stand at odds with the aims of population registers. Instead of maintaining security and allowing institutions to better allocate resources, the obstacles to registration make people invisible and deprive them of rights, and therefore make them more vulnerable and exploitable. These people, besides being insecure from a socio-economic perspective, are often perceived – and in some cases represented by political actors – as a threat to the security of the "good" part of the local society.

Of course, making registration more difficult for certain social categories has a clear political sense. It is the expression of a different idea of population registers and their aim. Instead of a tool for monitoring the territory, these administrative and statistical instruments are meant as selective *devices, able to exclude from social benefits and determine which EU citizens are to be considered as* undeserving*. When used in this way, registration increases the degree of* civic stratification *which already characterises the system of legal statuses and rights on which European Union is grounded. It also exacerbates the practices of* differential inclusion *that affect the way EU citizens, not differently from other migrants, are treated within European societies. Moreover, in contrast to what happens to Italian citizens and third-country citizens, in the case of EU citizens the denial of registration, or at least the threat of it, is explicitly linked to* deportability*. Those who are not registered are directly at risk of being deported.*

The special regime of registration for European citizens provided for by law and regulation is furthermore exacerbated by other barriers to the recognition of residency which have been raised over the last years. A huge number of Italian municipalities have started tightening the requirements for registration and hence restricting the right to residency. The selective recognition of the status of municipal resident, namely, of the "right to exercise other rights", is a smokescreen to reassure the electorate about the allocation of economic and welfare resources only to those deserving them. Toward this end, local authorities have often resorted to ordinances as the main exclusionary device.

Especially since 2007, when Romania and Bulgaria joined the European Union and consequently their citizens no longer needed a stay permit to legally live in Italy, particular attention has been paid to new EU citizens. The most famous of these ordinances was issued in November 2007 by the mayor of Cittadella, a little town located in Veneto, in North-East Italy. Its text, as that of other ordinances that have basically copied and pasted it, speaks about an alleged migratory "emergency" which is supposedly threatening the municipal territory. This presumed "invasion" of Romanians and Bulgarians was used as a bugbear to regulate the mobility of EU citizens at the local level, selectively allocate welfare resources, and prevent political participation. In reality, there was no "invasion": rather, due to legislative decree 30/2007, people already present in the municipal territory but lacking a stay permit simply acquired the right to be registered all at once and hence became administratively and statistically visible. However, the mere evocation of this threat has made possible to resort on welfare chauvinism *as the main argumentation strategy.*

The selective use of registration is a form of multiplication *of borders which causes a* precarisation *of memberships: though invisible and not physical, the administrative barriers erected at the local level make unstable and insecure the legal status of EU citizens living in Italy. The existence of these barriers has the potential to dismantle the rhetoric surrounding EU as an area of freedom, security and justice. Administrative borders show that if the European Union really is meant as a unitary State and not as the mere juxtaposition of different States, it then resembles countries labelled as "non-democratic" – for instance, China, with its* hukou *system – where limits to free movement are the rule more than the exception. Administrative borders, however, could also represent the occasion to raise the question of how to make the EU a more hospitable, safe and fair place for those who live and circulate in it.*

INSIGHTS:

De Genova, N. (2010), *The Deportation Regime: Sovereignty, Space, and the Freedom of Movement: Theoretical Overview*, in De Genova, N., Peutz, N. (eds.), *The Deportation Regime: Sovereignty, Space, and the Freedom of Movement*, Durham, Duke University Press, pp. 33-65

Gargiulo, E. (2021), *Invisible Borders. Administrative Barriers and Citizenship in the Italian Municipalities*, Basingstoke, Palgrave Macmillan

Mezzadra, S., Neilson, B. (2013), *Border as Method or the Multiplication of Labor*, Durham

Morris, L. (2002), *Managing Migration: Civic Stratification and Migrants' Rights*, London, Routledge

Focus-on 4
EU *mobile pensioners*

In 2020, the European population aged over 65 will reach 90 million people in the EU-27, more than 20% of the total. According to the current demographic outlook, the European population will age dramatically over the next 50 years.

In terms of intra-EU mobility, there were 1,582,427 mobile citizens over-65s in the EU in 2020 (excluding the British who numbered 231,487 just before Brexit). Thus, they now represent 11% of the total number of mobile EU citizens, with significantly higher percentages in some specific Member States, such as Croatia (33.6%), Bulgaria (27.5%), France (21.1%) and Portugal (19.4%).

Although the retirement age varies (slightly) from country to country, data show an increasing trend of pensioners establishing in other Member States.

Eurostat statistics do not provide for additional information, but according to scientific literature they could be:

- *intra-EU mobile labourers who retired in the host country;*
- *intra-EU mobile who returned to their own country together with an EU citizen partner (usually from the previous host country);*
- *EU mobile citizens who moved after the retirement, encouraged by the local style of life or specific economic advantages.*

For all, the requirements are the general ones on which intra-EU freedom of movement is based: the obligation to enrol in the local registers and to prove the possession of a health insurance and the economic means to support themselves. Even though EU regulations protect them by allowing the transfer of all the social rights accrued in any EU country to another, they still meet problems in accessing their EU mobile citizens' rights.

In case of retirement in the host country, the literature confirms an effective portability of entitlements, but in several cases also a large wage gap between home and host country. This is the situation, for instance, faced by those workers who, after working in their home countries (Romania, Poland, Bulgaria, Italy) for at least 10 years, then moved to richer countries (Italy, Spain, Germany, United Kingdom) and worked there for at least 30 years. After having enjoyed all the rights and obligations of European citizenship as workers for at least 30 years and having reached an affordable level of participation in the host society, most of these individuals are projected to receive pensions below the relative poverty line of their host countries and thus to experience a sharp drop in their status.

For many of them, after decades of working in another EU country, it is also very difficult to return to their country of origin, which in the meantime has changed a lot and where after so many years they have lost real family and friends' ties. In these conditions, the return would mean having to break all the current social ties with the society in which they have lived for decades and de facto undertake a new migration at in old age.

Among the EU mobile pensioners, the most common cases are the Northern Europeans that after retirement move especially to the Mediterranean countries in order to improve their quality of life by living in a country with a warmer and healthier climate which allows for more (outdoor) recreational activities. Traditionally, retired migrants move from Northern Europe to Portugal, Spain, France or Italy, but recently other Mediterranean countries, such as Bulgaria and Croatia, have also received an increasing number of retired mobile EU citizens. In the literature, these people are often described as "lifestyle migrants" or "amenity-seeking migrants", referring to their lifestyle and motivations for migration, but actually they are just EU citizens enjoying their rights of free movement within the EU.

Several economic aspects also contributed to promoting this specific form of intra-EU mobility, such as a lower tax burden than in the country of origin and a more accessible cost of living (especially in terms of lower housing prices).

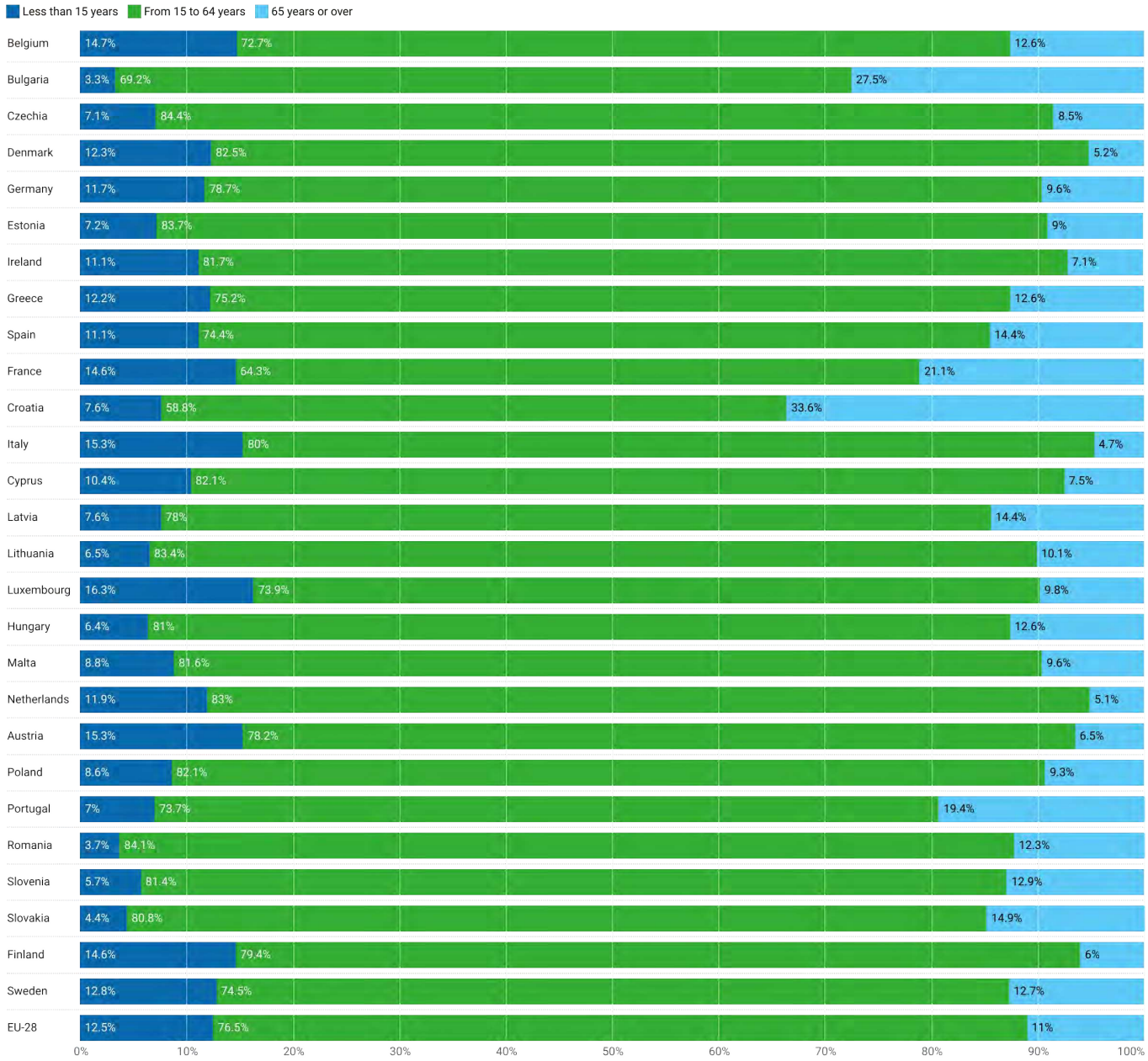
Several Member States have also taken specific initiatives to increase their attractiveness, providing to EU mobile pensioners with specific tax benefits, such as a full exemption regime from taxes for a certain period or preferential tax rates (e.g. Portugal, Bulgaria, Cyprus, Canary Islands in Spain, Southern regions of Italy, etc.).
Unfortunately, even in this case, there is no shortage of problems in accessing their own EU mobile citizens' rights. In fact, from a merely economic point of view, for many of these EU mobile citizens mobility is a way of managing economic risks in retirement and improving their financial situation and status. Several EU mobile pensioners, however, could be forced to pay double taxations receiving, in some cases, the pension allowance already taxed by the country of origin.
Furthermore, the problems encountered refer not only to possible economic vulnerabilities but also to a general risk of social exclusion. It is, first of all, a psychological matter, related to the impact of the conclusion of the productive cycle of life, connected with the sudden change of lifestyle, with the need to leave the country of origin and settle in a new country. Psychologically, the challenge is therefore how to manage the sudden lack of contiguity with the friends and family networks of a whole lifetime and the initial loneliness of life in a new country.
At the social level, the problems concern civic participation, access to active ageing programmes and involvement in possible age-friendly communities in development. In addition, the problems linked to an inadequate knowledge of the local language could make it very challenging to cope with public administration bureaucracy. This situation makes partial and unclear the comprehension of all the information needed to access social services (making also difficult the sharing and the reuse of such information). The problems of accessing public services in general and health services in particular not only create a condition of exclusion from social rights, but also lead to a general mistrust towards the local public administration. As a consequence, the condition of the EU mobile pensioners could become even more socially isolated.
Last but not least, among the problems encountered by EU mobile pensioners it should not be underestimated the adaption to the different culture of the new country of settlement, which is now no longer just a pleasant vacation spot but factually the centre of gravity of their present and future existence.
Similar problems are possibly met also by returnees with EU mobile family members. The difference for them is that they can probably rely on the support of family and friends' networks if properly preserved, on a full adherence to the dominant culture and on a perfect comprehension of the language by at least one family member.
Finally, the problem relating to the misuses of intra-UE free movement should not be overlooked, such as the case of "invisible" EU mobile pensioners, who after moving are unable to demonstrate their economic autonomy or to cover the costs of a private health insurance; or who prefer for personal reasons to maintain their residence in the Country of origin, perhaps with the objective of safeguarding the access to the wide coverage provided by the public health of the Country of origin, but condemning themselves to the invisibility and the impossibility of claiming an active participation in the host society.
Another misuse is that of "bogus mobile EU residents", who move their residence to a certain country without ever leaving the country of origin. Usually this is not the case of retirees receiving inadequate pensions who have difficulty in coping with the cost of living, but rather retirees who receive prestigious pensions driven solely by the desire to exploit the tax benefits offered and who intend to hide their real residence, relying on the non-traceability of border crossings within the EU.
Among the issues to be considered there is also the case of British pensioners living in an EU Member State. In 2020, the British over-65s living in Spain were 120,615, 12,098 in Portugal, 11,004 in Germany and 6,673 in Italy. They left the UK as EU mobile pensioners, but from January 2020 they are called to face unexpected political changes, such as the decision of the UK to leave the European Union (Brexit).

INSIGHTS:

The end of the retirement dream? British pensioner in the European Union after Brexit - Migration Policy Institute
https://www.mobile-age.eu/
Cross-border old-age, survivors' and invalidity pensions – European Commission

EU mobile citizens by hosting Member States by aged group, 2020 (%)

Data of 1st January for EU-28. Breakdown for the UK not available



Source: *EUReKA project. Calculation on Eurostat data*

Focus-on 5 The impact of the *Covid-19 pandemic* on EU mobility

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For nearly three decades, free movement has been considered the cornerstone of the European Union. At the same time, often the functioning of the Schengen area has been one of the first elements to be challenged in times of internal or global tensions (most notably during the 'refugee crisis' of the mid-2010s). However, what we witnessed during the first European wave of the Covid-19 pandemic has been truly unprecedented, with the sudden and seemingly uncontrolled closure of internal borders taking place over February and March 2020. Although there was a lot of resistance, especially at the level of the Commission, Brussels soon had to surrender to the unilateral initiatives of countries such as France, Germany, Italy, Spain, Austria and Hungary, which shut their borders with neighbouring countries, imposed border controls, blocked international flights and, in many cases, introduced restrictions also on internal movement. Many countries also saw the prolonged closure of immigration and asylum offices, as well as of the consular services for residents abroad. Later in Spring 2020, most member states also introduced quarantine periods - usually of 14 days - for people entering from countries deemed at 'medium risk'.

Thus, in a matter of weeks, the transnational mobility model which defined the working patterns and lifestyle of many EU citizens was called into question. Although these measures have often included exemptions for certain categories of cross-border workers, many suddenly found themselves stuck in some corner of Europe. Other EU nationals decided (or were forced) to return to their country of origin at the earliest opportunity: either for economic reasons, including the loss of work, or for the difficulties in accessing health and welfare services, or even just because of the need to reach other members of their family. One of the most striking cases was that of Romanian citizens: it is estimated that by the end of March 2020, over 200 thousand had returned to Romania, leaving one of the 27 EU countries in which they were working. As noted by Home Affairs Commissioner Ylva Johansson in May 2020 "It's like travelling in a time machine to a dark and distant past. We now need to get back to the future. Back to normality, and we need to do so as soon as the health situation allows it". The return to normality, however, has proven much slower and complex than the sudden closure of the European migration system. If at the beginning of Summer 2020 most European governments had - more or less hesitantly - relaxed the restrictions introduced during the peak of the pandemic (also to support the tourism sector), in many cases by the end of July it was already necessary to backtrack. Despite the Commission's appeals for a coordinated approach, the European space soon turned into a tangle of unilateral closures, tourist agreements and small free movement 'bubbles'. In some cases, such mechanisms have been used as spurious diplomatic levers.

Overall, according to the latest OECD International Migration Outlook report (October 2021), during the 2020 pandemic migration flows across most developed countries saw a very sharp decline, reaching their lowest level since 2003. In particular, between 2019 and 2020 the reduction in the level of long-term immigration was especially pronounced in major EU countries such as France (-21%), Germany (-26%), Italy (-35%) and Spain (-38%).

The partial halt of international migration and the return of many migrants to their countries of origin has had a considerable impact in various European economic sectors, above all agriculture, logistics, and the food supply chain. It has been estimated that countries such as Germany, Italy and the United Kingdom need about 300-400 thousand seasonal workers each year, a labour market system to which it is not easy to find alternatives in the short term. The severity of the situation - and the fear of seeing fruit and vegetables rot in the fields - prompted many governments to introduce exceptional measures. The United Kingdom, for example, in the midst of the first wave of Covid-19, organized extraordinary charter flights to bring hundreds of agricultural workers from Romania. For the same reason, in June 2020, Germany eased entry restrictions for seasonal workers from Romania and Bulgaria.

Meanwhile, the Euromoves project (a joint study supported by the 'Investigative Journalism' IJ4EU fund) has documented how the pandemic exacerbated the poor working conditions and the vulnerability of EU mobile workers, often underpaid, without a contract and forced to live in poor housing and sanitation conditions. Particularly sensible is the condition of those that the European Trade Union Institute defines 'EU highly mobile workers' (international transport workers, seasonal workers; frontier workers, who travel to a country other than their own for work on a regular basis; etc). The Covid-19 pandemic has shown how these people, who frequently move either within or across the EU, are irreplaceable during a public health crisis. Nevertheless, they often remain the least protected and most vulnerable, falling into the cracks of the welfare mechanisms of both host and home countries.

In the medium to long term, the return to the 'normality' of the Schengen system will obviously depend on the evolution of the pandemic as well as on political choices. The events of 2020, however, marked an important and dangerous precedent regarding the difficulties of the European space to operate in crisis situations. Only in the summer of 2021, the 27 EU governments managed to agree on a common IT tool, with the introduction of the EU Digital Covid Certificate (in some places knows as 'Green pass'): a mobile application which certifies vaccination (or a Covid test with a recent negative result) through a QR code. This is recognized by all member countries and allows international travel and accessing indoor locations such as museums, theatres or restaurants, according to the different national regulations. The Digital Covid Certificate app - of which over 200 million copies had been downloaded a few days after the official launch - represents a significant example of effective coordination at EU level. At the same time, it can raise concerns about a more general trend in the management of internal mobility. Even the recommendations of the Council of the European Union of 13th October 2020 (L337/3) stressed the importance of ensuring that the necessary measures introduced during the pandemic are of a temporary nature (i.e. limited to the duration of a public health emergency) in order not to undermine the European values of freedom and non-discrimination. Nevertheless, there are many concerns that some of the mechanisms that have been implemented in recent months are here to stay, with significant practical and political implications. European movement, theoretically 'free', is in effect increasingly tied to digital tracking systems, identity controls, health requirements, and other personal conditions. It is the new, digitised face of those process of 'internal bordering' which define contemporary migration regimes and which produce – the iure or de-facto – an increasing stratification of rights across the whole of Europe (see e.g. D'Angelo, A., Gargiulo, E., (2021/2), "Residential Bordering: The (Mis)use of Residence Status to Control Migrants' Welfare Rights in Italy and the UK", in Autonomie locali e servizi sociali, Il Mulino).

INSIGHTS:

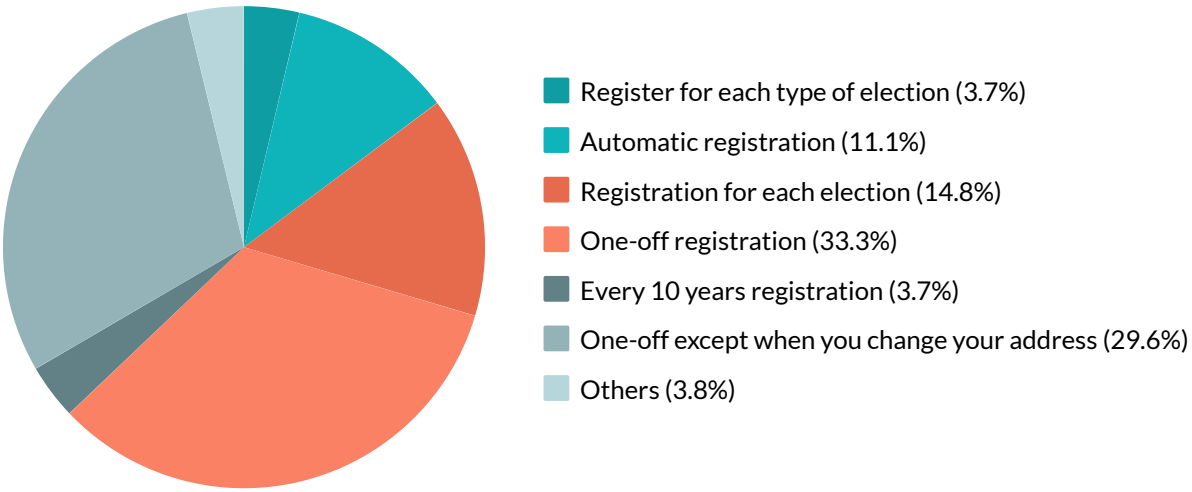
ETUI Policy Brief 9/2020 - Essential but unprotected: highly mobile workers in the EU during the Covid-19 pandemic

Being on the Frontline? Immigrant Workers in Europe and the COVID-19 Pandemic – Iza Discussion Paper 2020

Covid-19 crisis and European mobility: what lessons? What future? – Fondation Robert Schuman – European Issue n. 604

Focus-on 6
EU mobile citizens' *political participation*

The EU mobile citizens provide a huge contribution, economically, socially and culturally, to the regions where they live as well as to those they come from.
Yet, they experience a limited political participation in their new country of residence with the factual risk their lives are arguably the most "European" and in same time the least politically represented.
Since 1993, the Treaty of Maastricht provides the right to vote and to stand as a candidate in local and European Parliament elections to European citizens in the Member State in which they reside, under the same conditions as nationals of that State. Nevertheless, EU mobile citizens face difficulties in registering to vote because of administrative burdens and/or experience problems with local authorities based on their origin.
Every Member State in fact has its own system in terms of registration. Some EU Member States use automatic registration, whilst others force EU mobile citizens to register for every single election, whereas another wide category offer a one-off registration method. This makes it extremely difficult to understand how, when and where to register.
According to a recent Ecas survey, other main obstacles to the EU mobile citizens' political participation are the exclusion from voting in national elections and referenda; language barriers; lack of understanding the political system of the country; temporary residence attitude of mobile EU citizens.



Source: https://voterswithoutborders.eu/voters-registration-in-the-eu/

INSIGHTS:

Obstacles To Political Rights Of Eu Citizens, Survey Findings - Ecas
Voters' registration in the EU – ECI Voters Without Borders

Focus-on 7
Trafficking and *undeclared labour*: the (EU)xploitation in agriculture

Among foreign workers, according to various sector studies, the nationalities most notoriously exposed to the scourge of undeclared work are, as regards the EU area, mainly those originating from the New Member States (Romanians, Bulgarians and Poles, first of all) and as regards to non-EU those coming from the Balkans (Albanians, North Macedonians, etc.), from Equatorial Africa and North Africa (whose percentage is constantly increasing, also following the large arrivals by sea on the Mediterranean coasts), and from India and Pakistan. Paradoxically, in these cases of undeclared work, EU mobile citizens may be more vulnerable because they are preferred by employers, who therefore do not risk being accused of facilitating or exploiting illegal immigration and are less exposed to controls.

The work sectors are differentiated, however - as emerged in the focus groups of the EUReKA project - it is very widespread in agriculture, in which it is evident the connection with the trafficking in human beings for the purpose of labour exploitation controlled by criminal organizations. This phenomenon should not be underestimated, not only for its unscrupulousness (confirmed by numerous judicial and journalistic inquiries), but also for its economic and social impact and the grade of tolerance and even support showed by local communities affected by it.

It is not possible to accurately estimate the size of the shadow economy, as its percentage - in relation to the total of economic activities of a country - can vary significantly according to the different survey methods (indirect measurement methods based on the comparison between macro-economic aggregates, for example, tend to overestimate the phenomenon, while direct measurement methods tend to provide percentages well below the overall scope of the phenomenon).

Furthermore, it should be mentioned that the discussion on undeclared work and its characteristics is linked to the economic, social, and cultural context of each Member State.

In this already complex framework, the Covid-19 pandemic did not cease the undeclared labour, but inevitably aggravated it by worsening living and working conditions.

As emerged from the focus groups, Italy represents a fundamental case study for investigating and intervening against what has been defined as the (EU)xploitation of mobile European citizens. Already in 2006, Polish authorities denounced the disappearance in Italy of about 100 Polish workers, victims of labour exploitation by criminal organizations operating in Southern Italy. Subsequent investigations exposed serious cases of abuse of Polish workers in Apulia, including by their own compatriots, in the tomato fields of Foggia (see Sentence of 22 February 2008 by the Bari District Anti-Mafia Prosecutor's Office).

Another example comes from the countryside of Ragusa (Sicily), where a significant number of Romanian workers are employed in the greenhouses of the so-called "triangle" delimited by the towns of Vittoria, Santa Croce Camerina and Marina di Acate. There women work in greenhouses for over 12 hours, with wages of up to 15 euros a day, exposed to very high temperatures in summer and very low in winter, as well as to pesticides and herbicides, and housed in miserable homes. These women often have experiences of farming in the Romanian countryside, and so are used to work in the fields. However, in the countryside of Ragusa they not only have to accept the above mentioned heavy conditions of undeclared labour, but often are also forced to satisfy the sexual demands of their employers, intermediaries and even relatives or friends. They live in poor sheds with external bathrooms built by the same employers.

In June 2020, in Mondragone (province of Caserta), following the discovery of a Covid-19 outbreak among the Bulgarian workers residing in a ghetto neighbourhood in the red zone, the army had to intervene to reconcile the tensions that had erupted with the local population. In this occasion, public opinion became aware of the conditions of exploitation of thousand undeclared workers of Bulgarian origin, forced to live in four ten-storey buildings that are heavily degraded, inside and out.
Actually, the issue related to trafficking and undeclared labour among EUMCs does not refer only to Southern regions of Italy. A recent report by the European University Institute investigated the cases of other EU Member States, stressing that the exploitation of migrant workers is not limited only to Southern Europe, but it is widespread also in Northern EU member states, especially in sectors such as agriculture and food production.
As the years go by, unfortunately the spread of undeclared work among EU mobile citizens does not seem to decrease, even in sectors other than agriculture (in particular in the sectors of family services and constructions).
Experts who discussed the topic during the EUReKA FGIs agreed that this should be considered a priority for intervention and that a wider and better access to information on free movement rights can have a very important impact.

INSIGHTS:

(Eu)xploitation – Associazione Terra!
Trafficking and labour exploitation – European Union Agency for Fundamental Rights
Are Agri-Food Workers Only Exploited in Southern Europe? July 2020 Case Studies on Migrant Labour in Germany, the Netherlands, and Sweden – European University Institute

List of *best* practices

The following are the descriptions of the websites selected as best practices by the Eureka project. In the selection process, consideration was given not only to websites that are entirely dedicated (or have specific sections dedicated) to European citizens in mobility, but also to websites that more generally offer effective information on access to services for citizens (both native and foreign) and that can therefore represent a useful example in terms of web design and accessibility to content and procedures.

The format used for the description of good practices provides information about:

- the organization promoting the website;
- the web address and other contact details;
- the purpose and main activities of the website and to whom it is primarily addressed;
- the content and services available on the website and the tools used to convey them;
- the results achieved by the website in terms of medium and long term impact.

KEY:

Public organisation Private organisation

Service-public.fr - the French Administration's portal (FR)

Website visited on 15 Sep. 20

Website address and other contact details

https://www.service-public.fr
https://www.service-public.fr/particuliers/recherche?keyword=mobilit%C3%A9+europ%C3%A9enne

The information produced for service-public.fr is accessible through different channels and can be reused on other web sites:

- A messaging service is responsible for responding to emails sent by users.
- Allô Service-Public 3939 is a telephone service open Monday to Friday from 8:30 am to 7:00 pm.
- All the content Your rights and procedures can be rebroadcast on the website of a town hall or any other community or administration. See the Co-branding section: www.service-public.fr/partenaires/comarquage.
- Your rights and procedures are also available in the form of a data set from the data.gouv.fr site: https://www.data.gouv.fr/en/datasets/service-public-fr-guide-vos-droits-et-demarches-particuliers/, just like the data in the News section and those in the Administration Directory.
- Users can also be kept informed of the latest news from service-public.fr by subscribing to the electronic letter (www.service-public.fr/actualites/lettresp/abonnement) or the RSS feeds offered on the dedicated page or by following the Twitter account @servicepublicfr.

	So that the information disseminated on the site is accessible to all, and in particular to people with disabilities, service-public.fr is developed to meet as closely as possible the accessibility criteria established by the General Accessibility Referential for Administrations (RGAA). See the service-public.fr page dedicated to accessibility: https://www.service-public.fr/P10000 Finally, for committed citizens who wish to get involved in public life, the DILA offers vie-publique.fr, the citizen portal "at the heart of public debate".
Activity	Organized according to users' needs, the site answers questions such as: "Do I have the right to housing assistance?", "What is the cost of a passport?", “How do I get the legal aid application form?", "Can I change my address online?", "What are the opening hours of the prefecture?", "Do I have to travel to redo my registration card?" etc. Service-Public.fr offers: • 300 files and 3,500 practical sheets • 70,000 organizations in the directory • more than 1,700 administrative forms, 350 teleservices, 80 simulators and 200 document models • nearly 600 news briefs per year as well as a weekly electronic letter
Contents and methodology	Service-public.fr is dedicated to different audiences: individuals, professional, associations. It includes a Directory area referencing all of the national public administrations and national and nearby services: lannuaire.service-public.fr. It informs through various headings: • News: latest administration news, news files, alerts, etc. • Your rights and procedures: practical sheets and information to know and understand your rights and obligations and carry out procedures. • Online services and forms: access to all teleprocedures, forms, and simulators. • Your questions: email service and questions/answers by email. The site is a generalist service that answers users’ questions in most common situations. Its vocation is to offer equal and first-level service and to offer neutral, up-to-date, validated, practical information. It complements local websites, the sites of national organizations and those of ministries that can deal with more specific subjects.
Results	• 270 million visits • 430,000 subscribers to the weekly electronic newsletter • 3.6 million individual accounts and 380,000 association accounts since March 2016 • 59,000 Twitter subscribers and 27,000 on the Facebook page • 37% of traffic comes from a smartphone and 60% from a computer • 180 000 emails sent to the site. Users can also be kept informed of the latest news from service-public.fr by subscribing to the electronic letter (www.service-public.fr/actualites/lettresp/abonnement) or the RSS feeds offered on the dedicated page or by following the Twitter account @servicepublicfr. The last 2016 satisfaction survey of Service-Public.fr took place over the period from October 12 to November 3, 2016. The site enjoys good satisfaction: 90% of people are very satisfied and satisfied. Its content is perceived as fast and rich. It is appreciated for its graphics and ease of navigation. Among the most popular content are the weekly newsletter, fact sheets, news and online services and forms. 94% of visitors intend to return to the site following their visit. The information disseminated on the site has a positive image. It is very perceived as being "official", "useful", "safe and reliable", as well as "objective and neutral". The most common uses and reasons for visiting the site are: • "find practical information on the rights and the steps to be taken" • "verify regulatory information, a text of law".

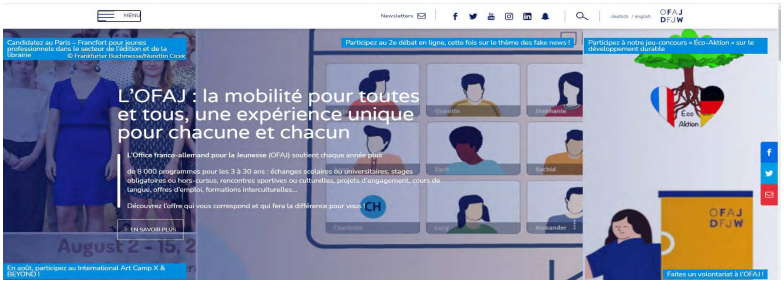
Immigration, asile, accueil et accompagnement des étrangers en France (FR)

Website visited on 15 Sep. 20

Website address and other contact details	www.immigration.interieur.gouv.fr
Activity	Created by the decree of August 12, 2013, modified by the decree of December 21, 2015, the Directorate General of Foreigners in France deals with all questions relating to foreign nationals, in order to improve the conduct of public policies that concern it. The administration's website is structured in several areas which cover the entire migrant's journey, such as: • visa regulations; the general rules regarding the entry, stay and exercise of professional activity in France for foreign nationals; • asylum; • the reception and support of new arrivals; • access to French nationality.
Contents and methodology	The Site gives access to a wide range of information, in several sections: News, Procedures, Official texts, Calls for projects/public contracts, Public reports, Cerfa forms, Statistical data, Publications. The areas officially covered concerning the different stages of the integration process are structured in four parts. 1. Immigration: • Visas • Professional immigration • Issuance of residence permits for health reasons, etc. 2. Welcome and support: • The information booklet "Come to live in France" • The personalized course of republican integration • National day "Successful integration of foreigners through employment", etc. 3. Asylum • Guide for asylum seekers in France • The rights of asylum seekers • The journey of the asylum seeker • Calls for projects, etc. 4. Europe and International (the European Pact on Immigration and Asylum, bilateral agreements, etc.).
Results	The website informs about the development and negotiation of European migration rules, in cooperation with other ministries and administrations, in particular the departments of Justice, Foreign Affairs, Social Affairs, Labour and Housing and the French Office for Immigration and Integration. Users have access to complete, customizable information relating to the integration process and can download various CERFA forms. Many communication tools are available, among these:

	• the information booklet "Come to live in France" to download in eight different languages; • the flyer for foreigners on the linguistic level required for the 10-year resident card; • the “Citizen's booklet”; • the booklet “Successfully integrating foreigners through employment"; • the Happy FLE digital application; • the “Living in France” mobile application; • the video: Successful integration of foreigners through employment.

Ofaj - The Franco-German Youth Office (FR)



Website visited on 15 Spt. 20

Organization, timing and place	The Franco-German Youth Office (OFAJ) is an international organization serving Franco-German cooperation located in Paris, Berlin and Saarbrücken. It was created by the Elysée Treaty in 1963. The mission of the Office is to encourage relations between young people in the two countries, to strengthen their understanding and, thereby, to develop the representations of the neighbouring country.
Website address and other contact details	www.ofaj.org
Activity	The OFAJ site allows young French and German people to engage in various exchanges and projects: school and university, language courses, sports and cultural meetings, internships and professional exchanges, travel grants, research work. For several years, these possibilities have been extended to the countries of eastern Europe and the Mediterranean region thanks to special funds from the French and German Ministry of Foreign Affairs. The research is carried out from four sections: Leaving, Learning, Training, Engaging.
Contents and methodology	Firstly, the content of the site allows the users to discover the OFAJ, with the sections: Recruitment, News, Agenda, Cooperation, Press Area, OFAJ networks. The OFAJ's offer provides access to programs and training, classified ads, job and internship offers, calls for projects and applications, to the partner directory. Then, a search is possible for the 4 types of public below. • Adolescents and children: going abroad, doing a cultural, sporting, artistic exchange, etc. • Young adults: participate in an exchange, find a scholarship to go abroad, find an internship, a job, etc. • Schools, universities, professionals and the teaching staff: organize an exchange, promote German, training, etc. • Associations, federations, institutions, leaders and facilitators: set up training, a specific program, receive teaching aid, etc. A Frequently Asked Questions section is also accessible from the home page.
Results	Since 1963, the OFAJ has enabled around 9 million young French and Germans to participate in around 360,000 exchange programs. Through its website, the OFAJ supports an average of 9,000 exchanges (around 5,300 group exchanges and around 3,700 individual exchange programs) in which around 200,000 young people participate.

	The presence of links on the home page giving access to the main social networks (Facebook, Twitter, Snapchat) and data sharing (YouTube, Instagram), a newsletter allows as many people as possible to access information and develop interactions. A Franco-German digital book club also promotes the development of culture for both countries. Franco-German cooperation, the transmission of skills for Europe, intercultural learning, in personal and professional life, and the dissemination of Franco-German experiences and exchanges to third countries are thus enhanced.

High Commission for Migration (ACM, I.P.) (PT)

Website visited on 27 Mar. 20

Website address and other contact details	https://www.acm.gov.pt/pt/-/cidadaos-europeus
Activity	It is the website of the organisation responsible for migration in Portugal. The website has a specific section for EU mobile citizens with information on residence registration, work, school, training, housing, health and discrimination. The website is linked to National Support Centres for the Integration of Migrants (CNAIM) in Porto, Lisbon and Algarve which provide face-to-face services.
Contents and methodology	Part of a governmental website that gives information and support to all the Migrants of the world. It's available in two languages. This session is untiled European Citizens. The content of this website session it's compose by a framework of the law, followed with the information of all institutions that are directly linked with the needs of the citizens that come from EU. Each partner institution has a link that you can go directly from that page. The institutions are link to the follow areas: Registration/Certification of staying; Education; Work; Social Security; Finances; Equal Rights Commission and housing. Then is followed by a part of clarifications of the frequently asked questions, were you click and have the explanation. This part is divided by issues ; Job; Tax benefits; Social benefits; Education; Training and Qualification; housing; Discrimination Beside this page, they have two hotlines that give support and also presential interviews, which you have to book first. If you don't speak Portuguese or English, they have a directly application for translation.
Results	The content of the section includes legal information and information on the national institutions directly related to the needs of EU citizens. The national institutions featured deal with the following areas: registration/certification of residence; education; employment; social security; finance; equal rights commission and housing. The page contains links to their websites and a section with answers to frequently asked questions grouped by topic. There is also a hotline service, newsletter service and the possibility to book face-to-face consultations at local offices.

Immigration and Borders Service (SEF) / Ministry of Internal Affairs (MAI) (PT)

Website visited on 27 Mar. 20

Website address and other contact details	https://www.sef.pt/en/Pages/conteudo-detalhe.aspx?nID=22
Activity	It is a section of the website of the Ministry of Internal Affairs dedicated to EU / EEA / ANDORRA / SWITZERLAND citizens, with information on how they can obtain official certification to live in Portugal.
Contents and methodology	The content of this section consists of a legislative framework, followed by specific information on the procedure by which EU citizens and their families can access the following documents: • Registration certificate for an EU/EEA/Switzerland citizen family member of an EU/EEA/Switzerland citizen • Residence card for a third-country national who is a family member of an EU/EEA/Switzerland national • Permanent residence permit for an EU/EEA/Switzerland citizen • Certificate of permanent residence of an EU/EEA/Switzerland national • Permanent residence card of an EU/EEA/Switzerland citizen Each document, after clicking on it, has an explanation to several questions, i.e. What do I have to do to...; Who can apply? Where can I apply? When can I apply?; What do I need to apply? Documents and requirements: How much does it cost? What is the timeframe for fulfilling the application? Other useful information and legislation relevant to the procedure. All information is available in two languages, Portuguese and English. The section has two hotlines and an email address so that users can clarify doubts or make an appointment for a face-to-face consultation.
Results	The section of the website provides useful information on legislation and procedures for living in Portugal. The online availability of this type of information prevents European citizens from wasting time going to different places; it also reduces the human resources needed for face-to-face interviews, which can be allocated to more urgent needs.

Jacques Delors European Information Centre - Ministry of Foreign Affairs (PT)

Website visited on 27 Mar. 20

Website address and other contact details	https://eurocid.mne.gov.pt/
Activity	The mission of the website is to encourage citizens, particularly young people, to become more involved in the life and construction of Europe by informing them about and discussing Community issues.
Contents and methodology	The content of the site is available in two languages, Portuguese and English, and is divided into 4 main areas of activity: Learning; Knowing; Participating and Living in the EU. It also contains information on European projects involving all EU Member States. The 4 main areas • Knowing - information on EU countries; EU candidate countries; potential EU candidate countries; other European countries; Brexit • Learning - finding activities, resources and platforms on EU teaching/learning; information available on EU lessons; awareness sessions and other information sources on the internet • Participating - information on citizens' rights and how to exercise active citizenship • Living - focused on how Portuguese people can/should live in other European countries, it is divided into: Travelling (detailed information is given on what documents are needed, the Schengen area, what is needed to travel with children or animals, the European Health Card, rights, information/links on the Travellers' APP); Study (information for different levels of study on schools and partnerships, Erasmus +); Work (rights of workers and pensioners working abroad; unemployment benefits; EURES); Living (right to housing for workers, students, pensioners and people looking for their first job) An online library with links to magazines, publications and newsletters are also available.
Results	The site gives people very useful information when they decide to move to another European country, allowing them to plan their moves in the short and medium-term.

MUP, Ministry of Interior (HR)

Website visited on 21 Apr. 20

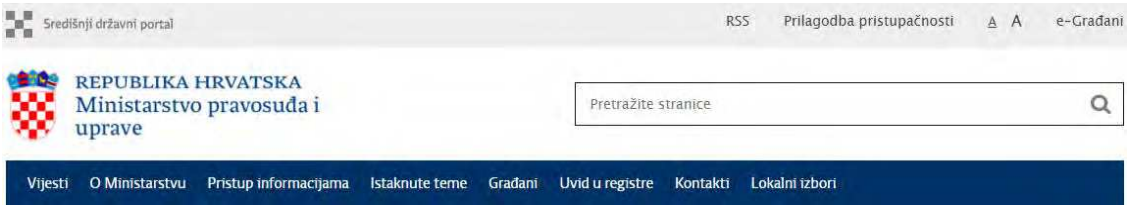
Website address and other contact details	https://mup.gov.hr
Activity	On the web site of the Ministry of Interior, EU citizens can find all information regarding legal regulations for residence and work in the Republic of Croatia and possibly the necessary procedures for obtaining permits for them.
Contents and methodology	The pages are available in two languages English and Croatian. They are part of the central government portal, allowing easy access to the pages of other ministries that provide useful information to EU citizens. The MUP portal itself is informative one-way, and users can find instructions on how to regulate short-term and long-term residence in the Republic of Croatia and how and where to obtain work permits for those categories of EU citizens who require it. It also provides information related to the loss of documents during the stay in Croatia. The site provides a comprehensive overview of contacts within the Ministry itself and related services. It is also possible to access the e-citizen service system established by the Government of the Republic of Croatia via the link through link to simplify and accelerate communication between citizens and the administration and increase transparency, which can be used by EU citizens living and working in the Republic of Croatia.
Results	The short-term impact of the site is the ability to provide one-way information to EU citizens in real-time about amendments to regulations within the jurisdiction of the MI. In the long term, the platform provides an opportunity for the development of a two-way communication system to improve the resolution of administrative issues, obtaining permits and documents and informing citizen.

MVEP, Ministry of Foreign and European Affairs (HR)

Website visited on 21 Apr. 20

Website address and other contact details	http://www.mvep.hr/hr/
Activity	On the MVEP website, EU citizens can find information related to the residence of foreigners in the Republic of Croatia, travel documents, citizenship opportunities and information on the rights to acquire real estate in the Republic of Croatia.
Contents and methodology	The pages are available in two languages English and Croatian. EU citizens can find detailed information on the visa regime here as well as an on-line application option for them. The conditions of stay of foreign nationals are explained very extensively and there are also links to the pages of the Ministry of Internal Affairs, which is responsible for regulating them. Also here is information on the legalization of foreign documents in the Republic of Croatia as well as on the legalization of Croatian documents abroad. Funeral information (transportation of the deceased) is also available. Information on the rights to acquire real estate in the Republic of Croatia for EU citizens can also be accessed from the menu and can be accessed here through the website of the ministry in whose jurisdiction the final decisions are located.
Results	The short-term impact of the site is the possibility of one-way information to EU citizens about the necessary documentation for their stay in the Republic of Croatia, as well as useful information and links on various administrative procedures related to the same, as well as on-line visa application. In the long term, the site could provide comprehensive information and enable two-way communication in this important area for EU citizens wishing to reside in the Republic of Croatia, and provide additional on-line applications to address the issue.

Ministry of Justice (HR)



Website visited on 21 Apr. 20

Website address and other contact details	https://pravosudje.gov.hr
Activity	EU Citizens can access one-way information on the rights to acquire real estate in the Republic of Croatia on the Ministry of Justice website, as well as access to the European judicial network.
Contents and methodology	The pages are available in Croatian. From the front page, comprehensive information regarding the procedure for acquiring real estate in the Republic of Croatia for EU citizens, as well as the related fees, can be accessed from the highlighted topic. There is also a link to the required forms. Also from the highlighted menu can be accessed the European Judicial Network portal https://e-justice.europa.eu/public_html where EU citizens can request assistance in cross-border legal cases, including child custody, divorce, maintenance, inheritance and similar.
Results	The short-term impact of the site is the ability to provide EU citizens with one-way information on jobs in the Ministry of Justice's field and to access on-line download forms. With the long-term upgrade, the whole process could be done electronically.

Arbeit und Leben in Deutschland - The Foreign Office of the Federal Republic of Germany (DE)

Website visited on 30 Mar. 20

Website address and other contact details	https://www.arbeitundleben.de/ www.auswaertiges-amt.de https://www.auswaertiges-amt.de/de/service/fragenkatalog-node/-/606790 www.deutschland.de
Activity	More specific to our research focus is an offer of sets of questions and answers to mobile Europeans. Beneath this specific offer, the Foreign office puts at disposal in German and English language as well as in sign language and easy language: • Information on the institution and the worldwide web to diplomatic representations (embassies and consulates) • Information on German foreign policies, countries and areas in the world as well as on international organisations • Newsroom • External service 1: Information and an App on safe travelling with useful tools and safety information for international travelling • External service 2: The kids' website of the German Foreign Office • External service 3: Deutschland.de – Information about politics, economy, culture, life, science and environmental issues in Germany, offered by the FAZIT; Communicytion GmbH in cooperation with the German Foreign Office in Arabic, Brazilian, Chinese (Mandarin), English, French, Polish, Portuguese, Russian, Spanish and Turkish language.
Contents and methodology	The specific site for mobile Europeans is guided by the following questions and topics: • I want to immigrate to Germany. What are the options for immigration? • I am new in Germany, where can I find basic information and tips on living in Germany? • I am a foreigner and would like to work in Germany. What are the options?I am an EU citizen and would like to work in Germany. What are the options? • I am an IT specialist. Are there any special opportunities for me to work in Germany? • Is it true that foreigners can also settle in Germany as self-employed? • What is the procedure for applying for a work visa? • What is the EU / EU Blue Card? Who can get it Where can I get it? • I am a foreigner and have a residence and work permit for a specific EU country. I would now like to work in Germany. Can my previous residence and work permit be changed to a German one? • I would like to work as an au pair in Germany. Where can I get information? • What is the "Working Holiday" program? • What is the Youth Mobility Program (YMP)? • Do I need a work permit if I want to do an internship in Germany? • Will my professional qualifications acquired abroad to be recognized in Germany? • Will my foreign degree be recognized in Germany? • Where can I get information on the validity of my foreign driver's license in Germany? • I am a German citizen and have been living abroad for several years. I would like to return to Germany shortly. Where can I find information?

Results	The information offered by the German Foreign Office gives quite useful information and communication offers to mobile Europeans. The website uses German and English language but also sign language and easy language. A citizens' hotline is offered. The online information is well organised. A specific App is offered for internationally travelling people. The offer of the Foreign Office takes as a target into consideration: German citizens, EU citizens and other citizens interested in German issues. The institution well reflects its purpose of foreign policies, European policies and safeguard of German (and EU) citizens in the world. The institutional website respects and is complementary to other institutions and offices of competence: • Federal Government *(Bundesregierung)* and the Federal Chancellery *(Bundeskanzleramt)* • Federal Ministry of Inner Affairs *(Bundesinnenministerium)* and the Federal Office for Migration and Refugees *(BAMF)* • Federal Office for Labour *(Bundesagentur für Arbeit)* • The State Governments and the regional ministries of the Länder

Die EU-Gleichbehandlungsstelle - Office for Equal Treatment of EU Workers (DE)

Website visited on 30 Mar. 20

Website address and other contact details	www.eu-gleichbehandlungsstelle.de/ www.eu-gleichbehandlungsstelle.de/eugs-de/fachleute/migrations-beratung-4-0 www.integrationsbeauftragte.de
Activity	The website gives information and answers to frequently asked questions about: • First steps in Germany • Working in Germany • Social security • Education The service, offered in Bulgarian, Croatian, English, French, German, Greek, Hungarian, Italian, Romanian and Spanish language, allows to find nearby and adequate advice centres, offers the download of a print version of a Guide to German Authorities, as well as a Handbook Germany. This website for the Equal Treatment of EU workers is offered by the Federal Government Commissioner for Migration, Refugees and Integration, and therefore opens the focus on the information offers of the Federal Government, the Federal Chancellery and the Federal Ministries. Prominent offers promoted are: • Handbook Germany - Information on rights & legal frameworks, life, learning, work in Germany with videos, news and localized information offered in Arabic, English, French, German, Pashto, Persian and Turkish language [handbookgermany.de] • The download of the 180 pages printed publication "Facts about Germany", offered in Arabic, Chinese (simplified), English, French, German, Indonesian, Japanese, Korean, Polish, Portuguese (Brazilian), Russian, Turkish and Ukrainian language.

Contents and methodology	Beneath these offer of the Federal Government, links to other significant external institutions are implemented: Links on finding a job: • International Placement Service website of the Federal Employment Agency [www.arbeitsagentur.de/en/welcome] • Jobbörse of the Bundesagentur für Arbeit [jobboerse.arbeitsagentur.de] • "Make it in Germany", the multilingual website for international qualified professionals, informs people interested in migrating to Germany how to successfully plan their move – from the preparations in their home country to their arrival and the first steps in Germany. The website also features job listings. [www.make-it-in-germany.com] Links on living and working in Germany: • Your Europe [https://europa.eu/youreurope/citizens/index_en.htm] • "Make it in Germany" [www.make-it-in-germany.com] • The website's "Welcome to Germany" section of the Federal Office for Migration and Refugees (BAMF) offers information, telephone numbers and contact addresses. This service is intended to help you quickly feel at home in Germany. [www.bamf.de] • The EURES cooperation network seeks to facilitate the free movement of workers in the 28 EU countries, Switzerland, Iceland, Liechtenstein and Norway. [https://ec.europa.eu/eures/public/en/homepage] • The Fair Mobility website is run by the German Trade Union Confederation (DGB), offers advisory services and support for mobile employees in Bulgarian, English, German, Hungarian, Polish language. [www.faire-mobilitaet.de/en/] • The website of the Federal Ministry of Labour and Social Affairs (BMAS) provides information in the "Our Topics" section about labour law, occupational health and safety and vocational training in Germany, among other subjects. The Federal Ministry of Labour and Social Affairs also offers a public information service. [www.bmas.de] Of quite some interest for our purpose is the direct link to the Project Migration advice 4.0. The project conceptualizes and implements model information and consultancy work in Bulgarian, Croatian, English, French, Greek, Hungarian, Italian, Polish, Romanian and Spanish language and in social media. The aim is to develop methods of using EU media to provide EU workers with the best possible information and advice. The project started in 2018 and ends in 2022. The project works in seven fields of action: • Analysis and monitoring of social media spaces focusing on the ten largest EUMC groups. • Outreach information and counselling work on social media of new EUMC, their quality assurance and documentation. • Creation of innovative multimedia information offers. Development of information campaigns in the context of the work integration of new EUMC. • Development of information campaigns in the context of the work integration of new EUMC. • Establishment of an advisory board of migrant organizations and experts for the coordination of strategic decisions, findings and plans of the project. • Regular implementation of (specialist) events and workshops with strategic partners, which take up the content and methodological questions of information and advisory work for EUMC and are used for networking and coordination. • The creation of a guideline and the transfer of project knowledge in the form of a handout, which will be discussed as part of a scientific closing event. The equal treatment agency EU workers of the Federal Government Commissioner for Migration, Refugees and Integration has the task of supporting EUMC in exercising their rights in the context of the free movement of workers in Germany. It supports the MB 4.0 project – good work in Germany, which is carried out by Minor.
Results	The information offer of the Office for Equal Treatment of EU Workers is a major task of the Federal Government Commissioner for Migration, Refugees and Integration who is working as Minister of State in the Federal Chancellery and the German Federal Government.

	The different information offers should be observed and valued in their complementarity and together with relevant other external offers guided by the Federal Government. The services have strength in language diversity, partly easy language and sign language including. Websites and Apps, Advice services and print information are offered for target group-specific or topic-oriented communication strategies. Beneath official institutions, research organisations, social partners and other relevant actors of civil society are included in optimising the information and communication offers.

Jugendmigrationsdienste (jmd)- Youth Migration Services (DE)

Website visited on 30 Mar. 20

Organisation, timing and place	There are some 477 operational offices spread out in the country. They are organised by civil society on behalf of the States (Länder). The Youth Migration Service is co-ordinated on the federal level by 5 offices, representing 5 different types of civil society organisations: • Bundesarbeitsgemeinschaft Evangelische Jugendsozialarbeit e. V. - Stuttgart www.bagejsa.de • Internationaler Bund - Frankfurt am Main www.internationaler-bund.de • Bundesarbeitsgemeinschaft Katholische Jugendsozialarbeit e. V. - Berlin www.bagkjs.de • AWO Bundesverband e. V. - Berlin www.awo.org
Website address and other contact details	www.jugendmigrationsdienste.de www.jmd-respekt-coaches.de www.jmd-im-quartier.de www.bildungsberatung-gfh.de
Activity	jmd4you is the *Jugendmigrationsdienste* online advisory service specifically for young people with a migration background aged between 12 and 27. Advising, supporting, educating at some 477 centres throughout Germany: the *Jugendmigrationsdienste* (JMD) assist young people with a migration background aged between 12 and 27 with their integration process in Germany. Individual support, professional advice, group and educational courses as well as effective networking in schools and training organisations are among the important tasks. The focuses are on linguistic, educational, professional and social integration.

	Jugendmigrationsdienste helps young people find their feet in Germany. Whether it's with problems at school, looking for an apprenticeship or formality issues: JMDs accompany young migrants on their journey professionally and free of charge with a variety of services and in different languages. *Target groups* • Children, teenagers and young adults with a migration background aged between 12 and 27 • Parents of children and young people with a migration background, particularly in issues regarding their children's education/training • Initiatives and institutions that are relevant for the integration process of young migrants, including anyone in the young people's living environment *Objectives* • To improve the chances of integration (linguistic, social, educational and professional integration) • To promote equal opportunities • To encourage participation in all areas of social, cultural and political life
Contents and methodology	The work of JMD is based on Principles that January 2017 have been approved for nationwide promotion of individual support for young immigrants in the Federal Children's and Youth Plan (III., 4 of the KJP in the version of 29 September 2016) Beneath these Principles nine so-called Framework Concepts are the basis of the common work: • JMD Framework Concept No. 1: Individual integration support with socio-educational advice and case management in the youth migration services • JMD Framework Concept No. 2: Assessment and development of competencies of young people with a migration background • JMD Framework Concept No. 3: Social pedagogical advice around the integration course • JMD Framework Concept No. 4: Group offers as part of the KJP funding to support the integration process • JMD framework concept No. 5: Parent work in the youth migration services • JMD Framework Concept No. 6: Promotion of voluntary and civic engagement of young people with a migration background • JMD Framework Concept No. 7: Network and social space work as well as • intercultural opening • JMD Framework Concept No. 8: Quality Development and Training • JMD Framework Concept No. 9: Tasks of the specialists in the JMD program "Respekt Coaches"
Results	The services of the JMD are diversifying. They are well documented and there are actions and campaigns as well as tenders for micro-projects.

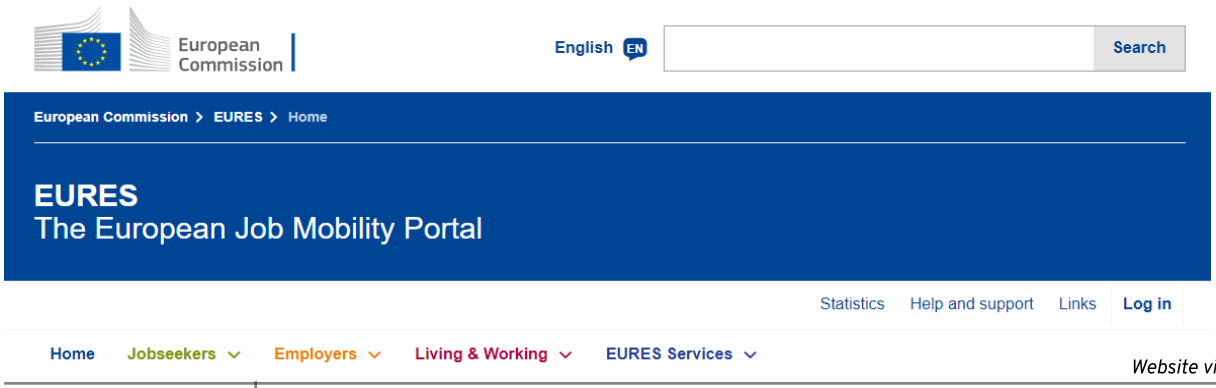
Your Europe - The European Union

Website visited on 30 Mar. 20

Website address and other contact details	https://europa.eu/youreurope/citizens/index_en.htm
Activity	Your Europe is an EU site designed to help you do things in other European countries – avoiding unnecessary inconvenience and red tape. This can mean moving, living, studying, working, shopping or simply travelling abroad. Or, as a company, doing business abroad. As an EU national – or national of Iceland, Liechtenstein or Norway – you have certain rights in these areas. But they may not always be observed when a country hasn't yet fully implemented the relevant EU law.
Contents and methodology	Your Europe offers: • information on your basic rights under EU law; • how these rights are implemented in each country (where information has been provided by the national authorities); • free email or telephone contact with EU assistance services, to get more personalised or detailed help and advice. The information on this site is mainly aimed at EU nationals and their families (including family members from non-EU countries). In most cases, the EU rights described in Your Europe apply to all EU member countries plus Iceland, Liechtenstein and Norway. Sometimes, EU rights also apply to Switzerland – but not always, because Switzerland has signed up to some arrangements with the EU but not others. Each page of Your Europe states precisely the countries or nationalities to which the information it contains applies. Your Europe offers information in all official EU languages - except Irish. However, at certain times and for certain content, you may find your preferred language version unavailable pending translation. Country-specific information will be provided, where possible, in the country's official language(s) and English. The European Commission is not responsible for the language policy of external websites. Your Europe offers information and advice about: Travel • Work & retirement • Vehicles • Residence formalities • Education & Youth • Health • Family • Consumers All the information are offered in the official European languages (except Irish). As print tools are offered: • Your Europe: Help and advice on your life, work, business and travel in the EU (leaflet) • Your Europe, Your Rights - Updated 2015, brochure, 28 pages • Your Europe: Help and advice for EU nationals and their family (leaflet)

Results	The website services of Your Europe is well updated, available in the European languages, excellently documented and has a high standard of digital communication.

Eurepean Employement Services (EURES) - The European Union



Website visited on 15 Mar. 20

Organisation, timing and place	The EURES network (EURopean Employment Services) was established by the European Commission in 1993, based on the European Union legislation. The network is composed of: the European Coordination Office (ECO), the National Coordination Offices (NCOs), EURES Partners and the Associated EURES Partners. The EURES network operates in all EU states and Norway, Iceland, Liechtenstein and Switzerland to facilitate the workers' mobility in the European labour market.
Website address and other contact details	https://ec.europa.eu/eures/public/language-selection Help and Support service available by telephone, chat, skype and e-mail. Monday – Friday 08:30-18:00 (CET) Live services answer in English, French, German, Italian and Spanish
Activity	The EURES network/website provides information, counselling and job matching services to employers wishing to recruit workers from other European state and to jobseekers interested to find a job in European countries; it also provides information on living and working conditions in EU/EEA states, as well as specialised services: i) to help young Europeans take their first steps into the labour market (Drop'pin@EURES), and ii) in each European country and cross-border regions.
Contents and methodology	The site is available in 26 languages: EU ones, Norwegian and Iceland languages. EURES provides its services through the EURES job mobility portal. The Portal is structured according to the user needs. It offers information tools (Jobseekers and Employers), which aim to help and support when one is considering moving to or recruiting from another country. The Living and Working Conditions database contains national specifics on several important issues such a labour market information, finding a job, traineeships, moving to another country, working and living conditions. Another valuable information tool is the Drop'pin@EURES section, a place where companies and organisations can promote and showcase their youth opportunities. The last section, EURES services, provides in-country and cross border regions information, as well as about how to become a EURES partner or member and miscellaneous.
Results	The main result along with the impact on the long term is represented by a well-informed public and a website/portal that gathers official information and services facilitating workers' mobility in the EU Member States. As a short-term impact, we can mention that the website is an interactive information tool that provides immediate contact and *real-time information* as well as the possibility to address a representative of EURES.

	Because it's a European Network with National Contact Points in all EU Member States, the information and services on the website/portal are European and, at the same time, country-specific, offering the possibility to connect job seekers and recruiters/employers from the various Member States. Another result is that the public receives *verified information*, is easily directed for more in-depth information or services or contacts for different issues of interest. A long-term impact of the website/portal is that it creates conditions for the delivery of standard services and information, allowing for targeted online campaigns at European and country level.

MAE, Ministry of Foreign Affairs (RO)

Website visited on 15 Mar. 20

Website address and other contact details	https://www.mae.ro/ The mobile MAE (MFA) app http://www.mae.ro/app_cs "Travel safely" is an application for smartphones addressed to Romanian citizens as part of the process of diversification of consular services and communication with the Romanian citizens.
Activity	The website provides official information on Romania, EU issues, services and activities of the Ministry of Foreign Affairs and it is addressed to Romanian (mobile) citizens and foreigners. It is available in 3 languages: Romanian, English and French and it is connected to social media channels: Facebook, Twitter, YouTube. The MFA app "Travel safely" provides official and real-time information for Romanians travelling abroad, and is available only in the Romanian language.
Contents and methodology	The website provides official and updated information including real-time information/alerts along with a special section of quick links and the possibility to directly access the information for specific topics such as study in Romania, invest in Romania, Brexit, InfoEuropa Centres, European affairs section, etc. For Romanians abroad (including Romanian mobile citizens), the website has under the section of assistance and consular services a CALL-CENTER and a Portal eCONSULAT. The MFA app "Travel safely" for smartphones provides the Romanians travelling abroad official and real-time information regarding country of destination: conditions, recommendations, travel alerts, Romanian consulates and embassies, special situations that may occur, contact information in case of emergency, to find out rapidly what are the procedures in case of incidents (illness, accidents, losing ID documents etc) and any other useful information.
Results	The main results and long-term impact are represented by the development and establishment in the public opinion a website/portal and a mobile application that provide reliable, trustworthy, official and real-time information. Besides being rich in information and offering information in Romanian, English and French, the website offers interactive tools and resources and it can direct the visitors to find out the information they are searching for. Another short-term impact is represented by the *real-time information*, alerts that the website offers so that the visitors can make informed decisions. Among the long-term results, we can mention the continuity of an online information campaign on various issues, using different types of informative materials: brochures, flyers, specific subsections of the website etc. It is an exercise that defines a stakeholder profile. Another long-term impact of the website is that its direct links to the European Commission, European Parliament etc. may play an educational role regarding the European issues and the exercise of European citizenship.

KPMG (RO)

Website visited on 15 Mar. 20

Organisation, timing and place	KPMG operates as a global network of independent member firms in 153 countries, offering audit, tax and advisory services. Member firms' clients include business corporations, governments and public sector agencies, NGOs. KPMG Romania S.R.L. is a Romanian limited liability company and a member firm of the KPMG network of independent member firms affiliated with KPMG International Cooperative ("KPMG International"), a Swiss entity. It operates since 1994 and it provides a comprehensive range of audit, tax and advisory services created to assist companies doing business. Its headquarters are in Bucharest but has also offices in Iasi, Constanta, Timisoara, Cluj Napoca and Chisinau (Republic of Moldova). It is active in industries such as energy, financial services, technology, public sector and European funds, real estate.
Website address and other contact details	https://home.kpmg/ro/en/home/insights/2019/03/2019-immigration-pocket-guide.html https://home.kpmg/ro/en/home/about.html
Activity	The website provides information to those considering investing or doing business in Romania, it gives interested companies and potential clients an overview of the potential costs and obligations related to workforce diversification, international labour market, immigration and mobility of workers.
Contents and methodology	The website is available in Romanian and English. All page layouts and site navigation are informed by users' experience research, to support the easier accomplishment of tasks by different types of site visitors. So, whether you are seeking to do business with KPMG, looking for a new job, or have a media inquiry, different parts of the site are designed in accordance with the needs of visitors. They incorporate features from their multi-award winning WEFLIVE website and include a range of social features such as social media dashboards, share content on social networks, log into KPMG sites (and in future apps) with a single profile from a social media channel. In March 2019, KPMG Romania published the brochure "Immigration pocket guide 2019" that contains basic information concerning entry, work and residence in Romania in accordance with the main requirements set by law and the practice of the Romanian authorities.
Results	The setting up of a well-informed and professional interactive website/platform represents the short and long-term result. It is a private initiative, which serves the general public. At the same time, besides its specific objective of providing information, the website serves as a vehicle to promote the KPMG Romania company and its services amongst its potential customers. Considering the EUReKA project objectives, thewebsite main impact is that the public has free access to verified, professional well-structured and synthetic information on the interest of the subject: e.g. immigration pocket guide 2019.

Municipality of Milan (IT)

Website visited on 16 Apr. 21

Website address and other contact details	https://www.comune.milano.it/
Activity	The website provides useful information and service to those who live or work in Milan.
Contents and methodology	The Municipality of Milan promotes services and projects in support of social inclusion and cohesion, beyond emergencies. It promotes collaborations and synergies on the issue of migration, through constant liaison with the various institutional actors and with the city network of local players for integration. The website is divided in different thematic areas, including social services (which contains a section Immigration). In the homepage there is a section of the most visited services, presently one includes Residence for foreigners. The Municipality is also available on different social media and via a dedicated number (020202) to engage with users' queries. A section on the website offers the possibility to access different services online, a time-saving functionality that is quite relevant during a pandemic.
Results	The website is easy to navigate and is designed according to users needs. As the website of the Municipality, offers the opportunity to users to access services online, this has proven useful especially during the current pandemic. The whole website is translated in nine foreign languages (Arabic, Chinese, English, French, German, Greek, Japanese, Spanish and Russian), a possible suggestion would be to add other EU languages such as Bulgarian, Polish and Romanian.

StranieriinItalia.it (IT)

Website visited on 16 Apr. 21

Organisation, timing and place	StranieriinItalia.it is owed by My Own Media Ltd, an International Publishing Network founded by Francesco Costa in 2000. It is based in London and is responsible for providing the latest news on immigration policies and relevant legislation in different countries/languages.
Website address and other contact details	https://stranieriinitalia.it/
Activity	The portal is responsible for providing the latest news on immigration policies and relevant legislation.
Contents and methodology	The website is structured in the following way: • **Home** • **Latest news** • **Ask to the expert** News and updates on the approval process of laws and decrees, publications of circulars, sentences, and directives on immigration, labour, social security, and welfare. Regulatory archive. Guides on residence permits, residence cards, visas, citizenship, and related bureaucratic procedures • **Domestic workers and carers** This is not a section on the website but a link to a stand-alone website focusing on domestic workers and carers, providing general and in-depth information on the topic, among this also information for migrants and EU workers. • **Our websites** This section presents different websites related to various communities of migrants in Italy, EUMC coming from Poland and Romania will find two websites for their communities in their national languages. Available also in this section the websites for similar community webpages focusing on UK, Germany, Austria, and Spain. • **2020 Regularisation** All the news and updates relating to the 2020 regularization of foreign, EU and Italian workers, which allows for the regularization of illegal employment relationships and guarantees the residence permit for foreign citizens who do not have it. • **Community** All the news on associations, communities, and events concerning foreigners in Italy, and citizens of foreign origin • **Guides** Short guides on: "How to … if you're a foreigner", relevant topics include mortgage, loans, learning Italian, COVID 19, etc. • **Video & Tv** • **Weather in Italy** • **About us** • **Migreat App** (https://migreat.com/) Migreat is an app to navigate foreigners residing in Italy in all aspects of life in your new country of residence. The webpage has also a Facebook page to promote the latest article and redirect to the website.

Results	The website offers several up-to-date information on immigration policies and legislation, it is structured as a news portal, so the information is of a general nature and often biased. Related websites offer information in other languages, these websites also have a tendency to be biased, and to provide more click-bait/gossip information.

Patronato ACLI (IT)

on 16 Apr. 21

Organisation, timing and place	The Patronato ACLI is a private entity that carries out a service of public utility, free of charge and non-profit. Established in 1945, by the will of the ACLI (Association of Catholic Italian Workers). It is made up of over 5,000 men and women, including specialized operators, medical, tax and legal consultants, voluntary social promoters, active in Italy in over 2,000 offices.
Website address and other contact details	https://www.patronato.acli.it/
Activity	Patronato ACLI aims at guaranteeing information, assistance, and protection to workers, in Italy and abroad, in 20 countries with a significant presence of Italian emigration, for the achievement of all social security benefits, welfare and socio-health provided by laws, contracts or regulations.
Contents and methodology	The website showcases the latest news and important deadlines on the homepage. To access information one should go to the section "Solutions for you", which includes also a sub-section called "Foreigners in Italy". For EUMC, relevant voices include how to register your non-EU family members in another EU Member State and obtain the EU card, also general information on Italian language tests and obtaining the citizenship. The Patronato has also a Facebook and a Twitter account to replies to requests of information made by users, this service is also provided via a dedicated App. (https://www.patronato.acli.it/webapp/)
Results	The setting up of a well-informed and professional interactive website/platform represents the short and long-term result. It is a private initiative, which serves the general public. At the same time, besides its specific objective of providing information, the website serves as a vehicle to promote the KPMG Romania company and its services amongst its potential customers. Considering the EUReKA project objectives, thewebsite main impact is that the public has free access to verified, professional well-structured and synthetic information on the interest of the subject: e.g. immigration pocket guide 2019.

List of abbreviations

CSO - Civil Society Organization

EC - European Commission

ECJ - European Court of Justice

EEA - European Economic Area

EU - European Union

EU-27 - European Union Member States (United Kingdom excluded – reference year 2020)

EU-28 - European Union Member States (United Kingdom included – reference year 2019)

EUMC - European Union Mobile Citizen

FGI - Focus Group Interview

MS - Member State

NGO - Non-governmental Organization

OECD - Organization for Economic Cooperation and Development

TEC - Treaty of the European Community

TFEU - Treaty on the Functioning of the European Union

UK - United Kingdom

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EUReKA
A Key Access to EU Rights

Project co-funded by the Rights, Equality and Citizenship (REC) Programme of the European Union

Download the Key4mobility App

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