



Global Compact on Refugees; Good Practices & Innovative Approaches by Cities



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Forward

Cities are some of UNHCR's most important partners. Seven out of ten refugees and internally displaced persons now dwell in cities, not in camps. Refugees and internally displaced populations move to towns and cities for safety, economic opportunity, the promise of self-reliance, and the ability to exercise choice in where and how to live. The Global Compact on Refugees (GCR) recognises the vital contribution of cities and local authorities in creating protective environments for the forcibly displaced. Mayors, city administrations and local authorities continue to develop and adapt strategies and tools to deliver effective protection and assistance to refugees, migrants and the internally displaced. Many cities include refugees in planning and find innovative ways to support them in developing pragmatic solutions to challenges. Cities also play an important role in facilitating community activities that embrace diversity and promote inclusion and social cohesion.

UNHCR can only achieve the objectives of the GCR with the engagement and support of partners and stakeholders. UNHCR welcomes the good practices described in the following pages and the continued support of cities. We look forward to hearing more about the contributions and innovative practices of mayors and cities ahead of the Global Refugee Forum in 2023.

Gillian Triggs
UNHCR Assistant High Commissioner for Protection

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Disclaimer: Disclaimer: The information, views and opinions expressed in this publication do not necessarily reflect the official policy or position of the United Nations High Commissioner for Refugees (UNHCR).

Contents

EDUCATION	8
Kilis Municipality, Turkey	8
Milan Municipality, Italy	8
Munich, Germany	9
ENERGY & INFRASTRUCTURE	10
Water, Sanitation, Hygiene & Water Services (WASH)	
Addis Ababa, Ethiopia	10
Sarafand, Lebanon	11
Freetown, Sierra Leone	11
Housing and Shelter	
Berlin, Germany	12
Dadaab and Kakuma, Kenya; Nakivale, Uganda;	
Kebribeyaha and Qoloji, Ethiopia	12
Kakuma, Kenya	13
Kramatorsk City, Ukraine	14
Manaus, Brazil	14
Toronto, Canada	14
Tübingen, Germany	14
JOBS & LIVELIHOODS	16
Al-Sarhan Municipality, Jordan	16
Ankara Metropolitan Municipality, Turkey	16
Büyükçekmece Municipality, Turkey	17
Dannieh, Lebanon	17
Gaziantep Municipality, Turkey	18

Karditsa Municipality, Greece	18
Santa Maria, Bulacan, Philippines	19
Şişli Municipality, Turkey	19
Sultangazi Municipality, Turkey	20
Turin, Italy	20
Umm Al-Jamal Municipality, Jordan	20

PROTECTION CAPACITY **22**

Data

Athens, Greece	22
Saskatoon, Canada	23

Access to Protection & Basic Services

Avcılar, Bağcılar, Gaziosmanpaşa, Küçükçekmece, Pendik, Sancaktepe, Sultangazi Municipalities, Turkey	24
Buca District, Izmir Metropolitan Municipality, Turkey	25
Campinas, Brazil	26
Durban, South Africa	26
Gabiley, Somalia	26
Guelph, Canada	27
Guarulhos, Brazil	27
Heraklion, Greece	28
Ioannina, Greece	28
İzmir Metropolitan Municipality, Turkey	29
Kilis Municipality, Turkey	29
Victoria B.C., Canada	30
Şişli Municipality, Turkey	30
Mamak Municipality, Turkey	31
Zeytinburnu Municipality, Turkey	31

RESPONSIBILITY SHARING **32**

20 Municipalities, Jordan	32
Barranquilla, Colombia	33
Beirut, Lebanon	33
Kampala Municipality, Uganda	34
Lima, Peru	34
Medellín, Colombia	35
Mexico City, Mexico	35
Quito, Ecuador	36
Sultanbeyli Municipality, Turkey	36

SOLUTIONS **37**

Local Integration & Social Cohesion

Altena Municipality, Germany	37
Athens, Greece	38
Bari, Italy	38
Berlin, Germany	39
Bristol, United Kingdom	39
City of Sombor, Serbia	40
Hatay Municipality, Turkey	40
Istanbul Metropolitan Municipality, Turkey	41
Mersin Metropolitan Municipality, Turkey	41
Montreal, Canada	42
Naples, Italy	42
Rome, Italy	43
Saida, Lebanon	43
Sanliurfa Municipality, Turkey	44
São Paulo, Brazil	44
Vancouver, Canada	45
Yıldırım Municipality, Turkey	45

Meaningful Participation in Decision Making

Albuquerque, United States	46
Gaziantep, Turkey	46
Larissa, Greece	47
Nova Iguaçu, Brazil	47
Sanliurfa Municipality, Turkey	48
Şişli Municipality, Turkey	48

Resilience & Sustainable Development

Adana, Bursa & Hatay Metropolitan Municipalities & Sultanbeyli, Zeytinburnu, Şişli, Orhangazi, Osmangazi, Sarıçam, Seyhan, Reyhanlı & Mezitli Municipalities, Turkey	49
Arua City, Uganda	49
Dori, Kaya, Tougouri and Kongoussi, Burkina Faso	50
Municipality of Koboko, Uganda	51

Third Country Solutions

Altena, Minden and Rottenburg Municipalities, Germany	52
Welcoming Cities Community Reference Group, Darebin City Council, Australia	53

Education

Child Inclusive COVID-19 response, Kilis Municipality, Turkey

Context: Kilis hosts more than 105,000 Syrian refugees - over 72 per cent of the host community. Most refugees live in urban areas, with another 8,000 residing in the Elbeyli Temporary Accommodation Centre.

Description: During COVID-19, Kilis Municipality utilised several Child-Friendly Spaces as EBA centres (Educational Information Network) for children to access online education.

Beneficiaries: Refugees and Host Communities



©Kilis Municipality, Turkey

WISH MI - Well-being Integrated System of Milan, Milan Municipality, Italy

Description: Milan aims to improve social inclusion services and access to quality education for all Milanese children and teenagers, including minors with a migrant and refugee background. Milan seeks to decrease the number of minors (0-18 years) living in poverty; increase access of 0-6year-olds children to early education; reduce school dropout rate (10,6 per cent); increase social cohesion, and decrease school segregation.

Beneficiaries: Refugees and Migrants

Partner: IOM



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SchlaU-Schule, Munich, Germany

Context: The City of Munich has made efforts to include asylum-seeking children as early as possible in the regular day-care and kindergarten structure and primary schools. Munich is also a member of the Intercultural Cities network (Council of Europe).

Description: Munich funds the SchlaU-Schule, an innovative school for teenage asylum-seekers and refugees. At the SchlaU-Schule, around 300 teenage Asylum-seekers and refugees receive additional classes and individual tutoring alongside their regular schooling. The objective is to support them in obtaining school-leaving qualifications, enabling them to enter TVET or further education in the regular system.

Beneficiaries: Refugees and asylum seekers



©Munich, Germany

Energy & Infrastructure

Water, Sanitation, Hygiene and Water Services (WASH)

Reducing the impacts of Covid -19 Project, Addis Ababa, Ethiopia

As of January 2021, 36,080 refugees were in Addis Ababa. In 2018, Ethiopia recorded the third-highest number of new displacements worldwide, with 3,191,000 people becoming internally displaced persons (IDPs) due to ethnic and border-based conflicts.

Description: The pandemic exacerbated shortages of food and hygiene kits; interrupted local economies, and limited access to healthcare. Addis Ababa provided food relief and sanitary equipment (such as hand washing supplies and personal protective equipment) as a temporary emergency relief intervention. The city also added new water mains, covered the water bills for 12- months of some beneficiaries and constructed new sewer lines in the Akaki Sub-city to improved access to water and sanitation services for refugees and host communities. The city consulted communities on the improve criteria of beneficiaries for the projects to strengthen transparency. The project provided access to water and sanitation for 1,854 households while providing emergency assistance for IDPs with higher risk

Beneficiaries: Internally Displaced Persons (IDPs) and Host Communities

Partner: Addis Ababa City Administration with the support of the Mayors Migration Council's Global Cities Fund

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WASH Project, Sarafand, Lebanon

Context: Sarafand Municipality is a coastal village and a member of Sahel Zahrani Union of municipalities. The number of Lebanese inhabitants is approximately 30,000. An estimated 5,000 Syrian refugees live in Sarafand.

Description: The project helped Syrian refugees in several areas, including environmental and community awareness, access to infrastructure extensions and energy sources such as water, electricity and sewage. The solid waste management project facilitated several awareness campaigns inside Mezhep, Manana and Derbaj-Camps, distributed small garbage container bags and placed large containers of different colours on the streets. This project had positive outcomes on the health and reduced risks related to COVID-19.

Beneficiaries: Refugees and Host Community

Partner: Action Against Hunger



© Sarafand, Lebanon

Waste Management Micro-Enterprise Program, Freetown, Sierra Leone

Context: Freetown's population has doubled over twenty years, primarily due to conflict and climate change. As a result of this rapid growth, over 35 per cent of the city's estimated 1.2 million residents live in low-income informal settlements where density, sanitation, and reliance on meagre daily wages are daunting challenges.

Description: This [project](#) aims to ensure more youth living in informal settlements access the opportunity to improve their livelihoods and the public health of their communities. Through the Global Cities Fund, the program was expanded to 40 new youth enterprises to deliver waste collection services within informal settlements and to other Freetown residents. Successful applicants are provided with initial business investment support, including a motorised tricycle cart, sanitation tools, business registration, training, and business development mentoring. The income generated helps entrepreneurs pay back 80 per cent of the cost of equipment over a year, which will, in turn, unlock funds for other youth to participate in the program next year.



©Mayors Migration Council

Beneficiaries: Rural migrants and refugees

Partner: Freetown City Council with the support of the Mayors Migration Council's Global Cities Fund

Housing and Shelter

Wohnhelden, Berlin, Germany

Context: More than 1,5 million asylum-seekers have arrived in Germany since 2015. Berlin is home to more than 77,000 refugees.

Description: In 2020, the City established a new housing initiative for refugees called “Wohnhelden” implemented by the German Red Cross. The project acquires apartments from private landlords, housing associations and cooperatives across Berlin for homeless people with a refugee background. It acts as an intermediary between landlords and existing contact points that support refugees in looking for accommodation. The initiative aims to encourage private landlords to rent apartments to refugees. Housing is scarce in Berlin and the project assists refugees who have lived in communal shelters for a year to find more permanent housing.

Beneficiaries: Refugees

Partner: German Red Cross



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UN-Habitat-UNHCR Settlement Profiling Tool and Spatial Profiles, Dadaab and Kakuma, Kenya; Nakivale, Uganda; and Kebribeyaha and Qoloji, Ethiopia

Context: The Tool was prepared to respond to contexts where a Humanitarian-Development Nexus approach is appropriate to meet the immediate needs of displaced persons while also ensuring longer-term investment that addresses systemic causes of conflict and vulnerability. Two pilot profiles have been prepared using the Nakivale Settlement in Uganda and Kebribeyaha Settlement in Ethiopia.

Description: The Tool guides field personnel in creating cross-sectoral settlement profiles to help inform future urban development plans and policies in displacement affected contexts. The user-friendly Tool guides local authorities and humanitarian-development actors through an iterative investigation process to develop a common baseline of information to support coordination and planning, particularly when protracted displacement occurs. The Tool enables officials, UN Agencies, Donors, NGOs, local authorities and other stakeholders to more effectively prioritise investment opportunities where humanitarian actions are ongoing and provide entry points for more sustainable development trajectories. The profiling process will facilitate informed decision making as part of long-term climate and socially responsive urban and regional infrastructure planning.



©UN-Habitat

Beneficiaries: Refugees and Host Communities

Partner: UN-Habitat and UNHCR

Kalobeyei Integrated Development Plan & the Turkana County Integrated Development Plan (2018 - 2022), **Kakuma, Kenya**

Context: Refugees in Kakuma have been provided with necessities like access to shelter, food, water, health care and education. It is against this backdrop in 2015, that the need to change the care and maintenance model to a more sustainable one came about to meet the needs of both refugees and their host communities. In line with this, the need for a more comprehensive response and wide-ranging partnerships across government, UN agencies, donors and NGOs facilitated the discussion for a “whole of government” approach and provided a forum to agree programmes of work and strategies that link to government priorities and the needs at the local level. Subsequently, all actors embarked on a 15-year comprehensive multi-sectoral and multi-stakeholder initiative, also known as the Kalobeyei Integrated Socio-Economic Development Programme (KISED) in Turkana West to realize inclusive economic growth, political stability, cohesion, and sustainability.



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Description: Evidence shows that refugee populations bring with them substantial skills and expertise that benefit economies in host countries. The 2018 International Finance Corporation (IFC) report [“Kakuma as a Marketplace”](#) in 2018, indicated Kakuma’s market monetary value to be 56 million USD per year. The World Bank and UNHCR report [“Yes” In My Backyard?](#) (2016) provided analysis of the impact of refugees, demonstrating the positive overall effect on economic growth that their presence has had in the area. KISED a strategic roadmap for the evolution of Turkana West over its 15 years Plan (three phases) is aligned to international, regional, national and local frameworks and envisions to benefit refugees and hosting communities from strengthened national service delivery systems, increased socio-economic opportunities along with sustained investments in people’s skills and capabilities. Based on commitments and deepening collaboration of all actors, the Phase I strategy (2018-222) is in its fifth year of implementation and progress. The roles and responsibilities of the different partners are still evolving, driven by considerations of mandate, comparative advantage and capacity. Recent developments include the Kakuma Kalobeyei Municipality efforts which are at its advanced stages, all processes completed and set to receive the charter soon.

Beneficiaries: Refugees and Host Communities in Turkana West - 213,527 refugees (as of July 2021) and Turkana West Sub County host population 239,627 (National Census 2019).

Partner: National and Turkana County, development partners, private sector partners, financial institutions, academia, civil society, NGOs and humanitarian actors.

Improving living conditions of Internally Displaced People in Eastern Ukraine, **Kramatorsk City, Ukraine**

Description: The project will be implemented from 2020 to 2025. It aims to develop 250-300 affordable housing units through purchasing/ construction/ rehabilitation activities in Kramatorsk and the institutional capacity of the Municipality to run and supervise local housing projects (capacity assessment activities: training, meetings, study visits).

Beneficiaries: Internally Displaced Persons (IDPs)



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Shelter Exit Strategy, **Manaus, Brazil**

Context: Located in the heart of the largest tropical forest in the world, Manaus is the main financial, corporate, and commercial Centre in northern Brazil. The city has approximately 2.2 million inhabitants. Though Manaus is home to just over one per cent of the Brazilian population, roughly 7.5 per cent of all Venezuelan refugees and migrants live in the country. Of five million people who left the Bolivarian Republic of Venezuela since 2017, approximately 20,000 reside in Manaus.

Description: Following joint efforts, UNHCR, the Municipal Secretary for Women, Social Assistance and Citizenship (SEMASC) and Cáritas Manaus have supported indigenous families in the context of the shelter-exit strategy since 2020. To guarantee dignified conditions and access to basic needs for the families in their new home, indigenous people included in the project received kitchen sets, mattresses, hammocks, stoves, and hygiene kits. The families will continue to be supported over a three-month period through housing assistance provided by Caritas. They will be included in the Passport for Social Inclusion project of SEMASC in the fourth month of the project.

Beneficiaries: Indigenous Venezuelan migrants and refugees

Partner: UNHCR, the Municipal Secretary for Women, Social Assistance and Citizenship (SEMASC) and Cáritas Manaus



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2019 Shelter Infrastructure Plan, Toronto, Canada

Context: Toronto receives over 40 per cent of Canada's refugee claimants annually. Toronto is part of the Cities of Solidarity (CoS) initiative.

Description: Toronto's City Council is committed to house and support persons of concern to UNHCR who are living in the city through the 2019 Shelter Infrastructure Plan, Temporary Structures for Respite Services, City of Toronto Refugee Capacity Plan, and the Toronto Newcomer Office. These initiatives aim to facilitate seamless and efficient mobilisation of resources and support during significant and unforeseen increases in refugee and asylum-seeker populations. It seeks to address socio-economic factors such as economic inclusion, newcomer health, access to municipal supports,

civic engagement and community capacity. Other initiatives include Working as One: A Workforce Development Strategy (Economic Inclusion); Toronto Strong Neighbourhoods Strategy 2020 (Community Capacity); The Global City: Newcomer Health in Toronto (Health); Toronto Newcomer Initiative (TNI) (Outreach); Housing Opportunities Toronto (not directly aiming at migrants and refugees, but can include them); Recreation Service Plan (Recreation); and Toronto for All (Diversity and Inclusion)

Beneficiaries: Refugees and Migrants



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Community-Oriented Housing, Tübingen, Germany

Context: Tübingen is a city in southwest Germany with 89,011 inhabitants.

Description: Following the arrival of many refugees in 2015/16, the city aimed to build new modular housing and identify private housing to create sustainable and community-oriented housing for both refugees and the host community. The city contributed to community-oriented [housing for refugees](#), e.g. through innovative initiatives such as "[neighbourhood and diversity](#)" (creating conditions for a successful co-existence of locals and refugees) and [container housing](#) designed by a local architect to welcome newly arrived asylum seekers and refugees.



©Tubingen, Germany

Beneficiaries: Refugees

Jobs & Livelihoods

Clothing Factory, Al-Sarhan Municipality, Jordan

Context: Al-Sarhan Municipality is in the Mafraq Governorate, Northern Badia District, with an area of 99.4 km² and 30,000 people. Al Sarhan shares a 15 km border with Syria and has received over 16,000 refugees since the conflict erupted in Syria.

Description: This project aims to create job opportunities for Syrian refugees and the local community and increase the Municipality's financial revenues. In partnership with the private sector, the Municipality established a clothing factory to create 250 job opportunities for Jordanian and Syrian refugee girls. The Municipality provided the land and the building, a hanger with a capacity of 1000 m². The private sector provided the factory with the necessary equipment, machines, and raw materials. The Municipality announced job opportunities, hired workers, and trained them in their fields.



©Al-Sarhan Municipality, Jordan

Beneficiaries: Syrian refugees (30 per cent) and Host Community (70 per cent)

Partner: Private Sector

International Vocational Training Centre (IVTC), Ankara Metropolitan Municipality, Turkey

Context: Turkey currently hosts the largest number of refugees worldwide, including more than three million Syrians. Ankara currently hosts more than 97,000 Syrian refugees.

Description: The International Vocational Training Centre (IVTC) facilitates refugee access to livelihoods opportunities and promotes social cohesion. The municipality provided the land and completed the construction of the vocational training centres. UNHCR provided vocational training equipment in line with the labour market demand of Ankara. The project seeks to address challenges refugees face in accessing labour market opportunities through language, technical and vocational skills for refugees in



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the sectors linked to market demands. In 2019, 428 beneficiaries participated in language and vocational training courses, and 233 people benefitted in 2020.

Beneficiaries: Refugees and Host Communities

Partner: UNHCR

Urban Agriculture Project, Büyükçekmece Municipality, Turkey

Description: The Urban Agriculture Project contributes to Syrian refugee women and disadvantaged Turkish women households' ability to meet their basic needs. The project ensures integration between two groups. For this aim, a special type of okra has been growing in 25,000 square meters of land provided by the Municipality. At the beginning of the project, a vocational training programme was carried out between May and June 2021 with twenty female participants, ten Syrians, ten Turkish), using interactive adult training methodology. Vocational training courses included rural development models, agricultural products logistics, food sustainability, and food security. For the technical training, participants planted and harvested okra.



©Büyükçekmece Municipality

Beneficiaries: Refugees and Host Communities

Partner: World Food Programme (WFP), BUTKOOP (Buyukçekmece Agricultural Cooperative) and Metro Gross Market

Women's Initiative, Dannieh, Lebanon

Context: In 2020, the Union of Dannieh Municipalities facilitated a project with the British Council that aimed to give Syrian Refugees the opportunity to play an active role in Lebanese society, reduce the tension between host and refugee communities, and empower them women to provide for themselves and their families.

Description: In this project, fifty Syrian and Lebanese women learned how to make food and dry fruits to sell, thus encouraging them to start their own businesses. The trainees were very responsive and made new friendships which serve the objectives of the project



©Daninneh, Lebanon

Beneficiaries: Lebanese and Syrian women

Partner: British Council

Women Entrepreneurship Support Centre (KAGIDEM), Gaziantep Municipality, Turkey

Context: Gaziantep Metropolitan Municipality hosts more than 452,000 Syrians as well as several thousand of non-Syrians refugees. Two main districts of Gaziantep, namely Ashine and Sehitkamil, hosts over 250,000 and over 100,000 refugees, respectively.

Description: KAGIDEM provides space with very low rent where women, including refugee women, can establish workshops for their own business and are provided training on marketing for their products.

Beneficiaries: Turkish and refugee women

Partner: Chamber of Industry of Gaziantep



©Gaziantep Municipality, Turkey

Intercultural Centre “Stavrodromi”, Karditsa Municipality, Greece

Context: The City of Karditsahas has hosted refugees and asylum seekers since 2017. There is a great demand for labour in the wider region of Thessaly, whose economy is mainly based on the agricultural and livestock sector. Asylum seekers and recognised refugees benefit from employment opportunities in these sectors in Karditsa.

Description: Through its development agency ANKA, the Municipality of Karditsa identified employment opportunities and develop initiatives that promote refugee employment in the agricultural developed sector. More specifically, local agricultural cooperatives and local farmers were approached and informed. At the same time, selected refugees were offered information sessions, followed by individual consultations with the assistance of interpreters. During COVID-19, information and consultation sessions continued through teleconferencing. At the Intercultural Centre “Stavrodromi”, beneficiaries can access basic public services and are encouraged to attend Greek lessons. Every year since 2017, twenty-five-fifty people have been employed to harvest peppers and other vegetables.



©Karditsa Municipality, Greece

Beneficiaries: Refugees

Partner: Cities Network for Integration

Employment of a Refugee, Santa Maria, Bulacan, Philippines

Context: The Philippines has had a long history of welcoming refugees in the country. Since taking over procedures for refugee status determination in 1998, the government continues to engage partners to enhance the protection environment for refugees and other persons of concern.

Description: The Philippines has adopted a self-reliance strategy to assist refugees in pursuing durable solutions, especially local integration. The Local Government Unit (LGU) Santa Maria, Bulaca, has hired one refugee as part of its Management Information Systems staff. Employment allows refugees to re-establish their family's life in dignity. Refugees are assigned a job appropriate to their background before they enter the country. At the same time, the refugee can contribute, be part of the community and feel at home. Employment assists in self-reliance and in the naturalisation procedure. The LGU extended health and educational assistance to the wife and children of the refugee. The Municipality of Santa Maria is one of the thirteen LGUs in the Philippines that has joined UNHCR's Cities #WithRefugees and continues to be a key advocate for the inclusion of refugees in local communities.



©Santa Maria, Philippines

Beneficiaries: Refugee and host community

Partner: Municipality of Santa Maria, Department of the Interior and Local Government, Department of Justice, Department of Social Welfare and Development, Community and Family Services International and UNHCR.

Soup Kitchen Project, Şişli Municipality, Turkey

Context: In early 2020, Şişli district in Istanbul hosted approximately 7,000 Syrian refugees under temporary protection and a similar number of Syrian refugees who are initially registered in other provinces.

Description: The Soup Kitchen project provides hot meals to both Syrian refugees and Turkish citizens while also creating livelihood opportunities. This project started in July 2020 and is a collaboration between the United Nations World Food Programme (WFP), the German Agency for International Cooperation (GIZ) and Şişli Municipality. Municipalities select beneficiaries based on predetermined criteria by GIZ and WFP. They deliver hot meals, plan the orientation of the Kitchen of Hope (Mutfakta Umut Var/MUV). Project participants become familiar with COVID-19 protective measures. WFP provided technical training on targeting and vulnerability. Kitchen of Hope Project graduates are now chef assistants to the soup kitchens and monitor the activities on the project level. GIZ



©Şişli Municipality, Turkey

provided food supplies, arranged the logistics relating to materials and deliveries, salaries, and social security premiums of programme participants/employees.

Beneficiaries: Syrian Refugees and Host Communities

Partner: WFP, Şişli Municipality and GIZ

Innovative and Entrepreneurial Women Project, Sultangazi Municipality, Turkey

Context: In addition to the 537,488 host community members in the district, the total refugee population is approximately 83,521 and consists of most Syrian refugees, followed by Afghans and refugees from Pakistan. Sultangazi is the fifth district in Istanbul hosting the highest number of Syrian refugees and one of the signatory municipalities of the “Declaration of Municipality Coordination Platform within the Context of Refugees”.

Description: Women participated in kitchen and sewing workshops, produced masks and noodles, and then sold them through the Municipality. Sultangazi Municipality also distributed core relief items (food packs, hygiene kits) to the most vulnerable groups during the pandemic.

Beneficiaries: Refugee and Host Community Women

Partner: UNHCR and World Academy for Local Government and Democracy (WALD)



©Sultangazi Municipality, Turkey

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Migrants an Opportunity for Inclusion, Turin, Italy

Context: The Metropolitan City of Turin seeks to promote an integrated approach to migration and refugee governance. Turin adopts a decentralised approach to integration. Approximately 10,000 refugees are hosted in decentralised locations throughout the Piedmont region of Italy.

Description: The Project is based on Memorandum of Understanding signed by the Municipality of Turin, the local Prefecture, the Piedmont Region, the Diocese, the Metropolitan City of Turin, and the Compagnia di San Paolo bank foundation to intervene in the former Olympic village currently occupied by 1,200 people who mainly have a migration background. The objectives of the project were to offer housing and work opportunities to migrants and refugees, as well as to promote the gradual urban and social redevelopment of the area



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Beneficiaries: Refugees and Migrants

The Integration of Syrian refugees into the local community, Umm Al-Jamal Municipality, Jordan

Context: Umm Al-Jamal Municipality is located in the Al-Mafraq Governorate and is administratively affiliated to the Northern Badia District directly on the Syrian border. It is located 86 km from the capital Amman. About 87 per cent of the Zaatari camp, the largest Syrian refugee camp in the region, is within the Municipality's administrative borders. The population of the city is 25,000.

Description: The Municipality implemented employment programmes to create job opportunities and social cohesion between Syrian refugees and Jordanians. This included a waste recycling project that reached 200 people and improved social cohesion and Municipality's waste management service. Handicraft and restoration projects were established to maintain the cultural heritage and restore ancient city monuments. An agricultural production project also brought Syrians and Jordanians together to work on farms around the Municipality. Ramadan iftar meals were also organised with Syrian refugees and Jordanians to promote social cohesion



©Umm Al-Jamal Municipality, Jordan

Beneficiaries: Syrian refugees and Host Community

Protection Capacity

Data

The Emergency Service Mapping of the Athens Coordination Centre for Migrant and Refugee issues (ACCMR), Athens, Greece

Context: In the Athens Coordination Centre for Migrant and Refugee issues (ACCMR), the Municipality of Athens in partnership with IOM and UNHCR, brings together 101 members which cover a vast spectrum of actors specialising in protection and integration-related services. Its main goal is the effective coordination between the municipal authorities and stakeholders to shape the necessary conditions for the smooth integration of migrants and refugees and promote social coherence.

Description: A key tool for ACCMR is its digital platform www.accmr.gr. This participatory platform, initiated in 2018, facilitates the mapping of services and initiatives for refugees, migrants, and local communities within the City of Athens. It enables information exchange and referrals among professionals so that beneficiaries have adequate access to services. The ACCMR service mapping is updated monthly to provide updated and accurate information.



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In March 2020, the ACCMR team, in response to the extraordinary modifications in service delivery due to the COVID-19 crisis, has launched an emergency mapping building upon the existing service mapping of the ACCMR. The process was supported by the Communicating with Communities National Working Group, coordinated by Solidarity Now and the UNHCR. The ACCMR has also cooperated with the Refugee.info platform, making all relevant information available in Arabic, French, Urdu, English, and Farsi. Thanks to the response of 102 organisations, the following results were obtained for the period March 16 to May 4, 2020: 63 per cent of mapped services (164 services) continued to operate; 30 new and enhanced services emerged, most of which were in the fields of Information, Health and Goods Provision; and 108 services were remotely provided in the areas of Education, Learning, Legal Counselling and Psychosocial Support. The emergency service mapping continues to be updated in line with the ACCMR Digital Platform.

Beneficiaries: Host Community, Refugees and Migrants

Partner: www.accmr.gr

Newcomer needs assessment & community assets and gaps mapping, **Saskatoon, Canada**

Context: Saskatoon has an ageing population, low birth rates and labour shortages. The City Council recognised this trend in 2004 and proactively approved an immigration action plan to address these concerns. Saskatoon is a part of the Cities of Solidarity (CoS) initiative and welcomed, since 2015, over 1,000 Syrian refugees.

Description: Saskatoon has multiple initiatives mapping services available to persons of concern to UNHCR and aiming to promote local integration of newcomers. In 2018, the City developed the “Newcomer Needs Assessment”, which closes gaps in reception capacity and recommends life skills resources about finding housing, accessing healthcare, the schooling system, driving classes, and entering the labour market. It also conducted the Community Assets and Gaps Mapping, which mapped supports for newcomers and identified gaps through community consultation. Local integration initiatives include the City’s Diversity Coordinator; Living in Harmony awards; Race Relations policy; Anti-Racism Education; Cultural Diversity and Race Relations Month; and Race Against Racism event.



©Saskatoon, Canada

Beneficiaries: Refugees and Migrants

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Access to Protection and Basic Services

Social Protection Desk, Avcılar, Bağcılar, Gaziosmanpaşa, Küçükçekmece, Pendik, Sancaktepe, Sultangazi Municipalities, Turkey

Context: Most refugees in Istanbul live on the periphery of the city, in districts such as Esenyurt, Avcılar, and Sultanbeyli. 50,000 Syrian refugees live in Istanbul's Avcılar district, with a total population of 43, .89. Around 60,000 Syrian refugees live in the Bağcılar district of Istanbul and have a population of 737,206. In addition to the 537,488 population in Gaziosmanpaşa, the total refugee population is approximately 51,613. Gaziosmanpaşa is the 10th district in Istanbul that hosts the most Syrian refugees. Around 65.000 Syrian refugees live in the Küçükçekmece, with a population of 789.633.

Approximately 19,000 Syrian refugees live in Istanbul's Sancaktepe district, in addition to 456,861 host community members. With a refugee inclusion rate of 4.1 per cent, Sancaktepe is one of the districts with a medium density of refugees in Istanbul. Approximately 11,000 Syrian refugees live in Pendik, which hosts 726,481 Turkish citizens. Sultangazi is the 5th district in Istanbul, hosting the highest number of Syrian refugees. In addition to the 537,488 host community members in the district, the total refugee population is approximately 83,521. Bağcılar, Sultangazi and Sancaktepe are signatory municipalities of the "Declaration of Municipality Coordination Platform within the Context of Refugees". Signed by the cities in Istanbul and Marmara Region and umbrella institutions, such as UCLG MEWA, the declaration serves as a local document that shows municipal commitment to supporting refugees. Drafted in 2018 and revised in 2021, the declaration emphasises the importance of local solutions and the need for channelling more support to local governments.



©Avcilar Municipality, Turkey

Description: The Social Protection Desks carry out protection, social cohesion, mentoring for young people, access to livelihoods, and coordination activities for refugees and host communities. Municipal staff are actively involved in the Social Protection Desks activities. Teams of interpreters, attorneys and social workers provide services for refugees and host communities. This contributes to the coordination between local governments and institutions. Within the scope of the project activities, refugee families are provided with food packages, language courses, household goods and stove aid.

Activities were adapted during COVID-19 to include online psycho-social support activities, courses, mentoring training, social cohesion activities to prevent the negative effects of the pandemic. Within the scope of women empowerment, the "Innovative and Entrepreneurial Women Project" cooperates with Gaziosmanpaşa Municipality, UNHCR, and WALD. Cooking and sewing workshops produce noodles and hygienic masks and sell them through the Municipality to generate income.

Beneficiaries: Refugees from Syria, Afghans and Pakistan and Host Communities

Partner: World Academy for Local Government and Democracy (WALD) and UNHCR

Refugee Support Desk (RSD), Buca District, Izmir Metropolitan Municipality, Turkey

Context: Buca is a district in Izmir, hosting 20,000 refugees - mostly Syrians. Buca is committed to providing inclusive services to the residents of the districts, including refugees.

Description: The Refugee Support Desk (RSD) promotes access to basic services and inclusive and integrated systems among municipal departments. The RSD addresses barriers refugees face in accessing services, including through language support. Since its inception, the RSDs have provided counselling to more than 5,000 refugees on access to rights and benefits in Turkey. Nearly 1,000 vulnerable refugees have been identified and referred to the relevant authorities. The Municipality distributed hygiene and food kits to refugees and host community members who were seriously affected by COVID-19.



©Buca District, Izmir, Turkey

Beneficiaries: Refugees

Partner: UNHCR

Reference Service for Immigrants, Refugees and Stateless Persons, Campinas, Brazil

Context: Campinas is a Brazilian city in the state of São Paulo, which is home to more than 17,000 refugees and migrants.

Description: The Reference Service is linked to the Sectoral Coordination for the Promotion of Racial Equality and the Department of Human Rights. It assists immigrants, refugees and stateless persons through guidance, referrals, monitoring and articulations with other bodies and services in the field of social and human rights protection. Its mission is to exercise qualified and active listening to refugee and migrants to promote humanitarian reception and minimise conditions of extreme vulnerability.



Beneficiaries: Refugees and Migrants

Promoting Social Cohesion, Durban, South Africa

Context: South Africa is host to 250,000 refugees and asylum seekers. Approximately 30 per cent are from Somalia, 29 per cent from the Democratic Republic of the Congo and 20 per cent from Ethiopia. Almost all refugees in South Africa live in urban areas.

Description: The main objective of social cohesion is to promote peaceful co-existence between refugee and host communities. It is also vital for promoting economic growth and business development in the South African context to redress past economic injustices, including for refugees and asylum seekers. Refugees and asylum seekers continue to engage in meaningful economic activities, both formal and informal. To promote social cohesion, the City of Durban, the Department of Sports Arts and Culture, refugee-led organisations, faith-based organisations, and civil society at large are bringing together different communities to promote understanding and goodwill through dialogues and workshops to explore and understand the root causes of tensions and violence between groups. In addition to dialogues, the stakeholders in Durban have facilitated mediation and the creation and training of social cohesion forums in the hotspots to deal with social cohesion and racial discrimination. Plans include developing solutions for effective social cohesion, an end to violence and racism. The city will work with partners towards resolution mechanisms that will support long-lasting solutions, economic recovery, inclusion, and integration.

Beneficiaries: Refugees and Migrants



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Strengthening co-existence and access to safety and work, Gabley, Somalia

Context: 80 per cent of Gabley's population depends on agriculture and has recently seen an increase in arrivals from Ethiopia. Newcomers currently have no specific place to live and are scattered throughout the city, mainly in slum areas.

Description: The objective of the initiative is to set up special areas for refugees when they arrive in the city so that they can access a place of safety including, accommodation, food, shelter, and water. The goal is to expand this initiative to establish a refugee settlement that has all the basic services, including housing, health, water, education, and electricity



©Gabley, Somalia

Beneficiaries: Refugees and Host Community

Partner: Gabley City, Cities Alliance and Somaliland Refugee Agency

Newcomer Guide, Guelph, Canada

Description: The Welcome to Guelph programme provides temporary access to transit, museums, public swimming/skating facilities. The Newcomer Guide produced in a user-friendly map format lists the locations of key services and agencies offering services to persons of concern to UNHCR, including libraries, hospitals and police stations.

Beneficiaries: Refugees and Migrants



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Advanced Post for Humanized Assistance to Migrants, Guarulhos, Brazil

Context: The number of refugees in the City of Guarulhos, Brazil, has increased. Venezuelans land at the City's Air Base and, many move to the City of São Paulo.

Description: The Department of Social Development of the Municipality of Guarulhos maintains the Advanced Post for Humanized Assistance to Migrants. The objective is to receive individuals, identifying possible victims of human trafficking. Support is offered through a local network. The Post works at the Guarulhos International Airport and informs passengers about human trafficking and how to obtain support through Brazilian consulates for violence or to claim asylum in Brazil. The Post is also responsible for referrals to Public Defenders Officers when they perceive any human rights violation at the airport.

Beneficiaries: Migrants, Refugees, Asylum Seekers and Stateless Persons

Partner: UNHCR, Public Defender Officer, Human Rights Ombudsman, Federal Police and Civil Society Organizations



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Inclusive COVID-19 Response, Heraklion, Greece

Context: Heraklion or Iraklion is the largest city and the administrative capital of the island of Crete

Description: Through the services provided by the Office of Social Development and the Council for the Integration of Refugees and Migrants, the Municipality of Heraklion has taken the following initiatives to ensure its COVID-19 responses are inclusive of refugees and migrants: 1. Translation of printed material related to preventive measures against COVID-19 and public awareness campaign through street work (in Albanian, Arabic, Russian); 2. Provision of updates to migrants and refugees, through their respective cultural organisations and the municipality webpage, for regular free rapid test sites (Albanian, Russian, Arabic); 3. A “vaccination day” was organised for refugees, asylum seekers, and beneficiaries of international assistance from ESTIA 2021 partners (Heraklion Development Agency, Ploigos) and HELIOS (IOM).

Beneficiaries: Refugees and Migrants

Partner: UNHCR and World Academy for Local Government and Democracy (WALD)



Intercultural Centre for Social Integration “Akadimia”, Ioannina, Greece

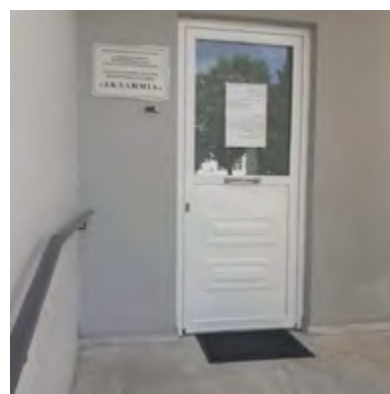
Context: The Municipality of Ioannina promotes human rights, tolerance, and peaceful co-existence.

Description: As part of the intercultural strategy of the City of Ioannina, the city has opened a centre to welcome, provide information, support and counselling for asylum seekers, refugees, and migrants. The Intercultural Centre for Social Integration, called “Akadimia”, also improves their living conditions through collaboration with all municipal services and assists in accessing social protection programmes.

The Centre provides interpretation services/cultural mediation for all the municipal services and their corporate bodies and organises social and cultural events and other intercultural activities. The services provided by the Centre are translated into seven languages.

Beneficiaries: Asylum seekers, Refugees, Migrants and homeless.

Partner: Municipality of Ioannina and its internal bodies (“Cultural Centre of Ioannina” & Organization of Social Protection, Solidarity and Preschool Education).



©Ioannina, Greece

Refugee Desks, İzmir Metropolitan Municipality, Turkey

Context: The İzmir Metropolitan area hosts nearly 150,000 registered Syrian refugees. In 2020, the İzmir Metropolitan Municipality established Refugee Desks. In 2021, the Municipality trains staff in refugee rights enabling them to respond to their needs.

Description: The Refugee desks contribute to the development of municipal strategic plans inclusive of refugee needs. They map refugee-friendly municipal services, develop multi-lingual informative documents and facilitate coordination with municipal departments and external parties supporting refugees. The Desks provide translation support to the Municipal Communication Centre (HIM) and multi-lingual information on municipal services. To enhance the participation of refugees in decision-making, regular refugee consultations are being organised with the decision-makers to develop mutual trust and communication.

Beneficiaries: Refugees



©İzmir Metropolitan Municipality, Turkey

Victoria Immigrant and Refugee Centre Society, Victoria B.C., Canada

Context: Immigrants in Victoria represent about 14 per cent of the population. More than half (53 per cent) of all immigrants who came to Victoria between 1980 and 2016 were economic immigrants, while more than a third (38 per cent) were sponsored by a family, and nearly 8 per cent were refugees. Victoria is part of the Cities of Solidarity (CoS) initiative.

Description: Victoria's Welcoming City Strategy is a roadmap to support newcomers' sense of belonging through social, cultural, economic, and civic participation and engagement. This strategy encourages individual and organisational leadership to promote communities to welcome new residents and support recovery, reinvention, and resilience. The strategy aims to create opportunities to encourage inclusivity, understanding, and collaboration across cultures to ensure a welcoming, compassionate, and neighbourly community with a collective response to fearmongering, racism, and human suffering. With changing resident expectations, a shifting cultural awareness, this plan will enable Victoria to be a more inclusive and welcoming city.

Beneficiaries: Refugees and Migrants



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Refugee Counselling and Support Centre, Şişli Municipality, Turkey

Context: In early 2020, Şişli district in Istanbul hosted approximately 7,000 Syrian refugees under temporary protection and a similar number of Syrian refugees who were initially registered in other provinces.

Description: The Soup Kitchen project aims to provide hot meals to Syrian refugees under temporary protection and Turkish citizens while also creating livelihood opportunities for refugees and host community members. This project started in July 2020 and is a collaboration between the United Nations World Food Programme (WFP), the German Agency for International Cooperation (GIZ) and Şişli Municipality. Under this collaboration, municipalities were responsible for selecting beneficiaries based on predetermined criteria by GIZ and WFP, delivering hot meals, planning the orientation of the Kitchen of Hope (Mutfakta Umut Var/MUV) project participants taking part in the project, ensuring COVID-19 protective measures are in place, establishing a complaint and feedback mechanism, etc. WFP provided technical training on targeting and vulnerability, referred Kitchen of Hope Project graduates as chef assistants to the soup kitchens and monitored the activities on the project level. GIZ provided food supplies, arranged the logistics relating to materials and deliveries, salaries, and social security premiums of programme participants/employees.

Beneficiaries: Syrian Refugees and Host Communities

Partner: WFP, Şişli Municipality and GIZ



©Şişli Municipality, Turkey

Inclusive COVID-19 response, Kilis Municipality, Turkey

Context: Kilis hosts more than 105,000 Syrian refugees - over 72 per cent of the host community. Most of these live in the urban areas, with another 8,000 are residing in Elbeyli Temporary Accommodation Centre.

Description: During COVID-19, cooking activities were organised in community centres to provide 1,200 families with a hot meal every day, and a Food Bank programme for both the refugee and host community members was established. The Municipality also initiated the production of 20,000 face masks per day (eventually reduced to 4,000 due to COVID-19 restrictions), employing refugees and members of the host community, and distributed hygiene kits to a total of 20,000 households with low income.

Beneficiaries: Refugees and Host Communities



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Counselling Centre, Mamak Municipality, Turkey

Description: The Centre aids the refugee community in registration, legal aid, access to social assistance and provides access to the solidarity foundation and services provided by the Directorate of Family Labour and Social Services. Information from these informs the local authorities and improve services.

Beneficiaries: Refugees

Partner: UNHCR



Family, Women Support and Disabled People Centre (AKDEM), Zeytinburnu Municipality, Turkey

Context: Approximately 22,000 Syrian refugees live in the Zeytinburnu district of Istanbul and 284,935 host community members. Zeytinburnu has one of the highest ratios (7,5 per cent) of refugee population to host community. The Municipality has signed the Gaziantep Declaration and adopts a holistic perspective towards persons with vulnerabilities.

Description: AKDEM conducts various social protection, livelihoods, social cohesion and coordination programmes for refugees in the district. In line with AKDEM's work and inclusive approach, refugee children are included in social protection services and empowerment activities at the Centre, as their mothers participate in the textile workshops and Turkish classes. During COVID-19, Zeytinburnu has taken a proactive approach to meet the basic needs of the host community and refugees. This included repurposing the Snow Finch Textile Workshop (a textile workshop established in 2018 by the Municipality with the support of UNHCR) for the refugee and host communities) to produce 250 reusable masks daily.



©Zeytinburnu Municipality, Turkey

Beneficiaries: Refugees and Host Communities

Partner: UNHCR and Save the Children Directorate General of Migration Management – Republic of Turkey, Ministry of Interior, Directorate for EU Affairs – Republic of Turkey, Ministry of Foreign Affairs, Save the Children, UNHCR, National Democratic Institute (NDI), The Bureau of Population, Refugees, and Migration (PRM), Raoul Wallenberg Institute, Swedish Association of Local Authorities and Regions, Union of Turkish World Municipalities, UCLG MEWA, Union of Municipalities of Turkey, Union of Municipalities of Marmara Region, Local Development Association, Turkish Green Crescent Society, Turkish-German University, Boğaziçi University, Istanbul University, Yeni Yüzyıl University, İstinye University, Biruni University



Responsibility Sharing

Building the Capacity of Municipal Services affected by Syrian Refugees, 20 Municipalities, Jordan

Context: In 2020, more than 700,000 refugees fled to Jordan. The large influx of Syrian refugees put a burden on host communities, which suffer from poverty and lack of basic social and services such as water, electricity and waste management.

Description: Infrastructure projects prepare municipal public facilities to serve the whole population and relieve pressure resulting from population increase due to the influx of Syrian refugees. Projects include constructing public parks, sports stadiums, a solar farm to generate solar energy, multi-purpose halls, public bathrooms, pavement of streets and sidewalks, rainwater drainage, street lighting and improving waste management. Innovative economic activities and initiatives create job opportunities for the local community and refugees. A centre for entrepreneurship was established, including a factory for clothing and tapestries, eco gardens, tourist restaurants, rural markets, aquaculture, theme parks. The total number of beneficiaries reached one million, 30 per cent of whom were refugees.

Beneficiaries: Host communities and the Syrian refugees (30 per cent)

Partner: International Cooperation and the International Bank for Reconstruction and Development (IBRD)

©UNHCR



Todos Somos Barranquilla, Barranquilla, Colombia

Context: Colombia is home to over two million Venezuelan refugees and eight million internally displaced people, most of them residing in Colombia's cities. The City of Barranquilla hosts the third-largest number of migrants, with nearly 100,000 foreign-born residents, approximately eight per cent of its total population.

Description: With the financial support of the Global Cities Fund, this project aims to facilitate access to the labour market and strengthen the ability of vulnerable persons to earn an income for themselves. This [project](#) helps over 100 persons overcome barriers to accessing the labour market. It offers a comprehensive set of services, including specialised vocational training, psycho-social support, legal documentation support, and direct access to employers. Delivered through the City's Centre for the Local Integration of Migrants, the project fosters integration in the formal economy, paving the way for a more robust and more inclusive workforce.

Beneficiaries: Refugees, Migrants, IDPs, and Host Communities

Partner: Barranquilla District Municipal Government with the support of the Mayors Migration Council's Global Cities Fund



©Mayors Migration Council

Municipal Mobile Health Clinic, Beirut, Lebanon

Context: In 2020, Beirut experienced one of its worst years on record. Already coping with an unprecedented displacement crisis, the city added an economic crisis and the Covid-19 public health crisis on top of it. An estimated one in four people in Lebanon is a refugee, with thousands of refugees, stateless people, and vulnerable workers residing in Beirut itself.

Description: With the financial support of the Global Cities Fund, the project provides free and non-discriminatory Covid-19 testing and other basic medical services to any individual who is unable to access these services due to lack of transportation, lack of finances, or other barriers, including migrants and refugees.

Beneficiaries: Refugees, Migrants and Host Communities

Partner: The Municipality of Beirut with the support of the Mayors Migration Council's Global Cities Fund and UN-Habitat Lebanon



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Kampala For All: Safety Nets for Recovery, Kampala Municipality, Uganda

Context: Uganda hosts approximately 1.4 million refugees, mainly from South Sudan, the Democratic Republic of Congo, Burundi, Somalia, Ethiopia and Eritrea. The refugee population in Kampala, close to 100,000, comprises those who have moved to the city from the settlements, seek employment opportunities, or join family members and friends already settled in Kampala.

Description: The project provides cash assistance to beneficiaries and support to home-based cottage industries. Value chains in light, home-based manufacturing, urban agriculture (expanding existing urban farming program) and essential trade are prioritised. The project supports the manufacturing of personal protective equipment (PPE) for the prevention of Covid-19. It provides training in basic financial literacy, seed capital and connections to broader markets through partnerships with online trading platforms. It prioritises support to women and works directly with refugee-led and community-based organisations. The project strengthens the city capacity to respond to refugee and migrant needs by supporting the *Kampala For All forum* (Kampala's initiative to ensure integration of migrants without any discrimination) and knowledge exchanges with other Ugandan cities.

Beneficiaries: Refugees, Migrants and Host Communities

Partner: The Kampala Capital City Authority with the support of the Mayors Migration Council Global Cities Fund



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Municipal Office of Service to Migrant Neighbours, Lima, Peru

Context: Peru is the new home of over 800,000 Venezuelans, most of them - over 600,000 migrants, refugees, and asylum seekers - settle in the capital city of Lima. While Lima offers them safety, they face many challenges in finding stable work, medical care, housing, education, and early childhood services, especially given that 47 per cent of minors are under the age of five.

Description: Lima uses the Global Cities Fund to open a new series of [Municipal Offices of Service to Migrant Neighbours](#) in the Cercado de Lima district. The new offices offer a set of services related to employability, health, case management for women at risk of gender-based violence, and other social services while also connecting them to the City's existing social service centres. In tandem, the city promotes intercultural activities within public urban spaces, in close association with civil society groups and local partners.

Beneficiaries: Refugees, Migrants and Host Communities

Partner: Metropolitan Municipality of Lima with the support of the Mayors Migration Council's Global Cities Fund



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Housing Subsidy Strategy, Medellín Colombia

Context: In 2020, 1,731,017 Venezuelans were registered in Colombia, 153,245 in Antioquia Department, and 87,794 in Medellín. Medellín hosts the fourth-largest number of Venezuelans among Colombian cities. Medellín has 2,533,424 inhabitants, and Venezuelan refugees and migrants make up 3.46 per cent of that population.

Description: Medellín's housing subsidy strategy is a monthly aid (from 110 to 160 US dollars) for payment of house rent provided to individuals or families living under conditions of housing insecurity and at risk of becoming homeless or already homeless because of the Covid-19 pandemic. The temporary aid is intended to provide humanitarian assistance to mitigate the housing vulnerability experienced by the families or individuals that need it for three to four months. This strategy has been in operation since April 30, 2020, implemented by the Corporación Ayuda Humanitaria. Approximately 400 migrant and refugee families will benefit from this project thanks to the Global Cities Fund.

Beneficiaries: Host Communities, Refugees and Migrants

Partner: Alcaldía de Medellín with the support of the Mayors Migration Council's Global Cities Fund Council's Global Cities Fund



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Inclusive Income Protection Program, Mexico City, Mexico

Context: Mexico City, the second-largest city in the Western Hemisphere, is home to 1.5 million foreign-born residents. This population includes internally displaced persons who face dire circumstances in finding economic and social inclusion within Mexico City. With 50 per cent of residents working in the informal economy, the city estimates that half a million informal jobs were lost due to Covid-19.

Description: Mexico City is working with local community organisations to identify over 400 people to receive social protection support via cash assistance, as well as any needed support related to employability, obtaining personal identification, awareness regarding Mexico City's public health services, and referrals to Mexico City's robust governmental, civil society and non-profit social services network. Thanks to the [Global Cities Fund](#), the city will expand a newly established social protection program to provide direct cash assistance to migrants and displaced persons while connecting them to national and local social services.



©Mayors Migration Council

Beneficiaries: Migrants, refugees, and internally Displaced Persons (IDPs)

Partner: Mexico City with the support of the Mayors Migration Council's Global Cities Fund

Human Mobility Services and Protection Project, Quito, Ecuador

Context: Quito has become the Ecuadoran city that receives the most refugees: 30 per cent of the total foreigners residing in Ecuador are in the Quito Metropolitan District. Regarding applicants for refugee status, 7,130 individuals are from Venezuela, and the rest come from countries like Colombia, Yemen, Syria, among others.

Description: Quito's Casa de la Inclusión provides legal consultations and workshops to strengthen citizens' understanding of local public policies on human mobility, direct target populations to relevant services and information. It serves as the main repository for information on human mobility. The Quito's human mobility plan will include programs to strengthen the capacities of refugees and migrants and protect their rights, foster entrepreneurship (technical and technological education programmes), promote diversity and integration, and labour and occupational labour training.

Beneficiaries: Migrants, Refugees and Asylum Seekers

Partner: Municipality of the Metropolitan District of Quito with the support of the Mayors Migration Council's Global Cities Fund and local partners



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Association of Relief and Solidarity for Refugees and Asylum Seekers (MSYDD), Sultanbeyli Municipality, Turkey

Context: Sultanbeyli hosts a considerable number of host community members (336,021) and Syrian refugees (23,195). This peripheric district hosts persons under international protection and receives migrants from across the country, which results in competition over scarce resources. The city is a signatory of the Gaziantep Declaration.

Description: Sultanbeyli Municipality has been one of the first respondents to the refugee situation in Turkey. MSYDD is an association that supports refugees in terms of protection, education, livelihoods, basic needs and social cohesion through a community centre. In cooperation with MSYDD, refugees were included in COVID-19 responses very early, through food packs, hygiene kits, diapers, and cash support to cover their invoices and rents. Educational materials were also distributed to support distance education. These activities were funded through private donations, municipality support and through MSYDD donors.



©Sultanbeyli Municipality, Turkey

Beneficiaries: Refugees and Host Communities

Partner: GIZ, Kahane Foundation, IDRF, Horizon 2020 European Union Funding for Research and Innovation, UNHCR, Refugee Girls Worldwide

Solutions

Local Integration & Social Cohesion

Kümmerer ('care-takers'), Altena Municipality, Germany

Context: Altena is a town with a population of 17,000, which has struggled in recent years as factories have closed and the population has dwindled. The city wants to highlight the positive effects on municipalities - counteracting problems related to demographic decline and economic stagnancy - and the potential and skills brought by the newcomers.

Description: When 270 asylum-seekers were assigned to Altena through the national distribution key at the height of the arrivals, the town administration offered to receive an additional 100 persons. Since then, Altena has established an initiative where civil society volunteers, so-called "Kümmerer", accompany asylum-seekers and refugees and support them with various aspects of their integration process, including finding training and employment. The close collaboration of volunteers and staff involved in integration efforts has also been acknowledged as [good practice](#) by the European Commission.

Beneficiaries: Refugees and Asylum seekers



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The “Curing the Limbo” Pilot Project, Athens, Greece

Context: The “[Curing the Limbo](#)” was a pioneering, pilot, EU-funded project that, through the collaboration of the Municipality, civil society and academia, aimed at actively supporting and empowering refugees in their effort towards self-reliance while promoting their participation in local life.

Description: The project was built upon two pillars; the provision of integration-related services to refugees with a holistic approach (Greek and English lessons, job counselling, vocational training, skills workshops, support in search of affordable housing) and the development of host-refugee communities interaction opportunities through sports and cultural activities. The Municipality of Athens designed and implemented the synAthina project that promoted and hosted new mixed groups of refugees and host community members on various thematic areas. The Foodies team invited locals and refugees to cook live via zoom famous Syrian & Middle Eastern cuisine dishes. Sabar Bar ran online oral history workshops focusing on the neighbourhood of Exarcheia, welcoming stories of both locals and refugees, and the Athens Niroo Community formed an online community around renewable energy sources opening the floor to refugee newcomers and residents.

Beneficiaries: Host community and Refugees

Partner: Athens Municipality, Athens Development and Destination Management Agency (ADDMA), National and Kapodistrian University of Athens (NKUA), Catholic Relief Services (CRS), International Rescue Committee (IRC)



©Athens, Greece

Multifunctional Centre of Casa delle Culture, Bari, Italy

Description: The Centre provides a helpdesk for socio-health and cultural integration (including linguistic and cultural mediation and active citizenship); helpdesk for promotion and intercultural discussion; Helpdesk for orientation and job promotion; and Housing Lab experimental project to search for accommodation.

Beneficiaries: Refugees and Migrants



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Comprehensive Programme for the Integration and Participation of Refugees, Berlin, Germany

Context: More than 1,5 million asylum-seekers have arrived in Germany since 2015. Berlin is home to more than 77,000 refugees.

Description: Since December 2019, the City of Berlin has had a “[Comprehensive Programme for the Integration and Participation of Refugees](#)”, setting out nine areas of action: arriving and remaining; accommodation, housing and social matters; healthcare; children, adolescents, families and unaccompanied minor refugees; labour market integration, gainful employment and education; higher education and science; social space integration, culture and sports; participation; and security and promotion of democracy. Consultations with refugees were held to help draft the Programme, and enabling their meaningful participation is a central objective.

Beneficiaries: Refugees

Partner: Civil Society, UNHCR, IOM, Refugee and Host Communities



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We Are Bristol communications campaign, Bristol, United Kingdom

Context: Bristol is a multicultural city in the southwest of England. In 2010 Bristol City Council was officially recognised as a City of Sanctuary. The city coordinates activities supporting and empowering refugees and asylum seekers through the City of Sanctuary and the Bristol Refugee Forum.

Description: The Campaign aims to prevent and counter discrimination and xenophobia and decrease hate crime rates. It promotes an inclusive local identity. It uses the latest research on public attitudes to migration and refuge to target the ‘moveable middle’ and encourage the development of an inclusive civic identity that encompasses difference and emphasises commonality.

Beneficiaries: Refugees and Host Communities



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Children Workshops, City of Sombor, Serbia

Description: The City of Sombor has organised inclusive workshops for migrant children. Local preschool teachers organise workshops and get-togethers for children in the migrant camp to feel more at home.

Beneficiaries: Migrants and Refugees



©City of Sombor, Serbia

HATMEK (Hatay Art and Vocational Courses Centre), Hatay Municipality, Turkey

Context: More than 436,206 Syrian refugees are registered in Hatay, out of which nearly 9,000 are residing in three Temporary Accommodation Centres. In 2021, Hatay municipality established a Migration Unit to increase the voice of refugees in local decision making.

Description: HATMEK provides language, art and cooking courses and leisure activities to facilitate interaction between refugee and host communities. During the pandemic, Hatay Municipality has provided cash cards, called 'Hatay Halk Kart' to local individuals who cannot cover their basic needs - including refugees. Those who apply can buy from shops that have an agreement with the Municipality.

Beneficiaries: Refugees and Host Communities

©Hatay Municipality, Turkey



Action Plan on Migration and Cohesion & Coordination Platform (2020-2024), Istanbul Metropolitan Municipality, Turkey

Context: The Istanbul Metropolitan Municipality (IMM) seeks to support over 1.6 million refugees and migrants' access to the municipal services and 39 district municipalities and ensure the quality of services delivered for the local communities and migrants in the city. The IMM works for an inclusive, sustainable, and democratic city where everyone can access services and participate in municipal decision-making.



©Istanbul Metropolitan Municipality, Turkey

Description: To institutionalise its refugee response, the Municipality established a Migration Unit under the Social Services Directorate and drafted an Action Plan on Migration and Cohesion valid until 2024. The plan prioritises four fields of action: 1. Coordination, 2. Capacity building, 3. Research (data management and service mapping) and 4. Social cohesion. In 2021, the Municipality joined UNHCR and WALD in the coordination of the Istanbul Municipality Coordination Platform. The platform supports municipal engagement in refugee response and reinforces the humanitarian-development nexus. It supports municipalities to further include refugees in services and advocates for increased access to diverse funding opportunities for cities. The platform aims to: strengthen information and good practice sharing among municipalities; support institutionalisation and standardisation of municipalities' refugee response; enhance municipalities' international visibility in refugee inclusion; and facilitate networking and cooperation with stakeholders in humanitarian and development areas.

Beneficiaries: Refugees and Host Communities

Partner: UNHCR and WALD

Permanent Desk for Inclusion, Mersin Metropolitan Municipality, Turkey

Context: Mersin hosts approximately 300,000 Syrian refugees since 2011.

Description: A special unit has been created under the responsibility of the Department of Social Affairs as a permanent desk for inclusion.

Beneficiaries: Migrants and Refugees



©Mersin Metropolitan Municipality, Turkey

Montreal Inclusive, Montreal, Canada

Context: As of 2019, refugees accounted for 14.2 per cent of all permanent resident status holders in Canada. Montreal has a long history of welcoming refugees and is a part of the Cities of Solidarity (CoS) initiative.

Description: Montreal created a specific municipal office to develop and implement a policy for newcomer integration: Bureau d'intégration des nouveaux arrivants à Montréal and developed a city action plan "Montreal Inclusive" to promote inclusion. The plan aims to make the City more open, safe and inclusive; develop an integrated and accessible offer of services; improve access to employment services and reception and inclusion capacities; increase newcomers' participation in economic life and improve their access to quality and affordable housing. Actions include hiring six regional partnership advisors, mapping key stakeholders and initiatives in the communities, conducting local needs assessments, proposing collaborative projects to meet local needs and sharing best practices.

Beneficiaries: Refugees and Migrants



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SIPROIMI / SAI Project, Naples, Italy

Context: Naples is Italy's third-largest city. It is located on the coast in the east of the country. In 2018, the city established an immigrant advisory commission to draw up proposals to improve the living conditions of migrants and immigrants in its territory and express non-binding opinions on all matters and planning linked to migration.

Description: The project promotes paths for the socio-economic integration and autonomy of beneficiaries. It includes linguistic-cultural, legal mediation service, knowledge of the Italian language, access to the National Health Service, facilitation of access to the real estate market, professional training and internships.

Beneficiaries: Refugees



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Bene Comune Project, Rome, Italy

Description: The project aims to improve the reception system through actions to promote the economic independence of refugees and migrants. It also includes measures to strengthen the skills and capacity of public-private partnerships and networks operating in the reception and inclusion sector. The project included direct support to municipality offices to help refugees start a career path, find housing and access healthcare. It trained civil servants working on reception, registration and integration, and harmonisation of guidelines. The programme included an intercultural support service for children.

Beneficiaries: Refugees and Migrants with Special Protection Status



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Youth for Tomorrow, Saida, Lebanon

Description: The project provides a safe space for marginalised youth to freely express their feelings and acquire life skills for a better future. 120 community and advocacy initiatives were developed by youth, and 3000 young people graduated from the intensive courses. 10,800 youth benefited from the psycho-social activities in the Centre, and 1,260 mothers and fathers had their awareness raised on essential topics. Additionally, 10,800 female and male youth participants raised their awareness on bullying, personal hygiene, private space and non-violent communication, and 1000 youth attended life skills workshops.

Beneficiaries: Syrian, Palestinian and Lebanese youth

Partner: Saida civil society platform



©Saida, Lebanon

Women's Support Centres (WSC), Sanliurfa Municipality, Turkey

Context: Sanliurfa province hosts more than 420,000 Syrian and non-Syrians refugees. The Department for Migration, which was transformed into the Directorate for Migration and Harmonisation in July 2021, distributed food and hygiene packages to the most vulnerable households of both communities during the COVID-19.

Description: The Municipality established 26 WSCs in the Province and one WSC shop in the City. Through the WSCs, the Municipal Department for Women's and Family Affairs facilitates interaction between the host community and refugee women to identify and acknowledge issues in the community and allow them to develop and initiate solutions together. The WSCs provide free courses, awareness-raising sessions and other services to improve women's living conditions and social status of refugee and host communities.



©Sanliurfa Municipality, Turkey

Beneficiaries: Refugees and Host Communities

Municipal Plan of Policies for the Immigrant Population (2021-2024), São Paulo, Brazil

Context: São Paulo is at the forefront of the Venezuelan relocation scheme in Brazil, which has already helped 3,184 Venezuelans relocate to 28 Brazilian cities. Refugees in São Paulo are mainly from Haiti (1,734), Venezuela (1,240), Cuba (644), Senegal (464), Syria (254), and Angola (223), which reveals substantially different distribution patterns, scales, and routes between other points in Brazil.

Description: The [Plan](#) aims to ensure migrants and refugees access social rights and public services; promote respect to diversity and interculturality; prevent rights violations, promote social participation and develop actions in coordination with civil society. São Paulo has created municipal immigration councils to help design, implement and monitor the City's policies and pledged to implement and monitor the plan, which has been elaborated through a process of social participation together with local government, civil society and international organisations.



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Beneficiaries: Refugees and Migrants

Partner: UNHCR, IOM, Civil Society, Mayors Migration Council

New Start 2016-2025, Vancouver, Canada

Context: Since the 1980 the City Council has adopted policy, programs and initiatives to facilitate and enhance newcomers' integration, including funding for organisations serving immigrants and refugees. In 2016, over 40 per cent of the city's residents were born outside of Canada. Vancouver is part of the Cities of Solidarity (CoS) initiative.

Description: In 2016, Vancouver published a [10-year settlement and integration strategy](#) for immigrants and refugees in the city: New Start 2016-2025. This process was initiated as part of the Local Immigration Partnership (LIP) established and funded by the Department of Immigration, Refugees and Citizenship Canada (IRCC). The New Start Strategy reflects the discussions and decisions made resulting from a

16-month process That engaged members of the Vancouver Immigration Partnership (VIP) and comprised four themes: 1. Enhancing Access to Services; 2. Strengthening Intercultural and Civic Engagement; 3. Building Welcoming and Inclusive Workplaces; and 4. Government and Public Institutions Addressing Needs.

Beneficiaries: Refugees and Migrants with Special Protection Status



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Social Cohesion Centre, Yildirim Municipality, Turkey

Context: Yildirim - one of Bursa's central districts - hosts the highest Syrian refugee population in Bursa. Approximately 80,000 Syrian refugees reside in the Yildirim District, one of the highest refugee populations in Turkey.

Description: The Municipality established a Social Cohesion Centre in the district, one of the first initiatives undertaken by a municipality in Turkey. The Centre supports women cooperatives, involving refugee members, to provide women with empowerment and self-reliance opportunities, and works with UNHCR, universities and key public institutions to implement its activities. Yildirim Municipality focused on social assistance distributions for low-income families, including refugees during the Covid-19 pandemic despite its limited resources.



©Yildirim Municipality, Turkey

Beneficiaries: Refugees and Host Communities

Partner: UNHCR

Meaningful Participation in Decision Making

Inclusive & Co-designed COVID-19 Response, Albuquerque, United States

Context: There are approximately 60-90,000 migrants and refugees in the Albuquerque Metro area.¹ Immigrants & Refugees live in all parts of the city. The Office of Immigrant and Refugee Affairs works to improve the lives of all immigrants and resettled refugees who are living in the city.

Description: This initiative aims to facilitate and embrace equity at all levels. The Office of Immigrant and Refugee Affairs holds bi-monthly COVID response meetings. This is a space to discuss topics of high relevance in immigrant and refugee communities. Meetings follow an agenda (introductions, data sharing, experts' briefings, Q/A, discussion and announcements) and invite community members, non-profit organisations, city employees, Board members from the local school district, elected officials and other local partners. Moreover, the city is preparing for the upcoming arrival of Afghan refugees to Albuquerque.



©Albuquerque, United States

Beneficiaries: Refugees, Migrants and Host Communities

Migration and Asylum-seekers Working Group, Gaziantep, Turkey

Context: Gaziantep Metropolitan Municipality hosts more than 452,000 Syrians as well as several thousand of non-Syrians refugees. Two main districts of Gaziantep, namely Sahinbey and Sehitkamil, hosts over 250,000 and over 100,000 refugees, respectively.

Description: A Migration and Asylum-Seekers Working Group is operational under the Gaziantep City Council, providing a voice to refugees in local decision-making. Gaziantep established centres called GASMEK (Gaziantep Art and Vocational Courses Center), where more than 400 courses (language, arts, vocational, etc.) are available to refugees and host community members. A Community Centre offers services and activities for refugee women and children.



©Gaziantep, Turkey

Beneficiaries: Refugees and Host Communities

¹ A Formative Evaluation of Needs, Resources & Readiness to serve immigrants, Refugees, and English - Language Learners in Albuquerque. Author: Terry Scheler - Program Evaluator. 2017

Municipal Youth Council, Larissa, Greece

Context: The Municipality of Larissa has hosted a significant number of refugees in a reception centre for asylum seekers with capacity for 1500 people. From the first moment of the refugee crisis, Larissa responded by activating all social structures and services to cover basic needs.

Description: The initiative aims for young participants to become familiar with decision-making processes at the local level and participate in initiatives promoting social justice and solidarity. As such, the young women and men that will participate in the Council will work towards organising and supporting local community initiatives and will co-design – in collaboration with the local authority of Larissa – a framework for the City’s Youth Strategy. The Council places great importance on the participation of vulnerable population groups. One representative (and one alternate member) from the refugee community participates in the Council. The term of office of the Council is one year. Over 100 young people participated in education workshops focusing on their familiarisation with local government operations.



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Beneficiaries: Host Communities and Refugees

Understanding the Warao people’s habits and customs, Nova Iguaçu, Brazil

Context: Nova Iguaçu’s experience with Venezuelan refugees and migrants began with the reception and monitoring of a group of Warao indigenous people. The city created an emergency plan that proposed care and guarantee of rights with social assistance access, promoting inclusion of this group in the Serviço de Proteção e Atendimento Integral à Família (PAIF).

Description: The arrival of this indigenous ethnic group with no history of presence in the Brazilian territory, in a forced displacement situation, with vulnerabilities and cultural aspects still little known by the assistance policy networks, represents a series of challenges. SEMAS (Municipal Secretary for Social Assistance) conducts case studies to understand better the Warao people’s habits and customs to provide care and include them in municipal services and programmes through a sensitive approach that respects cultural values. Services and programmes have access to emergency income, renewal of refuge protocols, housing, access to school and healthcare.



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Beneficiaries: Refugees and Migrants

Migration Working Group, Sanliurfa Municipality, Turkey

Context: Sanliurfa province hosts more than 420.000 Syrian and non-Syrians refugees. The Department for Migration, which was transformed into the Directorate for Migration and Harmonisation in 2021, distributed food and hygiene packages to the most vulnerable households during COVID-19.

Description: The Municipality established a Migration Working Group of the City Council as a forum in which the representatives of the Metropolitan Municipality and the civil society groups from both communities identify and acknowledge issues in the community and develop and initiate solutions together. In its *Migration Information Centre*, refugees receive information about available services and support for their protection needs.

Beneficiaries: Refugees and Host Communities



©Sanliurfa Municipality, Turkey

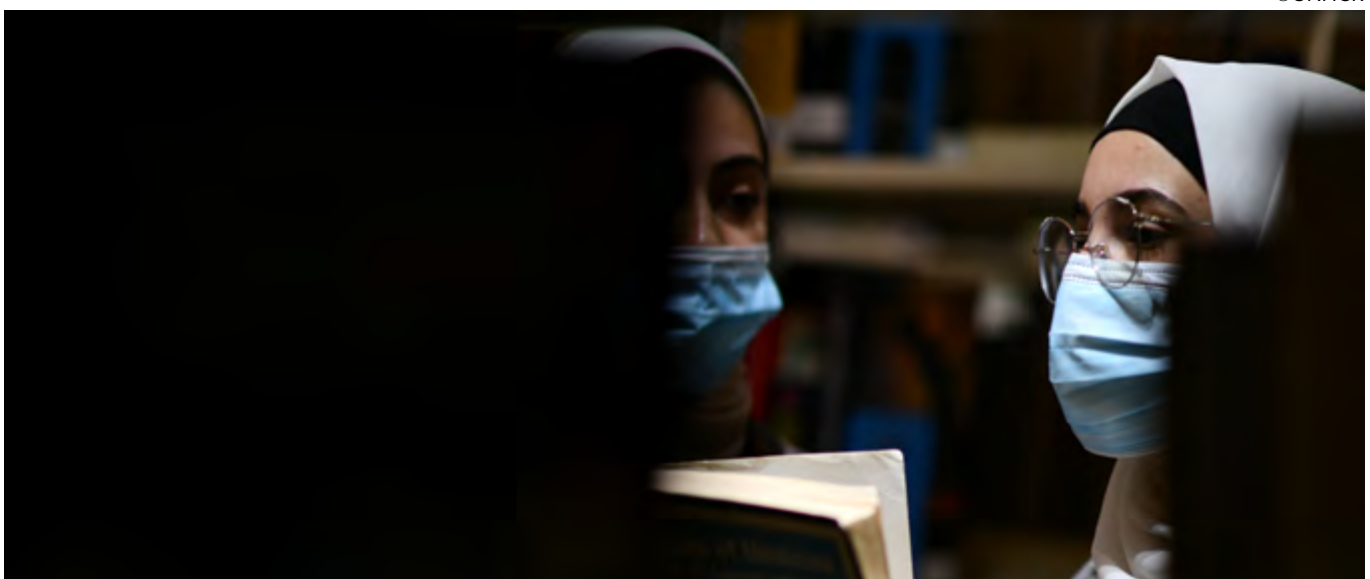
Refugee Assembly, Şişli Municipality, Turkey

Context: In early 2020, the district hosted approximately 7,000 Syrian refugees under temporary protection and a similar number of Syrian refugees who are registered in other provinces.

Description: A Refugee Assembly was established under Şişli City Council. It came together with public institutions and helped empower its members by organising a Turkish speaking club and holding legal seminars on their rights and services.

Beneficiaries: Refugees

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Resilience & Sustainable development

Resilience in Local Governance Turkey Project (RESLOG-Turkey), Adana, Bursa and Hatay Metropolitan Municipalities and Sultanbeyli, Zeytinburnu, Şişli, Orhangazi, Osmangazi, Sarıçam, Seyhan, Reyhanlı and Mezitli Municipalities, Turkey

Context: Turkey currently hosts the largest number of refugees worldwide, including more than three million Syrians.

Description: To build the capacity of municipalities to influence policies at the national level, a policy document is prepared by technical teams consisting of mayors and department representatives and experts working on migration. Various activities are carried out to strengthen the dialogue and interaction between municipality associations, including a series of events such as training, seminars and workshops under the topic of “Local Governance and Migration Meetings” to expand knowledge in areas such as finance, legislation, planning, inclusiveness, resilience, and data management. To enable knowledge- and experience-sharing about the works of the local governments, thematic working groups formed by municipality representatives worked to align best practices of municipalities in the field of migration with the Sustainable Development Goals and compiled them into a book using the storytelling method. Pilot municipalities have prepared resilience Assessments, and Migration Master Plans with expert support.



©Sultanbeyli Municipality

Beneficiaries: Municipalities

Partner: The Swedish Association of Local Authorities and Regions, Marmara Municipalities Union, Union of Municipalities of Turkey and Çukurova

Economic Development Assessment in the West Nile Region, Arua City, Uganda

Context: The Municipality of Arua is in North-Western Uganda, approximately 480km north of Kampala. Because of their proximity to the borders and refugee camps within the region, Arua and neighbouring municipalities also host a large population of urban refugees and migrants, contributing to their economic growth. Refugees residing in Arua city must be included in urban planning to reach participatory governance. Arua City schools currently (2021) host approximately 5000 refugee learners, both public and private. Parents of these learners should have representation on the PTA executive committee. Many refugees enrol in various tertiary and higher institutions of learning and they must undertake internship for exposure and confidence development in preparation for employment.



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Description: Representation of urban refugees on the Arua City Development Forum, Representation of Refugees on school management committees and provision of internship for Refugee Students. Arua City is committing to capture the needs of refugees in the City Development Plan and Budget, incorporate refugees on Parents Teachers Association (PTA) of City Schools, both primary and secondary since City education services are non-discriminatory, and providing internship opportunities to refugees in tertiary and other higher institutions of learning to obtain practical skills and experience in various fields.

Additionally, the city has been applying an integrated planning approach for decision-making at the urban and City level in refugee-hosting cities such as Arua, where there is importance in promoting dialogue across planning scales and administrative boundaries, including different sectors and urban stakeholders. A socio-economic baseline survey was conducted - to inform and support the planning process.

Beneficiaries: Refugees and Host Communities

Partner: Arua City, AVSI, Cities Alliance, Makerere University, UN-HABITAT. Funding partner: SDC.

Integrated approach for the inclusion of Internally Displaced Persons in urban areas, **Dori, Kaya, Tougouri and Kongoussi, Burkina Faso**

Context: Burkina Faso currently has 1.4 million IDPs. Most have sought refuge in urban areas of all sizes. While IDPs are in highly vulnerable situations, the access of host populations to urban, basic and WASH services is also significantly reduced.

Description: This approach aims to increase the capacity of local authorities, increase access to adequate housing, education, WASH, health services, and improve the urban environment for people in vulnerable situations (area-based approach). Activities include building integrated and inclusive (participatory) urban and territorial planning capacity at the local level for better planning for and managing rapid urban growth due to forced displacement. The pilot in four cities will include cross-sectoral urban plans (developed in consultation with host and IDP communities); construction or expansion of infrastructures (schools, WASH, health); construction of adequate, incremental housing and public spaces. Awareness-raising sanitation and health risks (including COVID-19), reducing GBV and environmental protection (reducing the impact of rapid urban growth), and waste management will occur. As pressure on natural resources, livelihood generation and HLP rights are currently the most pressing, the project also addresses those topics, including promoting the cooperation of local communities across administrative boundaries (territorial approach).



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Beneficiaries: Internally Displaced Persons (IDPs) and Host Communities

Partner: UN-Habitat and funded by the Instrument contributing to Stability and Peace of the European Union



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Comprehensive Refugee Response Framework – CRRF: Inclusive Urban Development & Mobility, Municipality of Koboko, Uganda

Context: Koboko Municipality implements the Comprehensive Refugee Response Framework – CRRF to improve livelihoods and access to quality social services (education and health) for refugees and the host population.

Description: The CRRF aims to strengthen the inclusion and participation of displaced persons/ refugees in the economic and social life in Koboko Municipality and improve livelihoods and greater access to quality basic services for refugees and host population in Koboko Municipality.

Beneficiaries: Refugees and Host Communities

Partner: Koboko Municipality, Cities Alliance, ACAV, EUTF for Africa



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Third Country Solutions



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NesT Community Sponsorship, Altena, Minden and Rottenburg Municipalities, Germany

Context: Minden is a town of about 83,000 inhabitants in the northeast of North Rhine-Westphalia, Germany. Minden is home to more than 2,000 Syrians. Rottenburg am Neckar is a medium-sized town in the district of Tübingen in Baden-Württemberg. Altena is a town with a population of 17,000. The town wants to highlight the positive effects of hosting refugees - counteracting problems related to demographic decline and economic stagnancy - and the potential and skills brought by the newcomers.

Description: The cities of Minden, Altena and Rottenburg have recently become involved in the German pilot community sponsorship programme "NesT". The towns support local sponsorship groups with integration and accommodation for resettled refugee families. Community Sponsorship is a tangible, rewarding way for individuals and small groups to help resolve the growing global forced displacement. In Germany, community sponsorship complements the resettlement programme and allows local volunteer groups to sponsor refugee families and support them after their arrival.

Beneficiaries: Refugees

Partner: UNHCR and Global Refugee Sponsorship Initiative (GRSI)

Welcoming Cities Community Reference Group, Darebin City Council, Australia

Context: Darebin City Council (Council) has a long-standing commitment to supporting and advocating for the rights of newly arrived refugee and asylum seeker communities as articulated in our [Towards Equality Framework](#).

Council is a member of [Refugee Council of Australia RCOA](#) 's [Refugee Welcome Zone Leadership Group](#), and is working closely with RCOA to further enhance the direction of [Refugee Welcome Zone](#) initiative toward strengthening the commitment in spirit to welcoming refugees into the community, upholding the human rights of refugees, and enhancing cultural and religious diversity in community.

Description: As a member of Welcoming Cities network, Council is committed to support migrant and refugee communities. This commitment is guided by Council's Darebin Welcoming Cities Community Reference Group, which is made up of community members with lived experience and representatives from key migrant and refugee organisations, as well as members of the Darebin Aboriginal Advisory Committee to ensure the voices of First Nations peoples form part of this work. Its purpose is to facilitate and monitor Council's progress towards achieving this commitment through Darebin Welcoming Cities Action Plan. Current priorities of Darebin Welcoming Cities Action Plan include: advocating for the right of newly arrived refugees and people seeking asylum, taking stand against and addressing racism and supporting employment opportunities for migrant and refugee communities.

In addition, Council is supporting a range of advocacy initiatives to improve the rights of refugees and people seeking asylum, both locally and globally. This includes Back Your Neighbour campaign to ensure people who have fled persecution do not end up suffering homelessness or destitution and advocating for the right and supporting the basic needs of asylum seekers who are held in or released from immigration detention centres. More recently, Council has taken a stand with regard to the humanitarian crisis unfolding in Afghanistan through calling on the Federal Government to take urgent and immediate actions to address humanitarian crisis and as a local government authority committing to welcoming Afghan refugees and supporting their settlement within Darebin municipality.

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