



Socio-economic inclusion of migrant EU workers in 4 cities

City Report Milan

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*Employment,
Social Affairs
and Inclusion*

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Abbreviations, acronyms and definitions

Active	Any person who is either employed or unemployed (EU-Labour Force definition)
AFMP	Agreement on Free Movement of Persons
CJEU	Court of Justice of the European Union
Country of citizenship	The country of which the person holds the citizenship
EFTA	European Free Trade Association (Switzerland, Iceland, Liechtenstein and Norway); the EFTA countries included in this report are Iceland, Norway and Switzerland. Liechtenstein was excluded since no data from the EU-LFS are available.
Emigration rate	The share of persons of a certain citizenship who have been living in an EU-28/EFTA country other than their country of origin for a certain amount of time from the total population in the country of origin.
Employed	Any person who during a reference week worked for at least one hour or had a job or a business but was temporarily absent (EU-Labour Force Survey definition)
Employment rate	The employment rate is the share of employed over the total population of the same age reference group
EU	European Union
EU-LFS	European Union Labour Force Survey
EU-13	13 Member States that entered the European Union as part of its enlargement since 2004 to 2014: Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Romania, Slovakia, Slovenia
EU-15	15 Member States of the European Union as before the enlargement of 2004: Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, the Netherlands, Portugal, Spain, Sweden, the United Kingdom
EU-28/EFTA movers	EU-28 or EFTA citizens between the ages of 15 and 64 who are residing in a EU-28 or EFTA country other than their country of citizenship (definition created for the purpose of this study)
Foreigner	Any person who is not a citizen of the country he/she resides in; thus, this term is used in this study to refer to both EU-28/EFTA movers and TCNs at the same time
ILO	International Labour Organization
Immigration rate	The share of persons of a certain citizenship who have been living in a EU-28/EFTA country other than their country of origin for a certain amount of time from the total population in the country of residence
Inactive	Any person who is neither employed nor unemployed (EU-Labour Force definition)
New EU-28/EFTA movers	EU-28 or EFTA citizens between the ages of 15 and 64 who have been residing in a EU-28 or EFTA country other than their country of citizenship for up to three years as of 2013 ¹ (definition created for the purposes of this study)

¹ Figures capture length of stay in the current country of residence. This means that persons with country of citizenship A (e.g. Italy) who have resided in country B (e.g. Germany) for less than

p.p.		Percentage points
Recent EU-28/EFTA movers		EU-28/EFTA citizens between the ages of 15 and 64 who have been residing in a EU-28 or EFTA country other than their country of citizenship for up to ten years as of 2013 ² (definition created for the purposes of this study)
TCNs		Third-country nationals
Total population in country of citizenship		The population in the country of citizenship (including EU and TCNs in these countries) + the respective group of citizens emigrated in the EU-28/EFTA ³
Transitional arrangements		Temporary measures that delay the full application of the principle of freedom of movement for workers from a new EU Member State. They may be in place for up to seven years after accession
Unemployed		Any person who is not currently employed, is currently available for work within two weeks and is actively seeking work (ILO definition)
Working age		Between the age of 15 and 64

three years will account as 'new EU-28/EFTA movers'. However, these persons may have resided in another country C before, which is not captured by the figures.

² The same methodological caveat applies for figures of recent EU-28/EFTA movers.

³ When calculating shares of movers in the countries of residence, the total population only refers to the total population in the country of residence (including all migrants).

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Executive Summary

Context and aims of the study

The freedom of movement of EU workers is one of the four freedoms on which the EU's Single Market is based, alongside freedom of movement of goods, capitals and services. Since 2004, the year the European Union (EU) expanded from 15 to now 28 Member States, the scope of mobility for people within the EU increased substantially.

In this context, the overall purpose of this study was to investigate, through case studies, the challenges and opportunities for the economic and social inclusion of migrant EU workers in four cities across the EU: Leeds (UK), Frankfurt (Germany), Rotterdam (Netherlands) and Milan (Italy). This executive summary presents findings of the Milan case study drawn from desk research, including literature review and secondary data analysis, survey responses with Migrant EU workers in Milan, and a series of interviews and focus groups with key stakeholders.

In our research we define social inclusion as a process which ensures that citizens have the opportunities and resources necessary to participate fully in economic, social and cultural life and to enjoy a standard of living and well-being that is considered normal in the society in which they live.

The findings of this research aim to inform the ongoing debate—at the local, national and European level—on intra-EU labour mobility, by providing concrete examples of challenges and opportunities related to the inclusion of newly arrived EU migrants.

EU migration to Milan

The analysis of the reasons for moving to Italy and to Milan given by respondents reveals that migration is mainly related to work (looking for a job or taking a job offered).

If this is true for the whole group of EU-migrants, it has to be noted that migrant EU workers in Milan display different profiles according to their country of origin, which result in different needs, different challenges faced and different patterns of behaviour. As results from the fieldwork – interviews, survey and focus groups – migrant EU workers in Milan can be grouped in two main categories:

- EU-15 migrants, mainly characterised by highly qualified profiles, moving as posted workers of multinational companies or institutions, and often followed by their partner and family; they face limited challenges, are easily assimilated to the local community and often are not even perceived as “migrants”;
- EU-13 migrants – especially from Romania, Bulgaria and Poland amongst which the Romanian community is highly predominant; they tend to be in lower skilled jobs, generate stronger migration flows, and encounter greater integration problems, in addition to facing specific challenges related to their circumstances.

Statistical data confirm that these two categories show different patterns, mainly related to the time and intensity of their migration (EU-15 migration in Milan

started earlier and remained stable over the years, while EU-13 migration was particularly intense during the last decade). The survey results show that the socio-economic profiles of migrants and the reasons for migrating vary substantially between these two groups.

Key challenges

In this context, and on the basis of the collected information, a number of challenges were identified for migrant EU workers (and in some occasions specifically for one sub-group), local workers and the local community

Regarding the integration of migrant EU workers, for example, challenges mainly relate to:

- Unequal conditions of **access to and permanence in the labour market**, such as difficulties in the validation and recognition of diplomas, skills and qualifications, which put the migrant EU workers in disadvantaged conditions with respect to local workers with similar profiles;
- **Skills mismatch** is also frequent, and EU-28 migrants (especially Romanians, Bulgarians and Poles) are often hired at a lower qualification level with respect to the job that they perform in practice. Despite these imbalances EU migrants (and especially Romanians, Bulgarians and Poles) seem to be still available/willing to take up under-qualified jobs, as indicated by several interviewed stakeholders and confirmed by the survey results, because they are better remunerated than they would be in their home countries or because they do not have access to better options. Also, EU migrants (and especially Romanians, Bulgarians and Poles) appear to be exposed more frequently to worse working conditions than local workers, as reported by the majority of interviewed stakeholders and confirmed by survey results. In terms of skills, the only relevant limitation that was identified by stakeholders is related to language skills. The EU migrants' limited knowledge of the Italian language, especially at the very beginning of the migration experience, is an important barrier for their access to information and job offers. Survey results confirm this, and allow inferring that a relationship between language skills, type of occupation and related working conditions exists. Nonetheless, some groups (Romanians first of all) are able to learn the language very quickly ensuring for themselves a comparative advantage on other foreign job seekers in the longer term;
- The **availability and access to information**:
 - Migrants suffer from a difficult access to information related to vacancies and the poor functioning of the matching mechanisms of labour supply and demand, which makes social networks more effective for finding employment compared to formal mechanisms and services;
 - Additionally, employers often have only limited knowledge of the administrative procedures to be followed when hiring a foreign worker, being unaware of the different (lighter) requirements for EU workers as compared to non-EU nationals;
 - Finally, public services staff has often only limited or inaccurate information as well, which results in wrong, useless or duplicated administrative procedures requested from EU-28 citizens.

As a result of the above, (Eastern) EU migrants mainly rely on informal and social networks to get a job, which fosters sector or occupational segregation

and the ethnicisation⁴ of work, through the creation of migration chains in specific professions or sectors:

- Other aspects related to **access to services** also have an impact on the socio-economic integration of EU migrants. This is especially the case of housing: economic reasons, but also landlords' discriminatory practices, can lead EU migrants to find precarious solutions such as sharing a flat. On the other hand, it is important to stress that EU migrants do not appear to use public services intensively. Generally speaking, they do not encounter important barriers in accessing the various local services (apart from, mainly, information and language constraints).

Additionally, according to most interviewees EU migration may represent a challenge for those local workers in low-paid and low-skilled occupations who tend to perceive Eastern EU migrants as competitors, since they seem prepared to accept lower salaries and worse working conditions. The evidence from the survey seems to confirm this, as surveyed Eastern European EU-28 migrants are often employed in low-paid and low-skilled jobs and in occupations and sectors in which working conditions appear to be worse.

Finally, for the local community migrant EU workers mainly represent a challenge regarding the perceived "occupation" of certain neighbourhoods, where "ghettos" are created without important efforts for integration, as stressed by various academics and stakeholders consulted in the context of this study. On the other hand, it is important to stress that the local community does not seem to suffer a restricted access to local services because of the presence of EU migrants as pointed out by interviewees, and indirectly confirmed by our survey results. According to the survey, in fact, the use of local services and facilities appears to be quite limited among respondents, and the impact of EU migrants on the social assistance system appears to be almost irrelevant.

Key opportunities

The study has also identified opportunities resulting from EU migration to Milan. Migrant EU workers are perceived to have positive impacts on the local level. They generate greater dynamism in the local economy (filled vacancies, decreased labour costs, increased international opportunities for businesses, greater diversity and productivity of the workforce). EU migration also contributes to greater efficiency of the local services (provision of specialised services - linguistic and cultural mediation, translations, etc. - and important efforts in terms of efficiency - simplification of administrative procedures to be more accessible to non-native speakers and consequent decrease of bureaucratic burdens, staff reorganisations). In addition, local workers feel that they are not forced to accept disadvantageous jobs, because these jobs are often taken up by (Eastern) EU migrants. Finally, the local community not only benefits from better public and private services, but also enjoys increased cultural variety and richness.

In this context, the role of the Municipality of Milan has demonstrated to be key and the quality and effectiveness of its services have been confirmed by several stakeholders. Third sector organisations have a complementary role and, despite promoting smaller initiatives, are also active in providing support to EU migrants.

⁴ Segregation of specific groups of migrants with the same national or ethnic background in specific occupations or economic sectors.

Recommendations

In general terms, it can be stated that policies and measures launched and managed at a local level seem to be effective and useful for the integration of EU migrants. Yet they are not yet sufficient to cover satisfactorily all the needs of this group. This is due, on the one hand, to the lack of financial resources for integration policies within the Italian system of local governments funding, and on the other hand to the large number of actors involved in local service provision, which can result in lack of coordination, overlapping and duplications, with a consequent loss of effectiveness.

In this context, the study produced a number of recommendations to local policy makers for a better response to the needs of migrant EU workers, local workers and the local community:

- One-stop shop for EU migrants;
- Focused research to create knowledge and set the basis for the provision of specialised services for EU migrants;
- Staff training and appointment of specialised human resources in key public services;
- Recognition of qualifications, skills and previous working experience of migrant EU workers;
- Specialised vocational training courses to integrate the professional profiles of EU migrants;
- Collection of detailed data on the characteristics of EU migration, and better coordination between statistical data systems at different administrative levels;
- Stronger attention to those professions and sectors characterised by frequent practices of undeclared work and irregular jobs;
- Awareness raising and dissemination of relevant information regarding the working requirements for EU workers;
- Support to migrants' associations as a complementary service to what offered by public administrations.

1 Introduction

This report is prepared by Ecorys for DG Employment, Social Affairs and Inclusion (DG EMPL) as part of the project on Surveys and reports on challenges and opportunities of socio-economic inclusion of migrant EU workers in four selected European cities. It summarises the results of a multi-method study implemented in Milan (Italy) including data and literature review, in-depth stakeholder interviews, a survey amongst EU migrants in Milan and three focus groups. This report is complementary to the city reports for Leeds, Rotterdam and Frankfurt, and the synthesis report on the findings of all four city case studies.

Definition of social inclusion and social cohesion

According to the European Joint Report on Social Inclusion 2004, social inclusion is a process which ensures that citizens have the opportunities and resources necessary to participate fully in economic, social and cultural life and to enjoy a standard of living and well-being that is considered adequate in the society in which they live. It encompasses but is not restricted to social integration or access to the labour market, as it also includes equal access to facilities, services and benefits. This is also reflected in the notion of active inclusion and its three pillars (inclusive labour market, income support and access to quality social services) adopted by the EU.⁵

Social inclusion is also related to social cohesion, a concept often applied to spatial entities like cities or regions. The OECD defines social cohesion as follows⁶: "A cohesive society works towards the well-being of all its members, fights exclusion and marginalisation, creates a sense of belonging, promotes trust, and offers its members the opportunity of upward mobility". Social inclusion is considered as a key component of social cohesion, along with social capital and social mobility.⁷

The multidimensional (economic, social and cultural) nature of social inclusion is due to the interrelations between these dimensions. Economic activity is considered to have a positive effect on social cohesion and to have inclusionary effects beyond the income-generation aspect: "[...] contacts and interactions in the workplace can [...] generate trust and 'bridging' social ties that help people collaborate across potentially divisive ethnic and social boundaries".⁸ On the other hand, cultural and political participation also contribute to foster dialogue and social cohesion. These aspects will be taken into consideration particularly for the identification of good practices.

We will assess social inclusion within the framework defined by the EU: having access to the opportunities and resources to participate economically, socially and culturally.

5 Commission Recommendation 2008/867/EC of 3 October 2008 on the active inclusion of people excluded from the labour market [Official Journal L 307 of 18.11.2008].

6 OECD (2011) Perspectives on Global Development 2012: Social Cohesion in a Shifting World, OECD Publishing.

7 Ibid.

8 Woolcock & Narayan (2000), Varshney (2002) and Kilroy (2012), cited in Wietzke, F-B. (2014) "Pathways from Jobs to Social Cohesion," World Bank Research Observer, 16 April.

The table below identifies a number of areas where in our experience the three forms of participation are to be found in a city such as Milan.

Table 1.1 Forms of economic, social and cultural participation in Milan

Economic Participation	Social Participation	Cultural Participation
Employment and the labour market	Housing	Arts
Self-employment and entrepreneurship	Health	Media
Lifelong learning and skill training	Education	Sports
Social security	Social assistance	Religion
Purchasing power	Safety and justice	Leisure
	Transportation and mobility	Volunteering / civic engagement

Selection of the four cities

The exclusion and selection criteria for countries and cities to be included in this study were specified by the European Commission. The four case study cities were selected on the basis of the following criteria:

- “The selected cities must be amongst those with the highest presence of recent migrant EU workers (EU workers who arrived since the year 2000), and/or having recently experienced the highest influx of migrant EU workers over a short period of time;
- Challenges for their inclusion in local society and/or labour market;
- Opportunities for their inclusion in local society and/or labour market;
- Geographical location of the cities, which must be in four different Member States, which must themselves be amongst those with the highest presence of recent migrant EU workers (EU workers who arrived since the year 2000), and/or having recently experienced the highest influx of migrant EU workers over a short period of time;
- Size of the cities, which must be above 500,000 inhabitants.

Cities not to be included:

- Cities which have already been the subject of the previous EY study;⁹
- National capitals¹⁰.

Demographic data of registered population, released by the Italian National Statistical Office (ISTAT) for 2013, indicate that five Italian cities could be eligible for this study, as they have a population of at least 500,000 inhabitants: Milan, Turin, Naples, Genoa and Palermo.

Data on foreign population by citizenship released by ISTAT for the period 2004-2011, display that Turin, the fourth largest city in Italy has the highest number

⁹ EY (2014) Evaluation of the impact of the free movement of EU citizens at local level – Final report, January 2014. Available from http://ec.europa.eu/justice/citizen/files/dg_just_eva_free_mov_final_report_27.01.14.pdf, last accessed 6 February 2015.

¹⁰ European Commission, Employment, Social Affairs and Inclusion Directorate-General, Specifications – Tender No. VT/2014/027, pp. 3-4.

of registered EU migrants among the five cities (56,649 individuals), and the second highest growth rate of EU migrant population (+210.5% between 2004 and 2011), mostly due to the Romanian component (+258.2%, Turin has the largest Romanian community in Italy: 51,918 individuals, 91% of its EU migrants population). However, Turin was not eligible according to the terms of reference, as it was already included in the Evaluation of the impact of the free movement of EU citizens at local level. After Turin, the city with the largest EU migrant population is Milan (28,524 individuals). The EU foreign population in this city increased by 118% between 2004 and 2011. The Romanian community alone grew by 362.7%. Napoli, Palermo and Genoa have all much lower numbers of EU migrants. Among the remaining three cities, Palermo displays the smallest EU migrant population (3,322 individuals, 0.5% of total registered population) but the highest growth rate of EU migrant population (+248.9%), Naples displays the highest proportion of EU migrant population (17.2% of total population), but the lowest growth rate of EU migrant population (+165.9%), whereas Genoa displays the third lowest registered EU migrants population (6,420 individuals) and the third highest growth rate of the EU migrants population (+210.5%). There are thus pros and cons for all cities, but given the need for a sufficiently large empirical basis for the study, we have opted for the one with the largest EU migrant population, Milan.

Purpose of the assignment and research questions

The purpose of the assignment was to provide the European Commission with information on the challenges and the opportunities in the economic and social inclusion of migrant EU workers and their families at local level, within the framework in particular of Article 45 TFEU and Regulation (EU) 492/2011 and Regulation (EC) 883/2004 on the coordination of social security systems.

In particular this study aims to inform the on-going debate at local, national and European level, on intra-EU labour mobility, by providing evidence of concrete examples of challenges and opportunities related to the socioeconomic inclusion of migrant EU workers.

A common methodological approach for all four cities was chosen, with the aim of enabling to draw conclusions in a comparative perspective.

The research questions answered by this study on Milan are the following:

- What is the context of EU labour migration in Milan?
- What does the history of EU labour migration in Milan look like?
- What is the local profile of EU migrants (migrant EU workers) in Milan?
- Which are the challenges and opportunities for migrant EU workers in Milan?
- Which are the challenges and opportunities for the local community and local workers resulting from EU labour migration in Milan?
- What are the policies and practices supporting the socio-economic inclusion of migrant EU workers at local level in Milan?

Methodology

These questions were answered using a mixed-method approach, combining an in-depth data and literature review, a number of stakeholder interviews (n=23), a quantitative survey amongst migrant EU workers in Milan (n=403) and three focus groups for a reflection on the preliminary results.

The in-depth data and literature review made use of available quantitative data on migrants in Milan (e.g. Population Register data released by Milan City Council, demographic data by ISTAT, the National Institute of Statistics, and 2011 ISTAT General Population Census data) and research on the challenges and opportunities related to the socio-economic integration of migrants. Regarding the existing empirical evidence and literature, it is worth to mention that there is a significant lack of information on the specific topic of migration from EU-28 countries. On the other hand, the literature and empirical evidence on migration to Lombardy region and Milan area appears to be rather conspicuous and diversified.

Stakeholder interviews in Milan were carried out between 6th and 14th of October 2014 and involved a cross-section of all groups specified at the outset of the study. The group of interviewees included:

- Local authorities and local service providers: 9;
- Public and private employment services: 3;
- Social partners: 4;
- Civil society actors: 7;
- Other (ESF): 1.

The **survey amongst migrant EU workers** in Milan was carried out through the CAPI (Computer Assisted Personal Interview) technique. The survey was implemented in Italian, English, German, French, Romanian and Bulgarian, and took place during the month of November 2014. In total 403 individuals were interviewed.

Relevant local stakeholders (22 in total) were involved in three thematic **focus groups** which took place on 11th of December 2014 in Milan and covered the following topics:

- access to social services and benefits (stakeholders participating: 11 local service providers and officials responsible for specific services and civil society organisations);
- labour market and employment (stakeholders participating: 5 representatives of social partners, public and private employment services);
- general migration experience (stakeholders participating: 6 associations of migrants and individual migrants).

Focus groups were used for a presentation of the preliminary findings of the study, a reflection on these, the validation of survey results and the formulation of conclusions and recommendations.

Structure of the report

This report is structured as follows: in **chapter 2** the relevant city and national context is illustrated, and information on the demography and main socio-economic characteristics of the city is reported; **chapter 3** provides an overview of EU migration in Milan and illustrates the profile of EU migrants in Milan; in **chapter 4** the challenges and opportunities for EU workers, local workers and the local community in Milan are illustrated; **chapter 5** presents policies and practices which support the socio-economic inclusion of migrant EU workers at local level as reported by relevant local stakeholders; finally **chapter 6** summarises the study's main findings, conclusions and recommendations.

2 Context of Milan

2.1 Demography

Milan is the capital of Lombardy Region, and also the largest city in the North of Italy. It has a registered population of 1,262,101 inhabitants (2013 ISTAT data), which makes it the second largest city in Italy, after Rome (2,638,842 inhabitants). However, when considering also the metropolitan area (corresponding approximately to the Province of Milan), its total population reaches up to 3,075,083 inhabitants.

2.2 Socioeconomic situation

Milan has historically been attractive for migrants as a result of its dynamic economy. During the years after the Second World War, and in particular in the 50s and the 60s, when the Italian economy was performing exceptionally well in terms of growth, Milan was the destination of important flows of population from the less developed regions in the south of the country (especially Sicily, Calabria and Campania) and from the northern region of Veneto.

Recent available data display a good labour market performance of the City of Milan, compared to the Province of Milan and the regional and national average. The employment rate in the City of Milan has been constantly higher than the one calculated for the Province, the Lombardy Region or Italy, between 2004 and 2011 even during the economic downturn. The unemployment rate calculated for the City of Milan, on the other hand, has been constantly lower than the Italian average between 2004 and 2011 and in line with the one calculated for the Province and the Lombardy Region.

Table 2.1: Employment and unemployment rates in the City of Milan, in the Province of Milan, in the Lombardy Region and in Italy, years 2004-2011

	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
	Employment rate (total population aged 15-64)									
City of Milan	67.2	68.0	69.9	70.3	71.4	69.5	69.2	69.7	n.a.	n.a.
Province of Milan	65.5	65.5	66.6	66.7	67.0	65.8	65.1	64.7	66.4	66.5
Lombardy Region	66.0	66.7	68.1	68.3	68.7	66.9	66.3	66.5	64.7	64.9
Italy	57.4	57.5	58.4	58.7	58.7	57.5	56.9	56.9	56.8	55.6
	Unemployment rate (total population aged 15-74)									
City of Milan	4.8	4.5	4.0	3.8	4.2	6.2	5.7	5.2	n.a.	n.a.
Province of Milan	4.6	4.2	3.9	3.8	3.9	5.7	6.0	5.9	7.8	7.7
Lombardy Region	4.1	4.1	3.7	3.4	3.7	5.4	5.6	5.8	7.5	8.1
Italy	8.1	7.7	6.8	6.1	6.8	7.8	8.4	8.4	10.7	12.2

Source: ISTAT and City of Milan – Statistical Office.

2.3 Service delivery organisation and governance

Municipalities in Italy have traditionally been responsible for a number of services at local level, in execution of exclusive competences or on behalf of the State or the Region. Nevertheless, recent modifications (e.g. Legislative Decree n.95/2012, article 19, section

1)¹¹ to the regulation regarding the allocation of competences to Regions, Provinces and Municipalities have eventually clarified and detailed exclusive and shared competences of Municipalities.

For the purposes of this study, among other services, Municipalities in Italy are responsible for:

- social assistance and social services provision;
- pre-primary and primary education;
- organisation of general public services of local interest such as local public transport;
- population register and demographic data collection within specific national protocols.
- Social housing is primarily a Regional competence but can be shared with Municipalities.

Law n.42/2009, article 21, section 4¹², restated that Provinces are responsible for Public employment services (competence already transferred from the State to the provinces at the end of the 90s)¹³, whereas the Regions are responsible for health services within the regional territory - managed at Municipal level by *Aziende Sanitarie Locali* (Local Health Corporations)¹⁴ - and for social housing policies - managed by specific public corporations, often with a local/municipal branch, especially in large cities¹⁵. Post-primary education policy is a shared competence between State and Regions, and it is managed at regional level by Ministry of education branches called *Ufficio Scolastico Regionale* (Regional Schools' Office)¹⁶ and at local level by *Uffici Scolastici Provinciali* (Provincial Schools' Offices)¹⁷.

Municipalities in Italy have been transferred functions and competences over the last twenty years within a general reforming process of the State towards a federalist system, and cities have become relatively active actors in application of the principle of subsidiarity. They have a certain degree of autonomy in designing and implementing local policies in different fields, although such an autonomy is only partially supported by own financial resources deriving from local taxes. In fact, Municipalities in Italy still have to rely on the allocation of resources from the State. In spite of having being transferred a range of competences and having assumed a more active role in designing and implementing policies aimed at addressing local-related issues, Municipalities in Italy still have a limited power to face and address issues related to complex phenomena which impact greatly at local level. For this reason, coordination among institutional actors at local level is needed to face complex problems. In this respect, the Municipality of Milan offers several examples of collaboration between institutions to design and implement policies aimed at addressing issues related to migration.

¹¹ http://www.agid.gov.it/sites/default/files/leggi_decreti_direttive/dl-6-luglio-2012-95_0.pdf.

¹² <http://www.parlamento.it/parlam/leggi/09042l.htm>.

¹³ For Province of Milan Employment Services see <http://www.provincia.milano.it/sintesi/afolcpi>.

¹⁴ For the Azienda Sanitaria Locale (ASL) of Milan see <http://www.asl.milano.it/ITA/Homepage.aspx>.

¹⁵ In Lombardy it is ALER with a local branch in Milan. See <http://www.aler.mi.it/>.

¹⁶ See <http://www.istruzione.lombardia.gov.it/>.

¹⁷ For the Ufficio Scolastico Provinciale di Milano see <http://www.milano.istruzione.lombardia.it/>.

3 EU labour migration in Milan

3.1 National context of migration

Italy has historically been a country of emigration. However, thanks to improved economic conditions already since the 60s, and more recently to the globalisation dynamics, a growing number of foreign citizens have chosen to move to Italy over the last decades.

Official data released by ISTAT (the National Institute of Statistics) show that in 2013 the total foreign population in Italy consisted of about 4.4 million individuals of all ages (less than 10% of the total resident population), and had increased by 183.2% between 2003 (when it was about 1.5 million) and 2013.

Within the foreign population, EU-28 nationals – especially from some of the Member States which joined the Union more recently - had the most significant increase rate (+338.2% between 2003 – when they were about 286,000 individuals - and 2013), and amounts now to about 1.25 million individuals. Most of the EU-28 population in Italy, however, is composed by Romanians, representing 74.2% of EU-28 Member States citizens living in Italy, and 21.3% of the total foreign population. The Romanian community is also the one which grew most markedly over the period 2003-2013 (+882.1%), reaching by 2013 the amount of 935,000 individuals (Romanians were 95,000 in 2003).

This has been the result of the combined effect of 2004 and especially 2007 EU enlargements, Italian immigration policy, which included a number of amnesties for illegal migrants, and the economic situation in the new Member States (in particular Romania). It is worth mentioning that Italy opted for keeping in place transitional restrictions on the employment of Bulgarian and Romanian nationals. These were largely based on the sector of employment. Since the accession to the EU, a work permit has not been required for Bulgarians and Romanians working in the following sectors: agriculture, hotel and tourism, domestic work and care services, construction, engineering, managerial and highly skilled work and seasonal work. Employers wishing to employ nationals from Romania and Bulgaria in other sectors had to apply for a work permit. No restrictions were in place on self-employment. Such restrictions were lifted in Italy earlier than in some other Member States, at the end of 2011, and from the 1st of January 2012 Romanian and Bulgarian nationals did not need anymore a work permit to work in Italy.

From a legal point of view, mobility and immigration from EU-28 Member States to Italy is regulated by Legislative Decree no. 30/2007¹⁸, which transposed EU Directive 2004/38/CE into the Italian legal system, subsequently modified by Legislative Decree no. 32/2008. According to this regulation, EU-28 citizens are free to enter Italy and to stay in the country up to three months. After this period, their residence is authorised only for those who have a job (either as an employee or a self-employed), or demonstrate to “have sufficient resources for themselves and their family members not to become a burden on the social assistance system of the host Member State during their period of residence and have comprehensive sickness insurance cover in the host Member State” (art. 7(1)(b) of Directive 2004/38/CE), are students or are close relatives of an EU-28 citizen who moved to Italy. Also those who become unemployed or unable to work because of an illness or accident and those who are attending a training course and have previously worked retain the right of residence in Italy. Legislative Decree no.

¹⁸ <http://www.camera.it/parlam/leggi/deleghe/07030dl.htm>.

30/2007 details all the administrative procedures required for EU-28 citizens to become permanent residents in Italy, and indicates as mandatory their registration in municipalities' population registers.

The considerable increase in the number and composition of migrant inflows in Italy has brought the topics related to migration, integration of migrants, multiculturalism, etc. to the attention of the public opinion, of politicians and academics and researchers. The Romanian community, in particular, has been often under the spotlight due to crimes committed by Romanian citizens, including those of Roma background (Guerriero, 2009).

Data available for this study are demographic data released by ISTAT and based on Population Register data collected by Milan City Council and validated by ISTAT, which have been corrected from 2011 onwards considering ISTAT General Population Census data. Publicly available data, however, do not allow to illustrate employment status of EU-28 migrants and some other characteristics of their situation in the labour market. For example, the breakdown of Census data allowing to describe the employment status of EU-28 migrants in Milan is not available in the ISTAT online data warehouse and not even accessible on request. Population Register data have been made available by the City of Milan only for the total EU-28 registered individuals in 2013, with a breakdown by age and employment status.

More in general, it is worth to point out that data available for this study appear to be rather limited, and they covers only a few aspects of EU-28 migrants in Milan. This is due to the following reasons:

- first and foremost many Italian national surveys carried out by ISTAT, the National Institute of Statistics, are based on samples which are not representative of the foreign population in its breakdown by country at NUTS 3 (*Provincia*)¹⁹ or at city level, which makes it impossible assessing some characteristics of the situation EU-28 migrants in Milan. This is the case of the Labour Force Survey, where the breakdown EU-28/non EU-28 foreign population is available at NUTS3 level only²⁰;
- secondly, access to micro-data from the Population Register or the Census is strictly regulated by the Italian regulation regarding data protection and privacy, which makes it almost impossible for organisations not part of the National Statistical System (*Sistema Statistico Nazionale*) to have access to this type of data;
- finally, and similarly to what was illustrated in the previous point, administrative data such as data from the Italian Social Insurance Institute (*Istituto Nazionale della Previdenza Sociale* - INPS) is not available to the general public, and data with the required breakdown or micro-data is available only to organisations included in the National Statistical System or which signed specific agreements with INPS.

Regarding the existing empirical evidence and literature, it is worth mentioning that there is a significant lack of information on the specific topic of migration from EU-28 countries. Most of the existing evidence and literature focuses in fact on migration to the Lombardy region from low income countries in general, and very occasionally covers migration from specific EU-28 countries such as Romania (Romanians being the biggest migrants' community in Milan and in Lombardy).

¹⁹ http://epp.eurostat.ec.europa.eu/cache/ITY_OFFPUB/KS-RA-11-011/EN/KS-RA-11-011-EN.PDF.

²⁰ <http://www.istat.it/it/archivio/8263>.

The literature and empirical evidence on migration to Lombardy region and Milan area, on the other hand, appears to be rather conspicuous and diversified due to the existence of an important observatory (*Osservatorio Regionale per l'Integrazione e la Multiethnicità*) and an academic think tank (*Fondazione ISMU – Iniziative e Studi sulla Multiethnicità*), very active at regional level.

3.2 Key trends in EU (labour) migration

The good labour market performance, alongside the relatively stronger resilience of the Milanese economy to the crisis, has attracted important flows of migrants from outside Italy, both from EU Member States and from extra-EU countries. In more recent times, this has made Milan the second city in Italy (after Rome) for absolute and relative numbers of foreign migrants. The foreign population in Milan accounts for 230,181 individuals (2014) and EU-28 citizens for 26,213 individuals (2014). The EU-28 population has doubled between 2004 and 2014 (+100.4%) and it accounts for 11.4% of total foreign population. The EU-15 population accounts for 4.7%, while the EU-13 population accounts for 6.7% of the total foreign population.

The largest group of EU-28 migrants registered in Milan is Romanians (11,693 individuals in 2014). This group of EU-28 migrants has also been growing between 2004 and 2014 at a very fast pace (+354.4%, with an average yearly increase of 17.1%). French are the second largest group (3,261 individuals in 2014), followed by Spaniards (1,798 in 2014), British (1,695 in 2014), Germans (1,668 in 2014), Bulgarians (1,385) and Polish (931).

Table 3.1 EU-28 citizens registered in the City of Milan demographic register by country of origin, years 2004-2014 (N and %)

Country	Year										
	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
Austria	324	326	340	334	325	341	365	365	271	281	328
Belgium	229	245	276	268	277	288	298	306	196	201	236
Bulgaria	559	819	914	973	1,079	1,193	1,323	1,487	943	1,128	1,385
Croatia	350	374	412	406	408	395	393	404	278	346	408
Cyprus	9	10	10	10	10	10	15	15	18	23	28
Czech Republic	108	119	138	145	157	162	177	179	126	152	181
Denmark	104	109	118	117	118	121	133	149	79	78	132
Estonia	12	21	30	31	35	37	40	45	42	48	58
Finland	93	97	111	114	115	119	124	124	92	97	122
France	2,519	2,621	3,058	3,222	3,332	3,484	3,763	3,864	2,022	2,168	3,261
Germany	1,612	1,700	1,829	1,900	1,933	1,954	2,043	2,058	1,335	1,310	1,668
Greece	380	390	395	411	414	433	458	486	284	333	458
Hungary	98	112	132	144	156	167	186	192	132	144	178
Ireland	151	161	183	189	197	207	213	224	132	138	176
Latvia	23	27	47	58	63	80	91	103	82	106	126
Lithuania	22	29	45	53	64	77	105	120	101	126	143
Luxembourg	11	9	9	7	8	9	10	12	9	9	8
Malta	18	16	21	25	27	30	25	27	16	22	33
Netherlands	332	336	376	376	385	415	437	446	277	313	348
Poland	378	513	674	739	805	876	996	1,062	732	771	931
Portugal	278	293	323	323	341	373	420	422	230	265	366

Country	Year										
	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
Romania	2,625	4,617	5,532	5,948	7,895	9,612	11,233	12,146	8,354	9,787	11,693
Slovakia	66	88	115	123	137	148	154	159	122	126	140
Slovenia	19	18	22	23	29	34	51	59	41	56	62
Spain	1,070	1,191	1,356	1,437	1,488	1,554	1,678	1,789	1,104	1,247	1,798
Sweden	194	212	245	258	275	286	308	322	157	166	251
UK	1,499	1,562	1,700	1,749	1,781	1,812	1,932	1,959	1,138	1,186	1,695
Total foreign population	108,266	143,125	162,169	170,619	175,997	181,393	199,322	217,324	175,858	194,991	230,181
EU-28 population	13,083	16,015	18,411	19,383	21,854	24,217	26,971	28,524	18,313	20,627	26,213
EU-15 population	8,796	9,252	10,319	10,705	10,989	11,396	12,182	12,526	7,326	7,792	10,847
EU-13 population	4,287	6,763	8,092	8,678	10,865	12,821	14,789	15,998	10,987	12,835	15,366
EU-28 population/total foreign population (%)	12.1	11.2	11.4	11.4	12.4	13.4	13.5	13.1	10.4	10.6	11.4
EU-15 population/total foreign population (%)	8.1	6.5	6.4	6.3	6.2	6.3	6.1	5.8	4.2	4.0	4.7
EU-13 population/total foreign population (%)	4.0	4.7	5.0	5.1	6.2	7.1	7.4	7.4	6.2	6.6	6.7

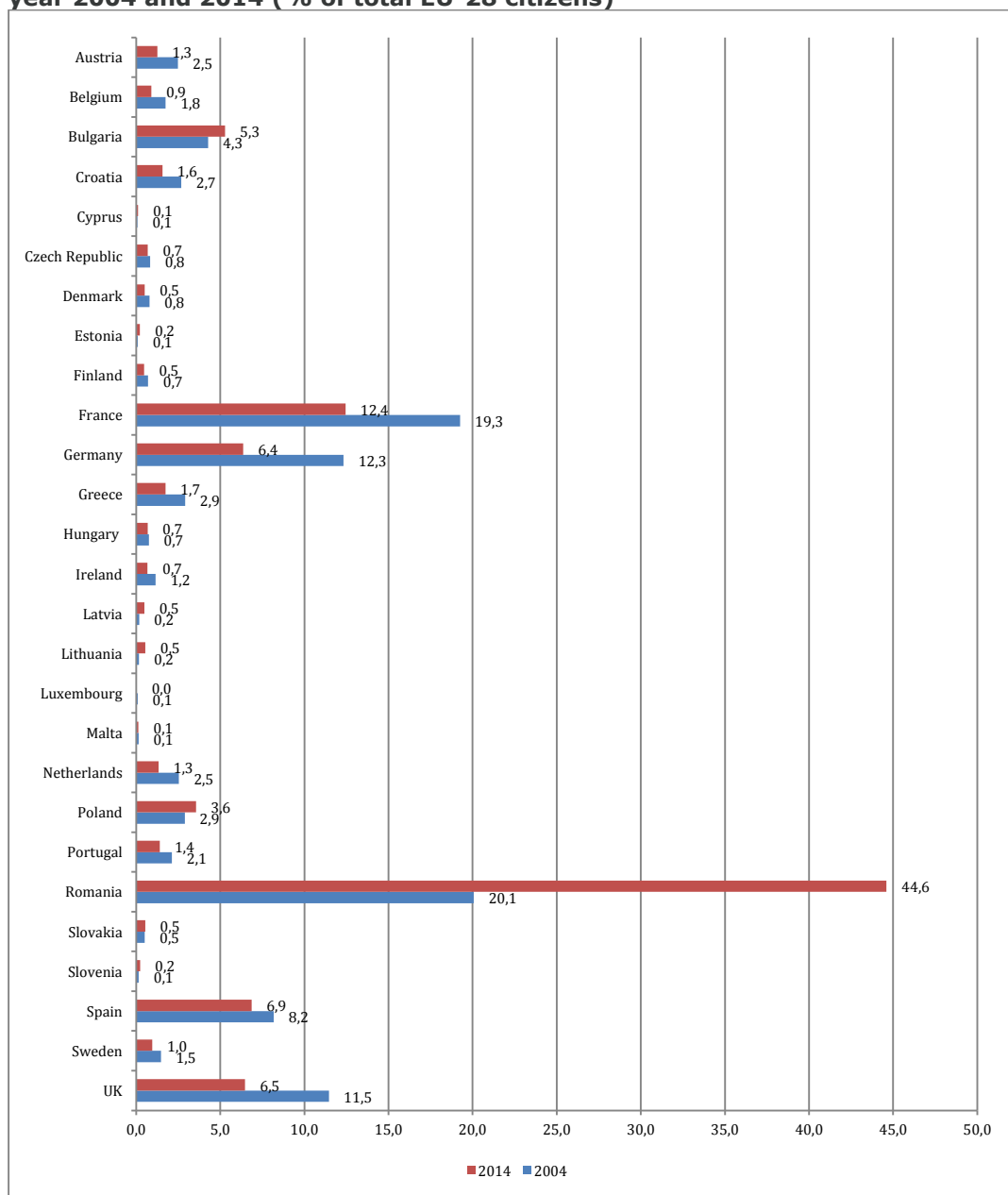
Note: data 2011 have not been corrected according to the Population Census (carried out in 2011) results. After 2011, population register data have been compared to Census data and revised accordingly in order to filter out population not living anymore in the city but still included in the register. For such a reason a decrease between 2011 and 2012 is displayed.

Source: ISTAT and City of Milan – Statistical Office.

Almost 40% of the total EU-28 population living in Milan are men. Such proportion rises to 49% when considering the total foreign population living in Milan.

The proportion of EU-28 citizens living in Milan by nationality is illustrated in the figure below.

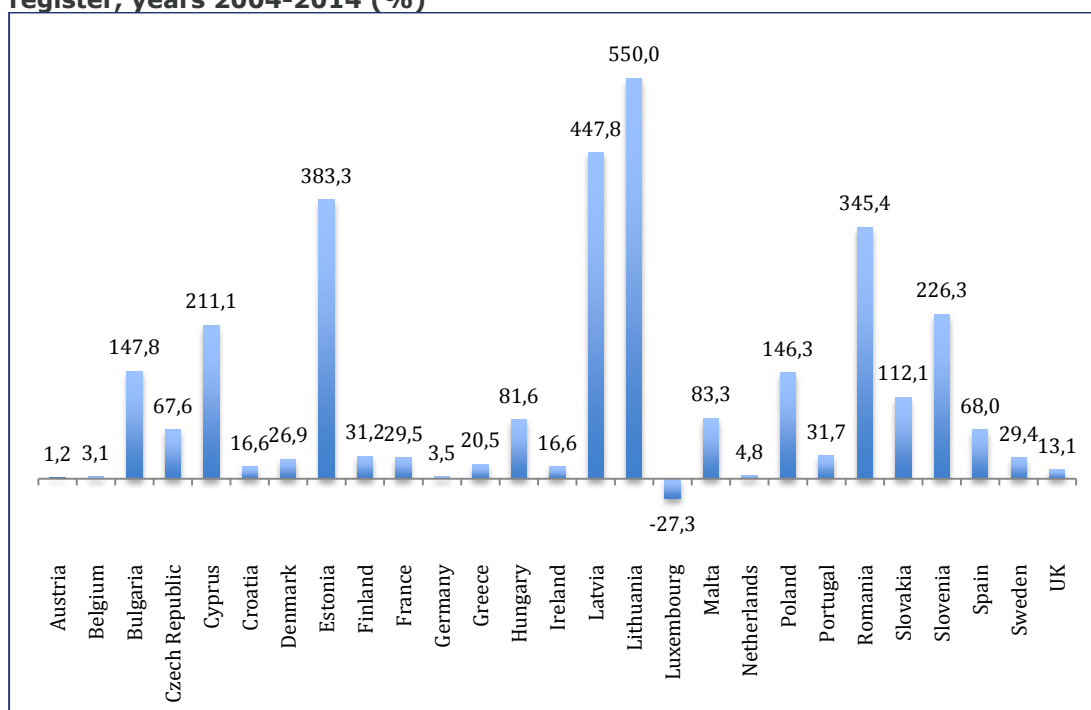
Figure 3.1 EU-28 citizens registered in the City of Milan demographic register by country, year 2004 and 2014 (% of total EU-28 citizens)



Source: ISTAT and City of Milan – Statistical Office.

In terms of increase in the number of individuals by EU-28 nationality, the Bulgarian and Polish communities, together with the Cypriot, Estonian, Lithuanian, Latvian, Slovakian and Slovenian communities – which are anyway still relatively small-sized - grew more than the average, whereas all the other groups were stable or had a growth rate under the average (see figure 3.2). The Luxembourgish community decreased over the analysed period. It is worth pointing out that all the other groups had about or under 500 registered individuals in 2014.

Figure 3.2: Growth rates of EU-28 citizens registered in the City of Milan demographic register, years 2004-2014 (%)



Source: ISTAT and City of Milan – Statistical Office.

In conclusion, Milan has the second highest registered foreign population in Italy (after Rome), and is attractive to migrants due to its relatively well performing labour market and resilient economy (particularly in times of crises). Among the foreign population, EU-28 migrants have been growing the fastest due to the exceptional increase and total size of Romanian, Bulgarian and Polish population, whilst the non-EU population has been growing much slower. As stressed by different experts and representatives of migrants' associations, the extremely rapid growth of these national groups and the large absolute number of Romanians (the second largest Romanian community in Italy) seem to have been driven by the need to cover jobs that local workers do not wish to take up, and specifically the ones related to personal or domestic care and to the construction sector, and, in the case of Romanians, to have been eased by the cultural and linguistic similarities, as it will be better illustrated in the following sections of this report.

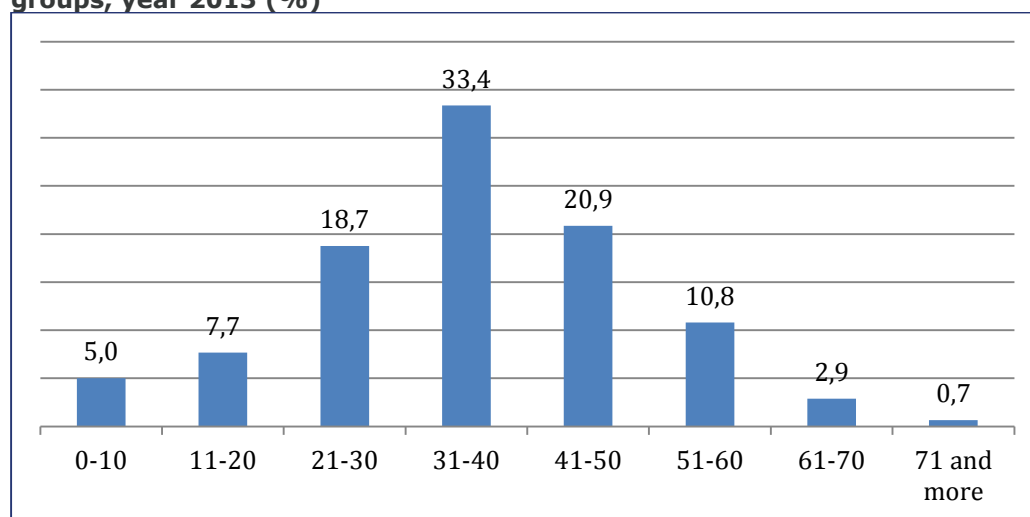
3.3 Demographic characteristics of migrant EU citizens (workers)

Data on specific aspects such as age, marital status and employment status of EU-28 citizens living in Milan are not publicly available, although it seems reasonable to expect employment rates to be higher for EU-28 citizens than for the overall population, given the requirements attached to the residence permit.

Nevertheless, some administrative data proceeding from the City of Milan population register, which inform data disseminated by ISTAT (and presented in section 3.2), have been made available for the purposes of this report, and allow to provide a few indications about specific aspects of EU-28 population. These data refer to 2013 and concern the age and employment status of total EU-28 population.

Data on age (Figure 3 below) display, first and foremost, that the vast majority of registered EU-28 migrants living in Milan (73%) are aged between 21 and 50, with the highest proportion (33.4%) falling in the 31-40 year-old age group. A total proportion of 12.7% of registered individuals are younger than 20 and only 3.6% are older than 61. This is a good indication that most of the EU-28 individuals registered in Milan are of working age.

Figure 3.3: EU-28 citizens registered in the City of Milan demographic register by age groups, year 2013 (%)

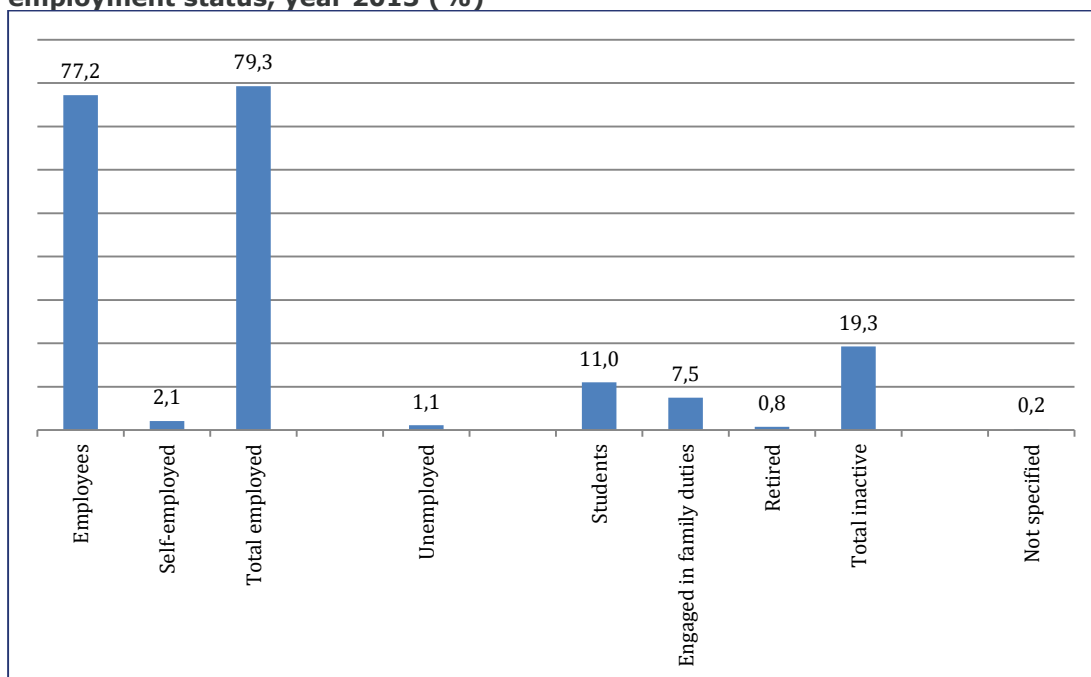


Source: City of Milan – Direzione Centrale Decentramento e Servizi al cittadino.

Data on the employment status of EU-28 registered individuals (Figure 3.4) show that 80.5% are workers (79.3% of them are employed, 2.1% of them are self-employed or entrepreneurs, while 1.1% of registered individuals are unemployed).

A proportion of 19.3% are inactive (11% are students, 7.5% are engaged in family or domestic duties and only 0.8% are retired) and the remaining 0.2% is unspecified.

Figure 3.4: EU-28 citizens registered in the City of Milan demographic register by employment status, year 2013 (%)



Source: City of Milan – Direzione Centrale Decentramento e Servizi al cittadino.

3.4 Implications for local service delivery

In conclusion, the profile of migrant EU-28 individuals emerging from available data confirms that migration of EU-28 nationals to Milan is mostly related to work, as displayed by the high percentage of active people among EU-28 citizens living in Milan. This suggests that the employment-related services are particularly relevant for EU migrants, and especially for those who moved expressly to Italy to find a job. As a consequence, the demand of such services is expected to be particularly high. This mainly relates to services such as information on vacancies, counselling, information on legal requirements (including contracts, social contribution, etc.) and entitlements, pre-screening of possible candidates, matching labour supply and demand, information on training courses, skills assessment, opportunities for self-employment, etc..

Another aspect emerging from the analysis of data is related to the average young age of EU migrants in Milan. In this respect, a low impact on healthcare services can be expected, alongside with a low impact on old age-related social benefits, including (at the moment) pensions. Nevertheless, a higher impact can be expected on education and childcare services, as younger families are more likely to have dependent children.

Considering then the fast increase of EU migrants (especially EU-13 migrants) over a limited number of years, and the legal requirement of registration in the population register, as well as in other services such as the social protection system and the health system, etc. an impact of EU migration on local services can be expected in terms of staff required to deal with additional workload.

Finally, the high proportion of Romanian citizens among the EU migrants in Milan results in the high visibility of the Romanian community, as revealed by existing research and information provided by stakeholders. This community is put under the spot of public

opinion, because of its spatial concentration and sectorial and occupational segregation (mainly in the construction sector and adults care occupations), but also because of its ethnic and cultural composition individuals of Roma background have often a Romanian passport). For this reason negative judgements related to crimes and illegal behaviours of some of the members of the community can easily be extended to the entire community and can therefore result in discrimination, harassment and other intolerant behaviours towards Romanians. To prevent such anti-social behaviours specific information campaigns and other initiatives aimed at promoting social acceptance and social integration of Romanians can be required, and this may result in additional workload for local services.

4 Challenges and opportunities for migrant EU workers, local workers and the local community

4.1 Foreword

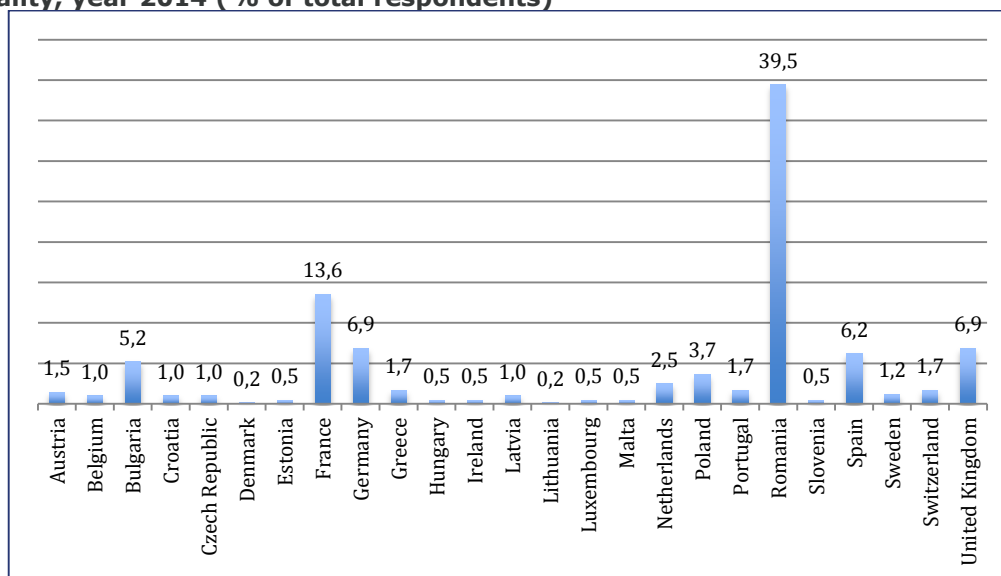
As indicated in section 3, both the literature and empirical evidence lack of information on characteristics of migrant EU workers, and on the challenges and opportunities for migrant EU workers, local workers and the local community. As a methodological response to these constraints, and for the benefit of this study, additional information and data were collected through a survey²¹ on migrant EU workers, interviews and focus groups involving local stakeholders.

A total of 403 individuals from 24 EU Member States and from Switzerland were interviewed. Although this was not a statistically representative sample, respondents were selected in order to reflect the size of the EU-28 and EFTA (European Free Trade Association) countries' national groups living in Milan as resulting from the official available statistics, and thus with aims at selecting a qualitative sample.

Figure 4.1 shows that almost 40% of selected respondents are Romanians, 13.6% French nationals, 6.9% are German and British, 6.2% are Spaniards, 5.2% are Bulgarians and 3.7% are Polish. All the other groups of migrant EU workers are below 2.5%. Swiss citizens are the only respondents from EFTA countries, as Swiss citizens living in Milan are quite numerous, given the proximity of the city to the Swiss border. Respondents with an EU-15 Member States citizenship are 44.7%, those who are EU-13 Member States nationals are 53.6% and 1.7% are Swiss citizens living in Milan.

²¹ The survey on migrant EU workers in Milan has been conducted face-to-face via Computer-Assisted Personal Interviewing (CAPI). A briefing session with the survey company in charge of the fieldwork and its interviewers took place in Milan on the 9th of October 2014 at the company's premises. During the briefing the objectives of the study and all the needed background information were illustrated. In addition, the criteria for selecting and approaching respondents were discussed, and the questionnaire was presented and discussed with the interviewers question by question, in order to make sure they all shared a common understanding of the questions. The fieldwork started on the 29th of October 2014, and was completed on the 30th of November 2014. The questionnaire was made available to respondents in Italian, German, English, French, Romanian, Polish and Bulgarian, although the vast majority of interviewees chose the Italian version. Interviewees were selected randomly among workers (both employed and unemployed) at **aggregation points** within the city (e.g. the areas where migrant EU workers meet for networking or leisure) or outside consulates or other official institutions. It is worth to mention that the sampling outside consulates is more probabilistic (as they attract all types of individuals from the same country) than the one at the aggregation points (as they can attract similar types of individuals, e.g. only-men or only-women groups), and therefore the combined use of the two together can help in reflecting better the EU migrant population. To minimize the total number of non-responses, particular emphasis was put on clearly explaining the characteristics and aims of the survey when approaching the individuals included in the sample. Interviewees were selected according to their nationality in order to reflect the size of EU-28 national groups registered in Milan according to ISTAT demographic data. As a result of this, almost half of the interviews were with Romanians. Other specific quotas include French, German, UK, Spanish, Polish, and Bulgarian citizens living in Milan, which are the most significant national EU-28 groups after Romanians. The remaining EU-28 nationals, given the reduced size of the national group in the population register, were sampled and allocated to four broader quotas: nationals from Scandinavian and Baltic countries (Sweden, Finland, Norway, Lithuania, Latvia, Estonia, Denmark citizens), Eastern European countries (Czech Republic, Slovakia, Hungary, Croatia, Slovenia), Southern Europe (Greece, Portugal, Cyprus, Malta) and Northern-Central Europe (Netherlands, Luxembourg, Austria, Belgium, Switzerland, Liechtenstein, Iceland).

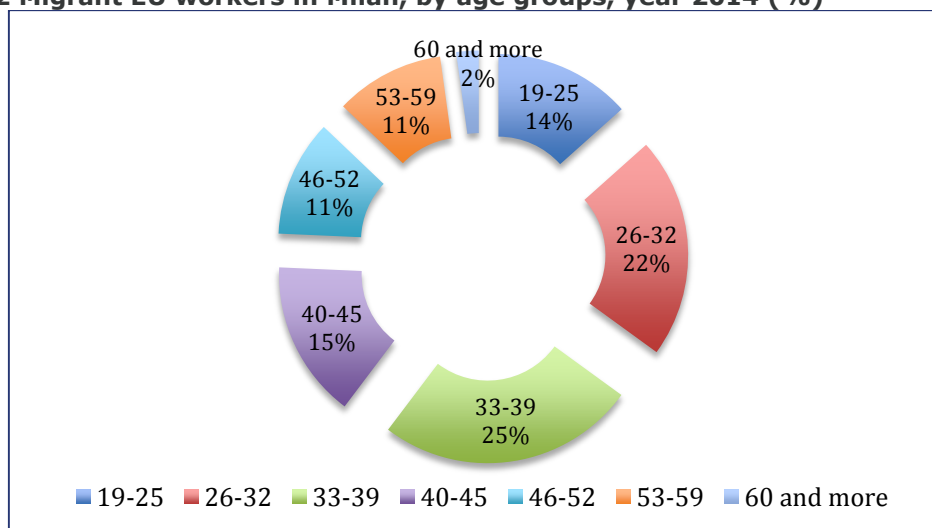
Figure 4.1 Migrant EU workers in Milan taking part in the survey, by country of nationality, year 2014 (% of total respondents)



Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

A proportion of 60.8% of respondents are males. With reference to age, survey's respondents appear to be relatively young, as shown in Figure 4.2. A proportion of 60% are less than 40 years old, and 75.7% are less than 45 years old, as displayed in Figure 4.2. Only a very small proportion of respondents are over 50.

Figure 4.2 Migrant EU workers in Milan, by age groups, year 2014 (%)



Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

In the remainder of this section, data from the survey will be presented with reference to the total population of respondents or to groups of respondents, according to clusters of countries (EU-15, EU-13 and Switzerland as the only EFTA national group included in the survey). Such clusters have been created considering not only the low number of respondents for certain countries, but also and especially the duality of EU-28 migration

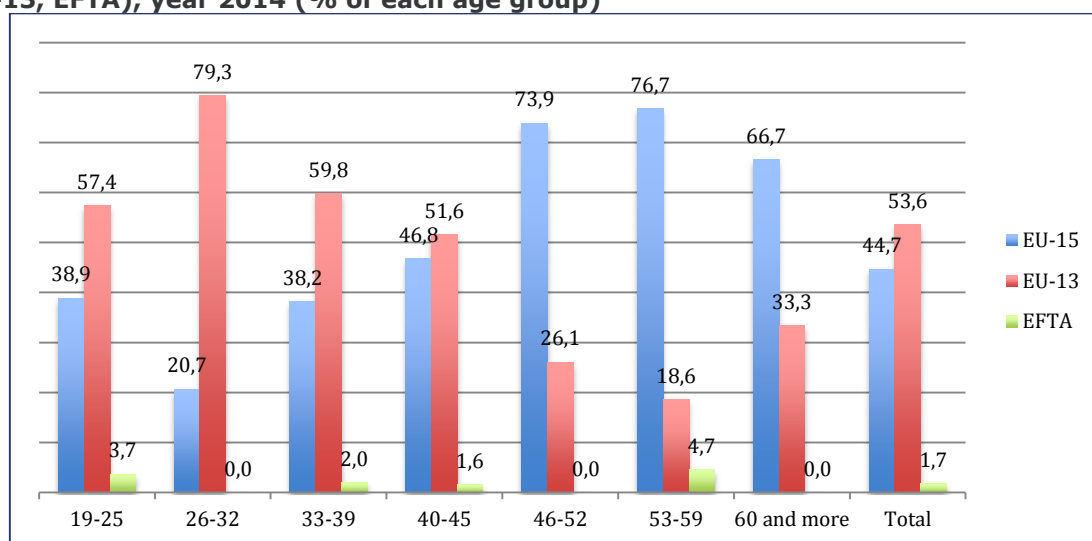
to Milan (as indicated by several interviewees), which implies a different understanding of challenges and opportunities for migrant EU workers, and namely:

- on the one hand **migrant EU workers from EU-15 Member States**, described as prevalingly highly qualified workers employed in the many multinationals of Milan area or in the cultural institutions of the city - related or not to their home-country. These were described as average-high income, not impacting on local public services and seen as socially integrated; and
- on the other hand **migrant EU workers from the 13 New Member States** (in particular from– Romania, Poland and Bulgaria), who were described as not so highly qualified or skilled or in any case as having low-skilled jobs and a low income. These migrants are considered to impact more on public local services (especially education) and are seen as not socially integrated, as they tend to relate mostly to their fellow nationals.

For this reason, respondents have been grouped in EU-15 and EU-13 respondents, and EFTA respondents (including only Swiss respondents). As it will be illustrated in the rest of the sections, different patterns of behaviour and characteristics of these two main groups of respondents can be observed, reflecting the view of stakeholders.

Differences between the two groups emerge, in the first instance, regarding the age of respondents. EU-15 respondents fall more frequently in the older age groups, whereas new Member States nationals are on average much younger, as presented in Figure 4.3.

Figure 4.3 Migrant EU workers in Milan, by age groups and cluster of countries (EU-15, EU-13, EFTA), year 2014 (% of each age group)



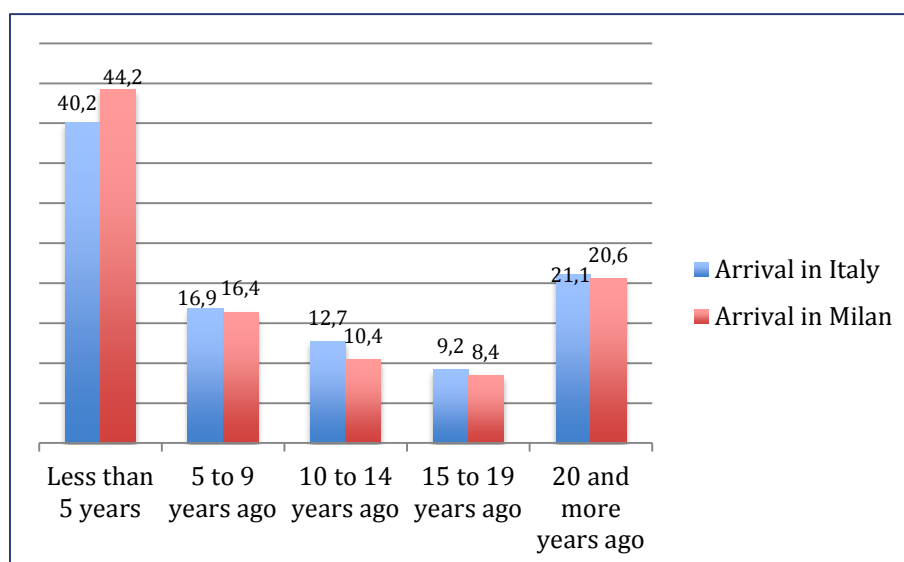
Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

4.2 Arriving and registering

As displayed in Figure 8, overall, 40.2% of respondents reported to have arrived in Italy, and a similar proportion (44.2%) reported to have arrived to Milan up to five years prior to the date of the interview. Much smaller proportions of respondents reported to have arrived in Italy or Milan between five and 19 years prior to the interview, but 21.6% and 20.6% reported having arrived respectively in Italy and Milan more than 20 years prior to the date of the interview.

It is worth highlighting that, for most respondents, the date of arrival in Italy corresponds to the date of arrival in Milan, especially in the case of recently arrived individuals. That indicates that for most of them Milan - possibly for its strong attractiveness related to its working and business opportunities - is a destination which is often not just temporary or initial, but it is likely to become permanent over the time.

Figure 4.4: Migrant EU workers in Milan, by date of arrival in Milan and in Italy, year 2014 (%)



Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

EU-13 nationals report more frequently to have arrived in Italy or in Milan in recent times, whereas EU-15 appear to be more settled down. This circumstance appears to be related to the younger age of EU-13 respondents, as the decision of migrating is normally taken in the early stages of an individual's life. As displayed in Table 4.1 below, the proportion of EU-13 nationals respondents almost doubles that of EU-15 nationals among respondents who report having arrived in Italy or in Milan up to 10 years prior to the interview. EU-15 nationals, on the other hand, report having arrived in Italy or in Milan much longer prior to the interview date.

Table 4.1: Migrant EU workers in Milan, by length of arrival in Milan and in Italy and by cluster of countries (EU-15, EU-13, EFTA), year 2014 (% of each length of stay group)

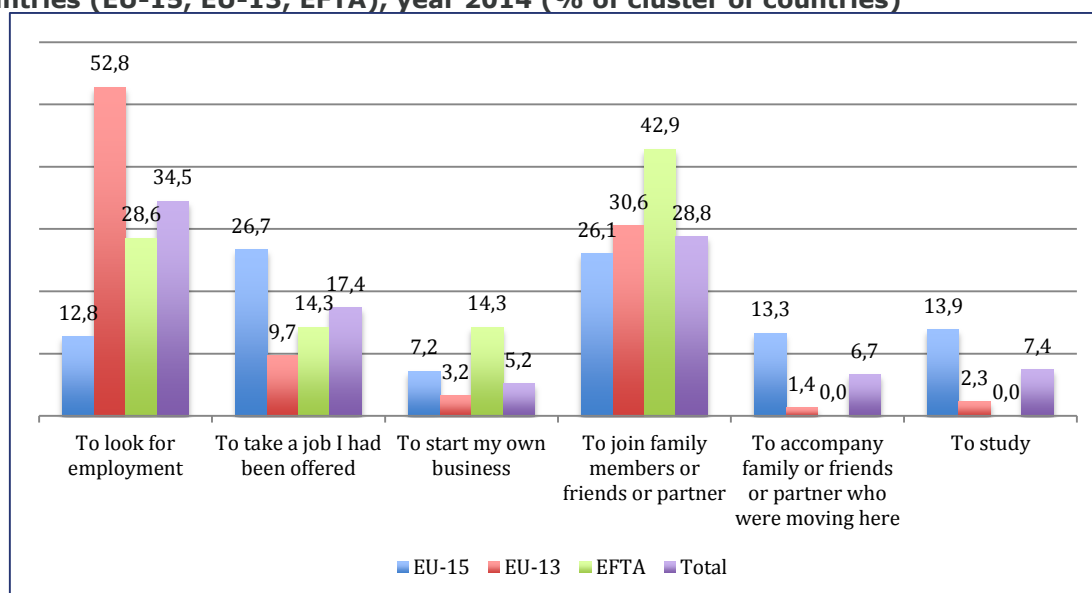
	Length of stay in Italy and Milan					Total
	Less than 5 years	5 to 9 years ago	10 to 14 years ago	15 to 19 years ago	20 and more years ago	
	Arrival in Italy					
EU-15	29.0	29.4	47.1	56.8	80.0	44.7
EU-13	68.5	70.6	51.0	43.2	17.6	53.6
EFTA	2.5	0.0	2.0	0.0	2.4	1.7
Total	100.0	100.0	100.0	100.0	100.0	100.0
	Arrival in Milan					
EU-15	29.8	30.3	47.6	61.8	79.5	44.7
EU-13	68.0	69.7	50.0	38.2	18.1	53.6

Length of stay in Italy and Milan						
	Less than 5 years	5 to 9 years ago	10 to 14 years ago	15 to 19 years ago	20 and more years ago	Total
EFTA	2.2	0.0	2.4	0.0	2.4	1.7
Total	100.0	100.0	100.0	100.0	100.0	100.0

Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

The analysis of the reasons for moving to Italy and to Milan given by respondents reveals that work was the main reason (either in the case of looking for a job or taking a job offered) to migrate for a wide proportion of respondents, followed by the need to join family members who migrated previously or to accompany family members, friends or partner who were migrating. As it can be observed in Figure 4.5, the breakdown by national background highlights differences between EU-15 and EU-13 nationals also with reference to the reasons for migrating and therefore allows for a reflection on the push factors which bring individuals to move across the EU. EU-13 nationals reports more often that the reason to move to Italy was to look for employment (52.8%), whereas the EU-15 nationals report having been having moved to Italy because they had been offered a job or possibly they were posted abroad by their employer (26.7%). Related to this circumstance, EU-13 nationals chose Italy and Milan more often than EU-15 nationals also because of the presence of family members or friends (social networks) who could presumably help in the job search and support the individual in the overall relocation process, whereas EU-15 nationals reported more frequently having moved to Italy and Milan to accompany family or friends or partner who were living here. Finally, it is interesting to point out that 13.9% of EU-15 nationals respondents moved to Italy and presumably to Milan initially to study, while such a proportion is much lower (2.3%) in the case of EU-13 nationals.

Figure 4.5 Migrant EU workers in Milan, by reason to move to Italy and by cluster of countries (EU-15, EU-13, EFTA), year 2014 (% of cluster of countries)

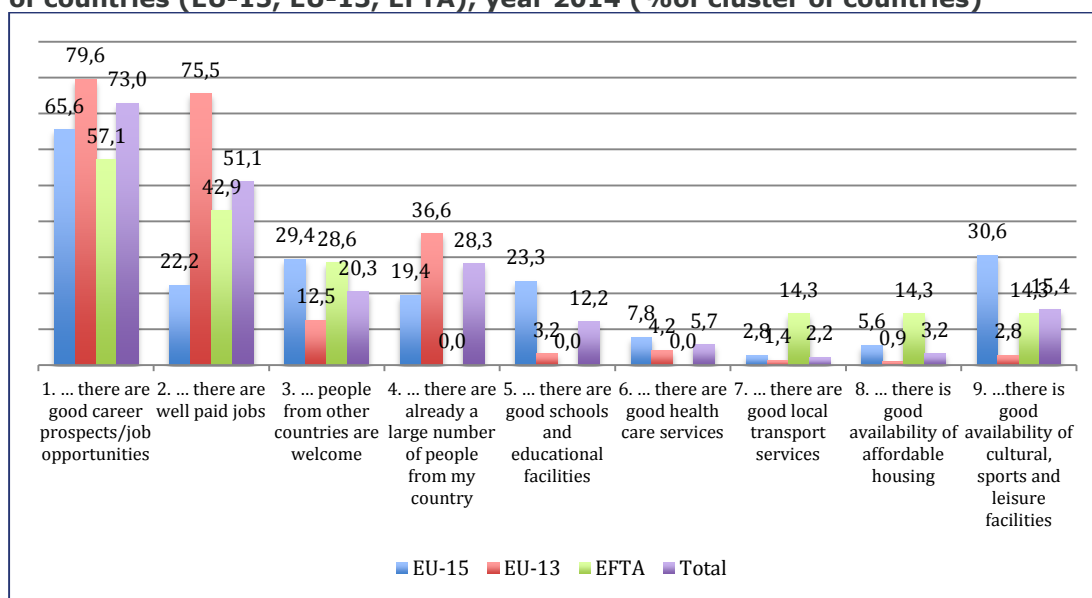


Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

In line with the above results, the availability of career prospects or job opportunities and well paid jobs are the main factors which influenced the decision to move to Milan for the vast majority of respondents, and in particular for EU-13 nationals (Figure 4.6). The availability of supporting social networks is reported to be one of the main factors which

influenced the decision of moving to Milan by 36.6% of EU-13 nationals (19.4%). Other factors such as the feeling that people from other countries are welcome in Milan or the availability of schools, healthcare, housing, local transport and cultural, sport and leisure facilities are reported more frequently by EU-15 nationals.

Figure 4.6: Migrant EU workers in Milan, by main reason to move to Milan and by cluster of countries (EU-15, EU-13, EFTA), year 2014 (%of cluster of countries)

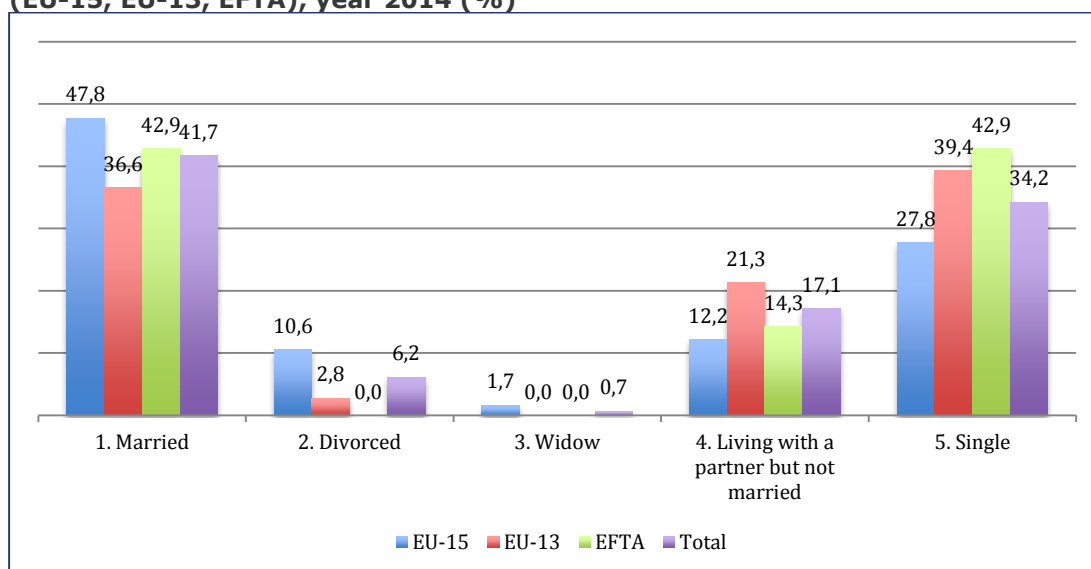


Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

The analysis of respondents' marital status, displayed in Figure 11, indicates a prevalence of married (41.7%) and partnered (17.1%) individuals, whereas a total of 41.1% of respondents report to be single (34.2%), divorced (6.2%) or widowed (0.7%).

Different patterns can be observed according to the national origin of respondents. EU-15 nationals are more likely to be married (47.8%) or divorced (10.6%) compared to EU-13 nationals, whereas the latter are more likely to live with their partner without being married (21.3%) or to be single (39.4%). Such a difference can be related to the relatively younger average age of EU-13 nationals compared to the EU-15 ones, and also to the circumstance that EU-15 nationals who arrived in Milan earlier, appear to be more settled in. This circumstance is confirmed as well by the figures related to the nationality of the spouse or partner of those respondents who reported to be married or having a stable partnership. Overall 54.9% of total respondents reported their spouse/partner being from their own country, 38.8% being Italian, and 6.3% from another country. Nevertheless, EU-15 nationals report more frequently having an Italian spouse/partner (60.2%, compared to 19.2% of EU-13 nationals), whereas EU-13 nationals report more often having a spouse or partner from their home country (75.2%, compared to 32.4% of EU-15 nationals).

Figure 4.7: Migrant EU workers in Milan, by marital status and by cluster of countries (EU-15, EU-13, EFTA), year 2014 (%)



Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

Furthermore, a proportion of 97.4% of EU-15 nationals, compared to a smaller proportion of EU-13 nationals (77.6%), report their spouse or partner living with them in Milan. In the case of EU-13 nationals, it is worth mentioning that only 4% of respondents indicated that their spouse or partner will join them in the future.

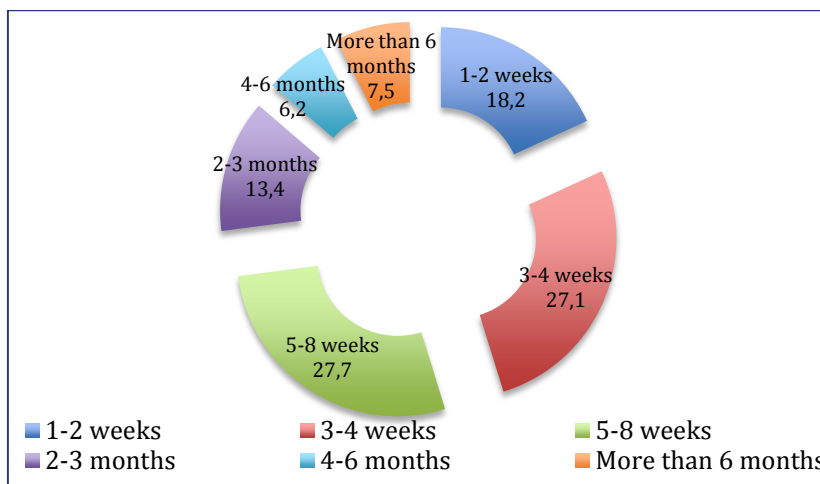
The vast majority of respondents (70.2%) report not having dependent children living with them in Milan, whereas 17.5% have one dependent child, 8.9% have two dependent children and 2.2% have three or more dependent children. Also in this case some differences emerge when considering the national background of respondents. EU-13 nationals report more frequently than EU-15 nationals having only one dependent child (20.8% compared to 13.9%) and less frequently having two dependent children (6.5% compared to 12.2%), whereas no significant differences emerge when comparing respondents with three or more children or no children at all.

If we consider that a relatively low number of respondents have dependent children, this seems to contradict the stakeholders' perception (as pointed out above) of the EU-13 migrants' impact on the education system in Milan. However, as it will be displayed in section 4.3, evidence indicates that EU-13 migrants' children are more likely to attend a public school, whereas EU-15 migrants choose more frequently a private school for their children, displaying therefore a more limited use and impact on local services.

As indicated in previous sections, Legislative Decree no. 30/2007 details all the administrative procedures required for EU-28 citizens to become permanent residents in Italy, and indicates their registration in municipalities' population registers as mandatory. In spite of such a circumstance, only 75.5% of respondents reported to be registered in the municipality as a city resident. Such proportion is higher in case of EU-15 nationals respondents (85.6%) than EU-13 nationals (61.6%). The main reasons why respondents are not registered is the belief that it is not obligatory (64.9% of non-registered respondents). Other causes include reasons such as personal reasons not to register (9%), the difficulty of completing the initiated process (8.1%), the lack of information about how to do it (7.2%), the lack of time (4.5%), and other reasons related to difficulties or lack of eligibility criteria for first registration (e.g. having a work contract) (4.5%).

The time spent on obtaining the registration with the municipality of Milan was one to four weeks for 45.3% of respondents, five to eight weeks for 27.7% of respondents and longer for smaller proportions of respondents (Figure 4.8).

Figure 4.8: Migrant EU workers in Milan, by time spent on obtaining the registration, year 2014 (%)

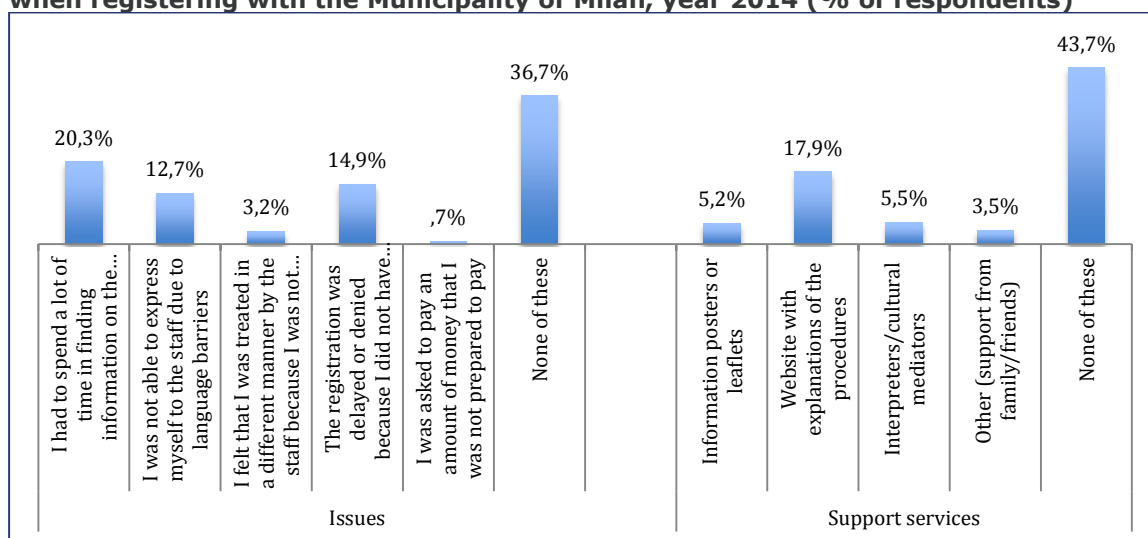


Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

In terms of difficulties encountered when registering, it is worth mentioning that 36.7% of total respondents reported not having encountered any of the listed difficulties during the registration phase. Nevertheless, 20.3% of respondents reported they had to spend a lot of time to find the needed information and 14.9% had the registration delayed or denied because of a lack of documentation. Finally, 12.7% of respondents indicated language barriers as one of the main difficulties encountered.

In terms of support services, 43.7% of respondents reported not having found any of the indicated support services, whereas 17.9% acceded information through a multilingual website and 5.2% through posters or leaflets in several languages. In addition, 5.5% found interpreters or cultural mediators who helped them in overcoming language barriers and 3.5% reported having had to rely on friends or relatives' help to get the needed support to register, as shown in Figure 4.9.

Figure 4.9: Migrant EU workers in Milan, by issues and support services encountered when registering with the Municipality of Milan, year 2014 (% of respondents)



Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

However, stakeholders confirmed the lack of staff with sufficient language and necessary skills to attend the needs of EU migrants in Milan. In part, this was due to the limited available resources in public services as a consequence of recent cuts in public expenditure in Italy, that make it difficult to hire new staff with the required skills or to provide training to existing staff (Civil society).

4.3 Getting a job, starting a business, developing professionally

A number of obstacles in accessing employment have been reported by stakeholders. Such barriers were confirmed by the EU migrants proceeding from Romania, Bulgaria and Poland who took part in the survey, especially in what relates to the following factors:

- The **difficulty for EU migrants to have their qualifications and diplomas validated/recognised**, especially in the public sector (e.g. nurses applying to work for public health care services) (Reported by representatives of: Local authorities, Civil society);
- The **limited knowledge of the Italian language**, especially at the very beginning, as an important barrier for EU migrants in what regards the access to information and job offers. Nonetheless, especially for some groups (Romanians first of all), the take up from this perspective can be very fast and ensure a comparative advantage in comparison to other foreign job seekers in the longer term. (Reported by representatives of: Civil society – research institutions);
- The **difficult access to information related to vacancies and the malfunctioning of the matching mechanisms of labour supply and demand**, which makes social networks more effective as an instrument to find employment (Reported by representatives of: Civil society – research institutions);
- The **lack of information available to employers about administrative procedures** to be followed when hiring a foreign worker. In some occasions, employers are not aware of the different requirements for hiring EU and non-EU workers, where fewer and less risky conditions exist in the case of EU migrants (Reported by representatives of: Employment services);

- The **lack of information available to public services staff**, who in some occasions request EU-28 citizens to follow wrong, useless or duplicated administrative procedures (Reported by representatives of: Employment services);
- The extremely **difficult access to regulated professions** for foreign citizens in Italy. This circumstance seems to segregate even highly qualified workers into occupations that do not require their level of qualification (Reported by representatives of: Civil society – research institutions).

As a result, access to the labour market is difficult mainly for New Member states citizens, and can be mainly related to the following issues (Reported by representatives of: Civil society – research institutions):

- **Skills mismatch** is an important issue in the Italian labour market in general, but it is even more marked in the case of (Eastern) EU-28 migrants;
- Eastern EU-28 migrants have to rely on networks to get a job and as a result they suffer from **sector or occupational segregation** (e.g. most of the Romanian men work in the construction sector, most of the Romanian or Polish women work in the health-care sector);
- Related to this, they can have **worse working conditions** than local workers as they are more exposed to risks (e.g. work in the construction sector) or to longer or unsocial working hours (e.g. work in hospitals or for a family).

In this respect, according to consulted stakeholders, even though the situation of economic crisis has implied some changes in the distribution of the local workforce in the economic sectors in Milan, EU migrants are still perceived as an important resource to **cover those low-skilled jobs** that local workers are not willing to accept because the related working conditions (health and safety issues, working hours and working time arrangements, salaries) are not particularly good (e.g. in the construction sector, in the healthcare sector) or because specific skills are required (e.g. healthcare occupations). Only in some occasions, EU migrants from Eastern Europe (namely from Romania, Bulgaria and Poland) are **perceived as a threat by those local workers in low-paid and low-skilled occupations**, as they feel the competition is based on accepting lower salaries and worse working conditions and therefore is considered to be unfair (Reported by representatives of: Civil society – research institutions).

Related to the above, the situation of economic need that pushes EU migrants to leave their country puts them in a vulnerable situation, according to which they are keener on accepting disadvantaged working conditions that still can be perceived by themselves as an economic improvement with respect to their situation in the country of origin. This results in:

- EU migrants from Eastern Europe Member States accepting **under-qualified and irregular jobs** (Reported by representatives of: Local authorities);
- EU migrants often **hired at a lower qualification level even if in practice they perform a highly qualified job**. This can be observed both in regular jobs (e.g. a person who is hired as health care assistant, but that in fact performs the role of nurse) as well as in those sectors characterised by an ethnicisation of work (Reported by representatives of: Local authorities);
- Many Romanian workers (in many occasions Romanian Roma), are involved in particularly **dangerous jobs**, such as asbestos removal, in unsafe working conditions (Reported by representatives of: Employment services);
- **Undeclared work**, especially in the construction sector, or social security contributions not paid or only partially paid by the employer (Reported by representatives of: Employment services).

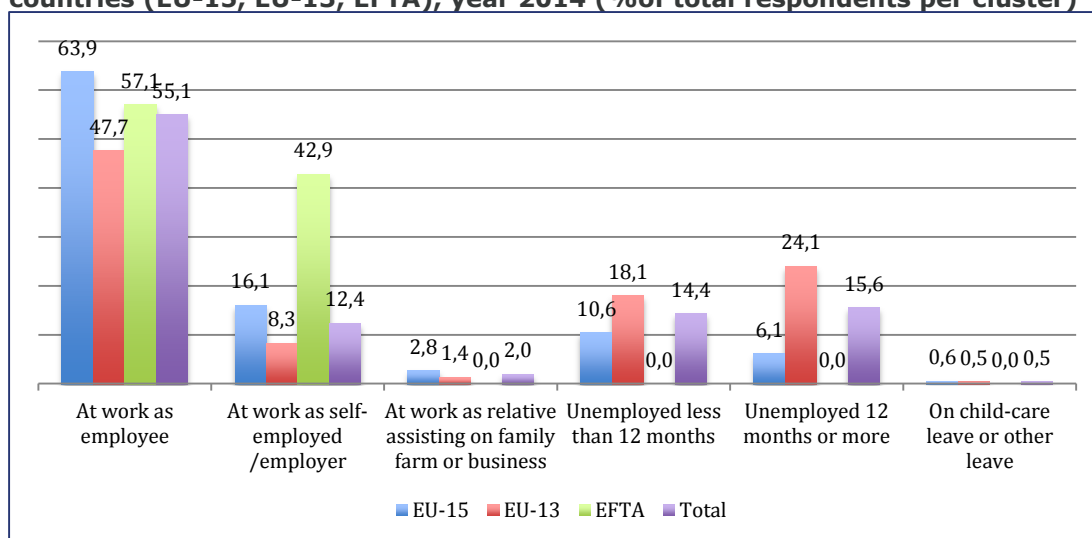
On the other hand, a number of opportunities were identified by the consulted stakeholders (Civil Society, Employment services) with respect to migrant EU workers' **contribution to the local economy**, which is reported to be positive with regards to: filling of vacancies, decreased labour costs, increased international opportunities for businesses, greater diversity of the workforce and of skills, greater productivity of the workforce, especially in those cases in which the EU migrants have a higher specialisation or better preparation than local workers in very specific sectors (i.e. Polish workers in plastic welding).

Survey results confirm most of the information provided by the stakeholders, as it is displayed in the remainder of this section.

It is important to highlight, first and foremost, that all respondents have been selected among the economically active population. In particular, 70% of respondents report to be employed, whereas the remainder report to be unemployed. More in detail, as displayed in Figure 4.10, the majority of respondents work as an employee (55.1% plus 0.5% of respondents on child-care leave) or in a similar position (2% are at work as relative assisting on family farm or business), while 12.4% are self-employed.

The remaining respondents are unemployed, 14.4% for less than 12 months and 15.6% for more than 12 months. It is worth to point out that EU-15 nationals are more frequently employed, whereas EU-13 nationals are more frequently unemployed. This circumstance confirms what already said regarding difficulties of accessing employment for EU-13 nationals in particular.

Figure 4.10: Migrant EU workers in Milan, by employment status and by cluster of countries (EU-15, EU-13, EFTA), year 2014 (%of total respondents per cluster)



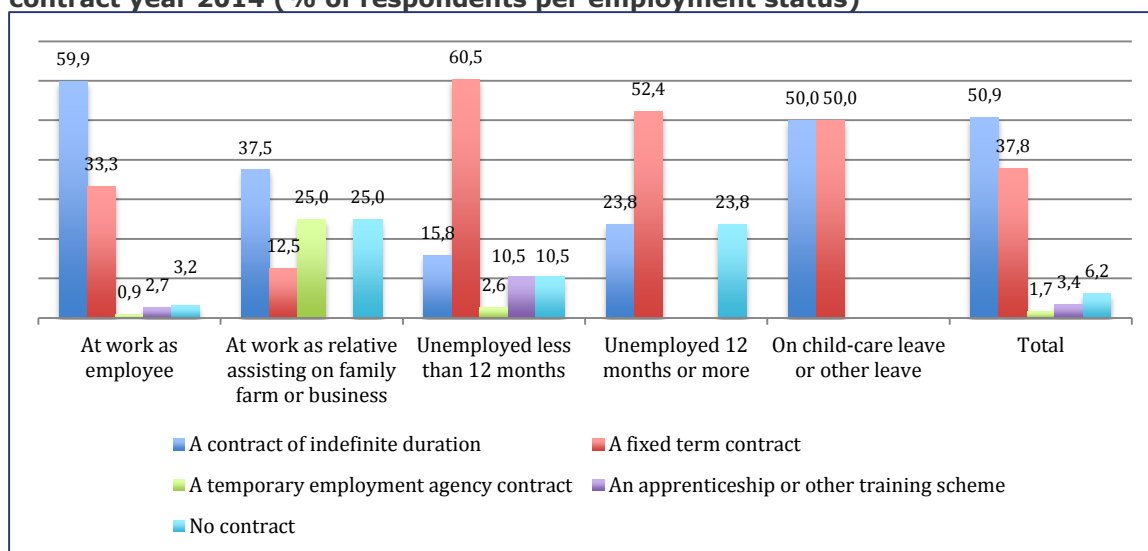
Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

A proportion of 51.2% of unemployed respondents never had a job in Italy, while 32.2% were previously employed in Milan, and 16.5% were employed elsewhere in Italy. It is worth to mention that 74.4% of unemployed respondents moved to Milan only recently, in the last five years, presumably with the aim of finding job opportunities.

As shown in Figure 4.11, a total share of 59.9% of employees work (or worked) on an open-ended contract, whereas 33.3% work (or worked) on a temporary contract, 0.9% on a temporary agency contract, 2.7% on an apprenticeship contract and 3.2% work (or worked) without a contract. A proportion of 37.5% of those working in family businesses

report working on an open-ended contract whereas 25% report working without a contract. Interestingly, unemployed respondents who have previous working experiences report having worked on a temporary basis or without a contract more frequently than in the average. These results appear in line with what emerged in the interviews to stakeholders.

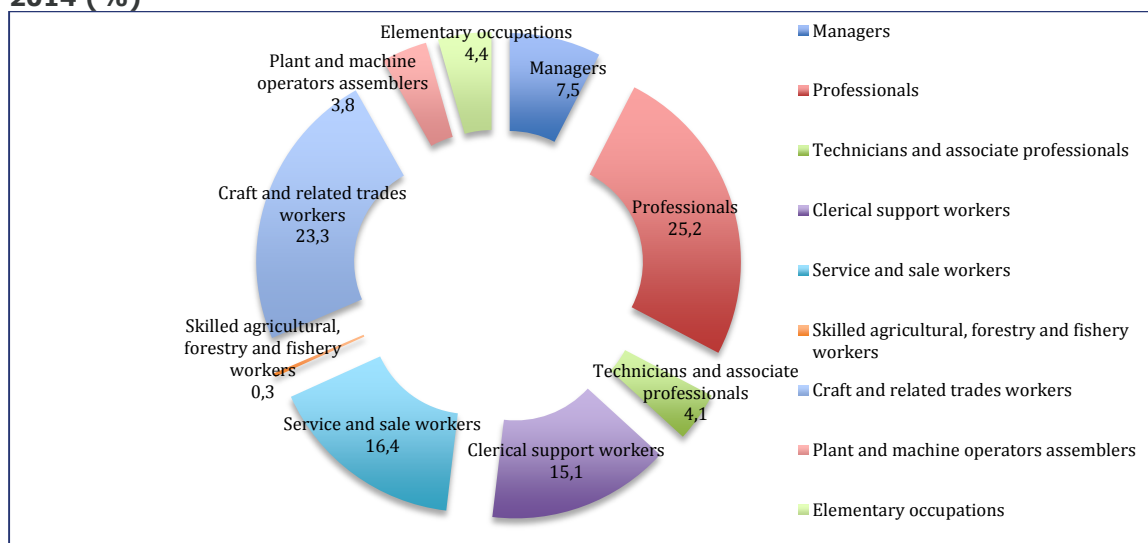
Figure 4.11: Migrant EU workers in Milan, by employment status and by type of work contract year 2014 (% of respondents per employment status)



Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

The analysis of respondents by type of occupation (Figure 4.12) displays a prevalence of professionals (25.2%) and craft and related trades workers (23.3%). However, data show as well significant proportions of clerical support workers (15.1%) and service and sale workers (16.4%), and smaller shares of all the other occupations.

Figure 4.12: Migrant EU workers in Milan, by one-digit ISCO-08 occupations title, year 2014 (%)



Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

A more detailed breakdown of respondents by occupation is reported in Table 4.2 below.

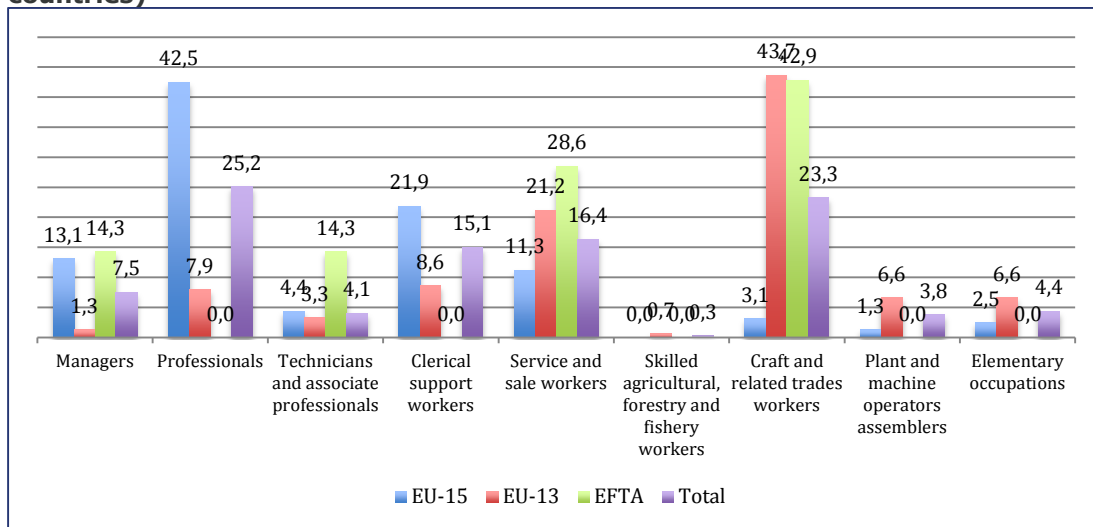
Table 4.2: Migrant EU workers in Milan, by one-digit and two-digits ISCO-08 occupations title, year 2014 (%)

ISCO-08 1-digit	ISCO-08 2-digit	%
Managers	Administrative and Commercial Managers	1.9
	Production and specialised Services Managers	0.9
	Hospitality, Retail and other Services Managers	4.7
Professionals	Professionals	0.6
	Science and Engineering Professionals	2.2
	Health Professionals	4.1
	Teaching Professionals	9.1
	Business and Administration Professionals	3.8
	Information and Communications Technology Professionals	1.3
	Legal, Social and Cultural Professionals	4.1
Associate Professionals	Science and Engineering Associate Professionals	0.3
	Health Associate Professionals	0.3
	Business and Administration Associate Professionals	2.8
	Legal, Social, Cultural and Related Associate Professionals	0.6
Clerical Support Workers	General and Keyboard Clerks	13.8
	Customer Services Clerks	0.6
	Other Clerical Support Workers	0.6
Service and Sale Workers	Personal Service Workers	12.6
	Sales Workers	2.8
	Personal Care Workers	0.9
Skilled Agricultural Workers	Market-oriented Skilled Agricultural Workers	0.3
Craft and Related Trades Workers	Craft and Related Trades Workers	20.1
	Building and Related Trades Workers, excluding Electricians	2.2
	Handicraft and Printing Workers	0.6
	Electrical and Electronic Trades Workers	0.3
Plant and Machine Operators Assemblers	Drivers and Mobile Plant Operators	3.8
	Cleaners and Helpers	1.6
Elementary Occupations	Labourers in Mining, Construction, Manufacturing and Transport	1.6
	Refuse Workers and other Elementary Workers	1.3

Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

The breakdown of respondents by occupation and national background (Figure 4.13) displays a relatively higher incidence of white collars (managers, professionals and clerks) among the EU-15 nationals (13.1%, 42.5% and 21.9%) and a higher incidence of sale and service workers, blue collars (craft and related trades workers, plant and machine operators assemblers) and elementary occupations among the EU-13 nationals (21.2%, 43.7%, 6.6% and 6.6%, respectively). This seems to confirm the information provided by stakeholders, as indicated above.

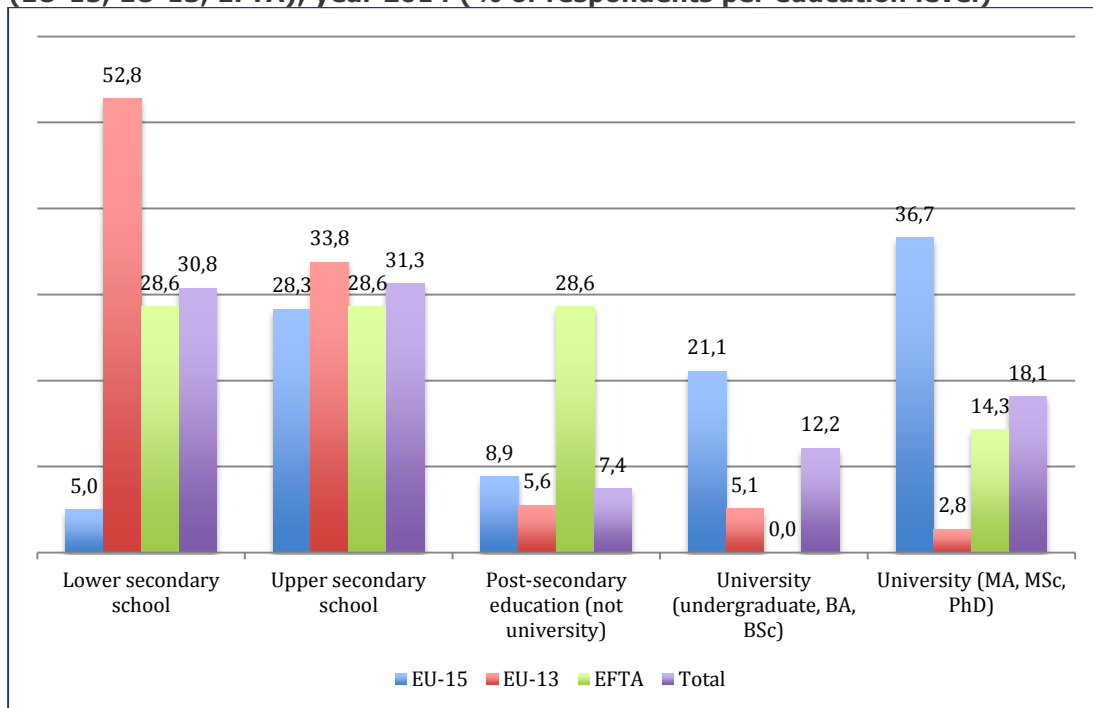
Figure 4.13 Migrant EU workers in Milan, by one-digit ISCO-08 occupations title and by cluster of countries (EU-15, EU-13, EFTA), year 2014 (% distribution per cluster of countries)



Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

These results seem to be reflected – given the correspondence, in normal conditions, between level of education and category of occupation, with higher level of education associated to higher rank occupations - in the breakdown by education and national background (Figure 4.14), which displays a higher incidence of respondents with a university degree among the EU-15 nationals and a higher incidence of respondents with a lower level of education among the EU-13 nationals. Once again, this is in line with the information provided by the stakeholders during the interviews and focus groups.

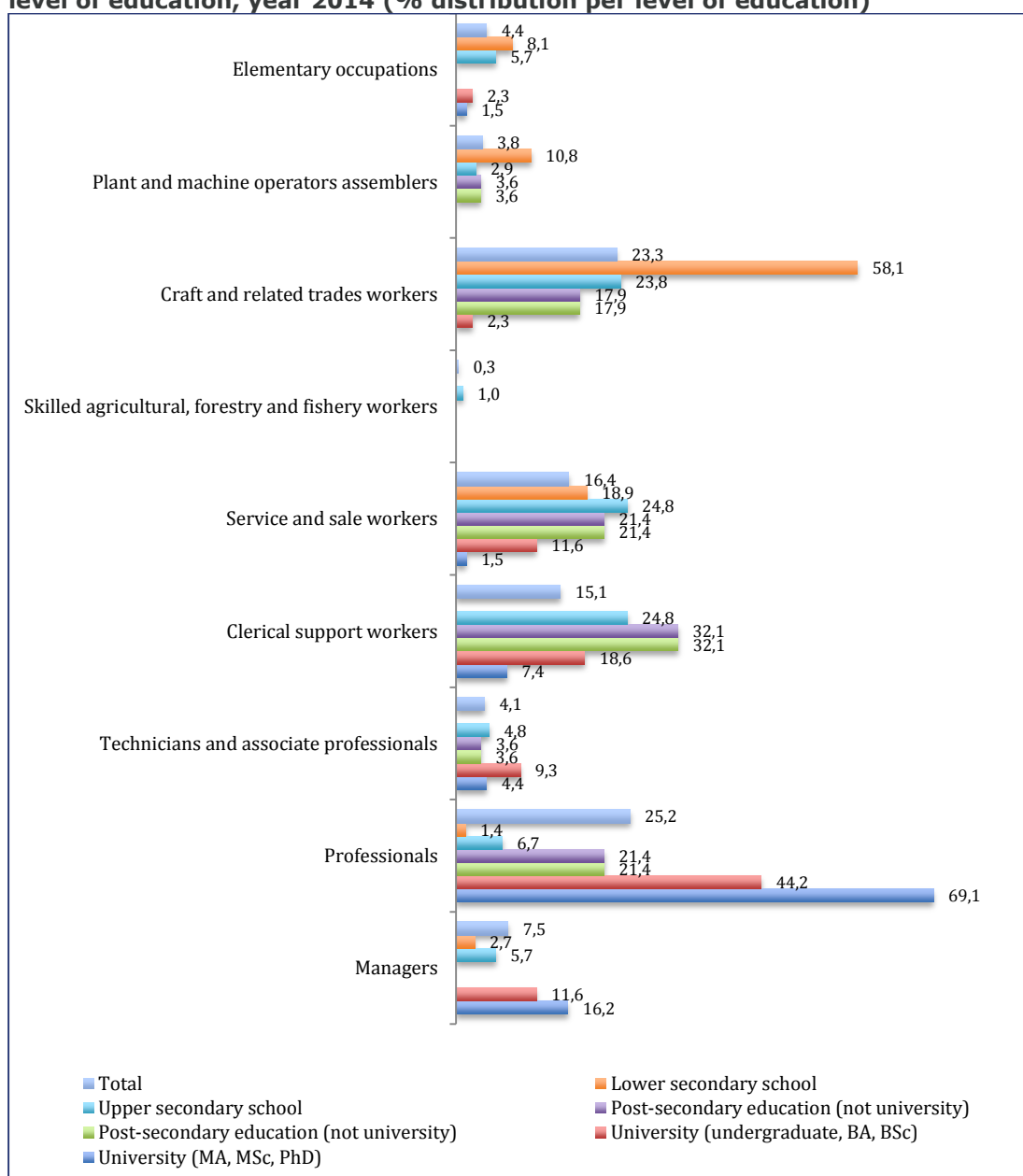
Figure 4.14 Migrant EU workers in Milan, by level of education and by cluster of countries (EU-15, EU-13, EFTA), year 2014 (% of respondents per education level)



Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

Overall, data display a good matching between qualifications and occupations, with a higher incidence of respondents with a university degree among managers and professionals and, conversely, a higher incidence of respondents with lower secondary school education among the blue collars and elementary occupations, as indicated in the chart below. This is possibly the reason why, when asked about the appropriateness of job requirements to own skills, 73.9% of respondents report an appropriate matching between their skills and their job, while 20.8% report being overqualified for their job and 1.8% underskilled.

Figure 4.15 Migrant EU workers in Milan, by one-digit ISCO-08 occupations title and by level of education, year 2014 (% distribution per level of education)

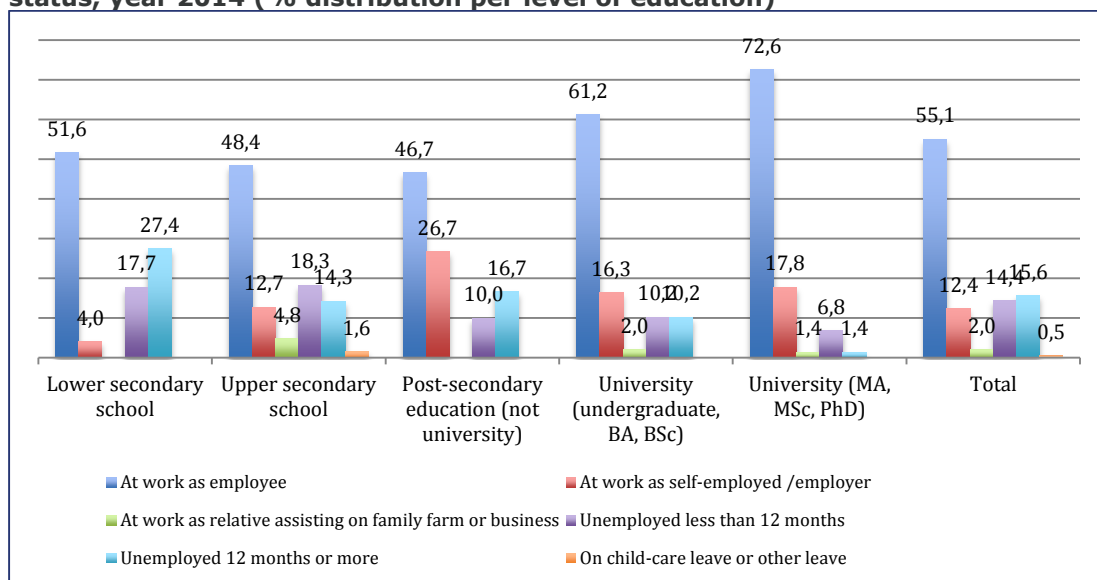


Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

It is interesting also to analyse the relationship between level of education and employment status. In line with what it is observed at EU-28 level, respondents with a

lower level of education are more often unemployed, whereas respondents with a university degree are much less likely to be unemployed, as displayed in Figure 4.16.

Figure 4.16: Migrant EU workers in Milan, by level of education and by employment status, year 2014 (% distribution per level of education)



Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

Table 4.3 below shows that a total share of 63% of respondents works (or worked) in the private sector, 9.7% in the public sector, 2.1% in a private non-for-profit organisation, 10% for a family or an individual for domestic or homecare and 15.2% as self-employed or entrepreneur. Focussing then on employment status, data display that employees are employed mostly in the private sector (75.7%), 13.1% work in the public sector, 9% for a family or an individual and only 2.3% for a non-for-profit organisation. On the other hand, respondents who are currently unemployed worked for a family or individual in almost one quarter of cases. It is worth to point out that the domestic/home care sector is the sector which is reported to have a higher incidence of work without a contract as indicated as well by stakeholders.

Table 4.3: Migrant EU workers in Milan, by employment status and by type of organisation, year 2014 (%)

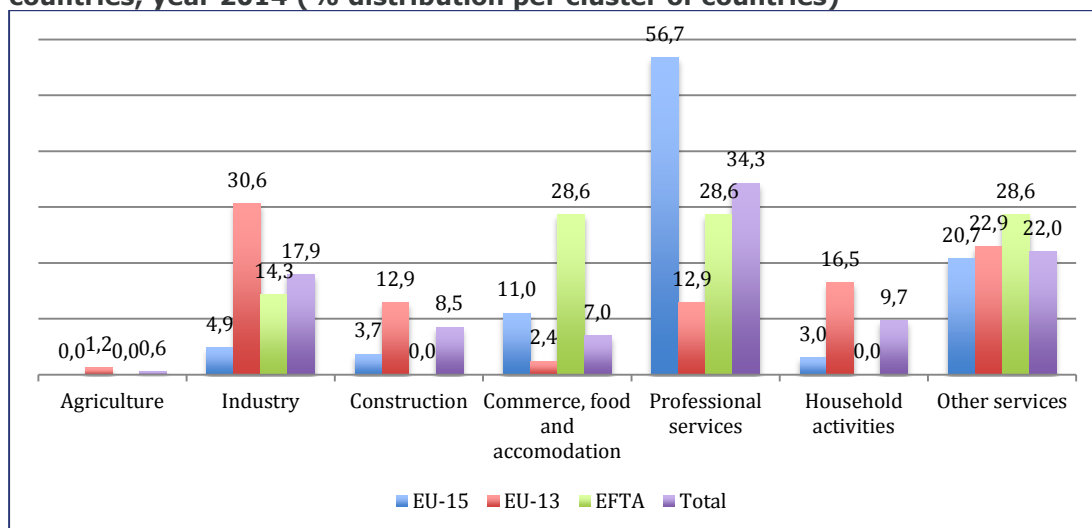
	A private company	Public sector	A private not-for-profit organization	A family/ an individual (domestic or home care)	Self-employed/own the company	Total
At work as employee	75.7	13.1	2.3	9.0	0.0	100.0
At work as self-employed/employer	0.0	0.0	0.0	0.0	100.0	100.0
At work as relative assisting on family	100.0	0.0	0.0	0.0	0.0	100.0

	A private company	Public sector	A private not-for-profit organization	A family/ an individual (domestic or home care)	Self-employed/own the company	Total
farm or business						
Unemployed less than 12 months	68.4	5.3	0.0	23.7	2.6	100.0
Unemployed 12 months or more	52.4	9.5	9.5	23.8	4.8	100.0
On child-care leave or other leave	100.0	0.0	0.0	0.0	0.0	100.0
Total	63.0	9.7	2.1	10.0	15.2	100.0

Source: Ecorys-Rd3 survey on migrant EU workers in Milan

Also the analysis of respondents by sector of activity (Figure 4.17) confirms what was reported by stakeholders. EU-15 migrants are more likely to work in the commerce, food and accommodation and in the professional services sectors, whereas EU-13 nationals are more frequently employed in the manufacturing, construction and household activities sectors.

Figure 4.17: Migrant EU workers in Milan, by sector of activity and by cluster of countries, year 2014 (% distribution per cluster of countries)

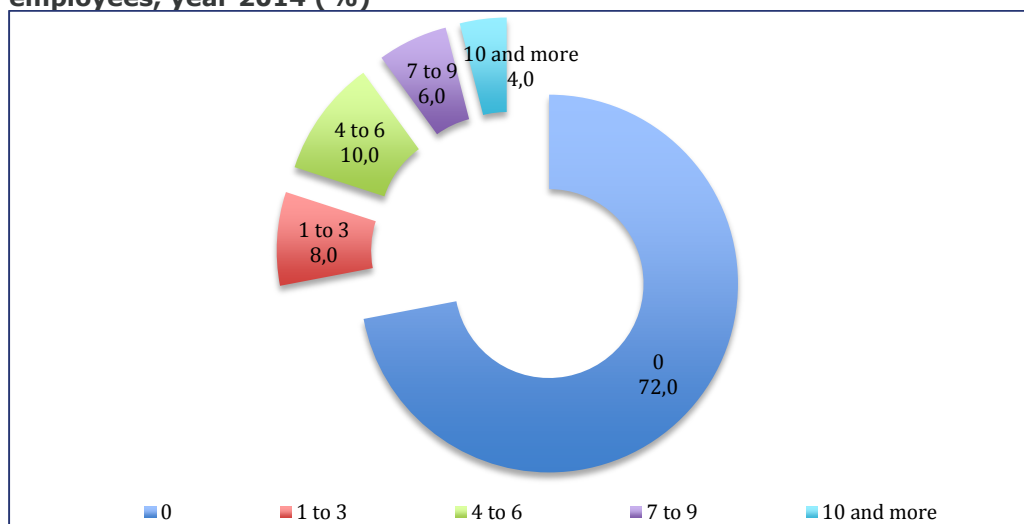


Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

As already indicated above, self-employed and entrepreneurs are 12.4% of total respondents. The majority of self-employed respondents are EU-15 nationals (58%), whereas 36% are EU-13 nationals and 6% are from Switzerland. As it can be observed in Figure 22 below, the vast majority of self-employed report not employing people (72%), whereas 8% of total self-employed report employing from one to three people, 10% from

four to six, 6% from seven to nine, and 4% more than ten. This means that, overall, more than one quarter of EU-migrants is creating/providing jobs to other people.

Figure 4.18: Self-employed and entrepreneur migrant EU workers in Milan, by number of employees, year 2014 (%)



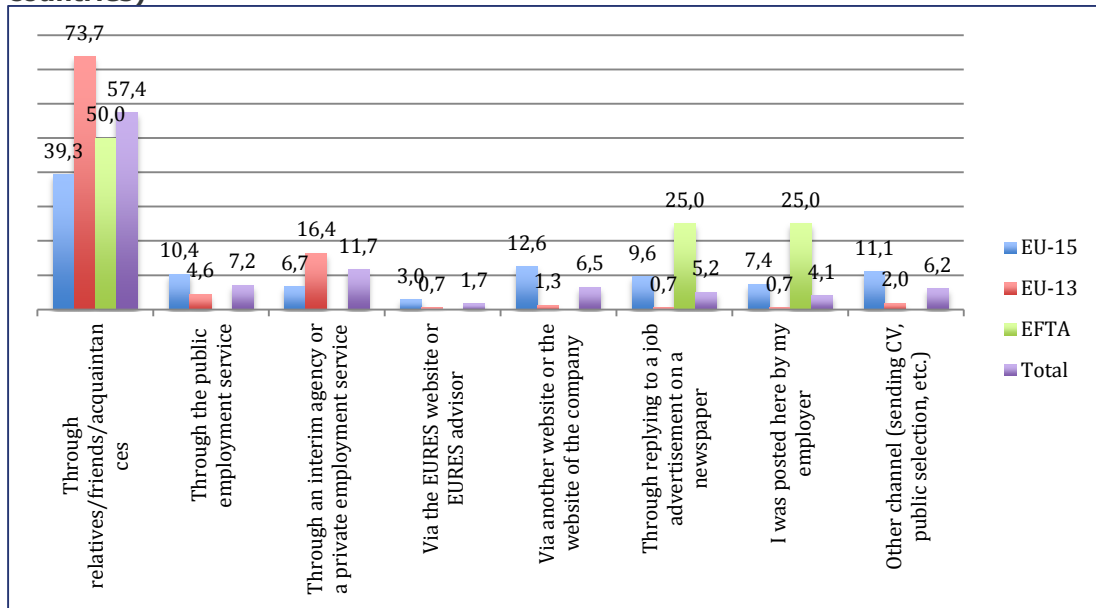
Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

More specifically, the total number of people employed by interviewed migrant EU workers is 81. Of these, 60% are Italians, 30% are from the same country as the respondent and the rest are from other countries. Employer respondents reported to employ a mix of individuals with different national backgrounds, with only one exception where exclusively individuals from their own country were employed.

Regarding the access to employment, it is interesting to point out that, as displayed in Figure 23, 57.4% of respondents relied on relatives, friends or acquaintances to find a job. Such a proportion is even higher for respondents with an EU-13 national background (73.7%). Much smaller proportions of respondents reported having got their job through public (7.2%) or private (11.7%) employment services, through EURES (1.7%), through websites (6.5%) or newspapers' advertisements (5.2%), and through other channels, mostly public selections (*concorsi pubblici*, 6.2%). Finally, 4.1% of respondents were posted in Milan by their employer. Interestingly, EU-15 nationals used all the listed channels more frequently than the EU-13 nationals - with the remarkable exceptions of personal social networks and to a lesser extent of private employment services.

This is in line with the information collected through the interviews and focus groups with stakeholders, and also with relevant literature on the access to employment through informal channels. In addition, it is consistent with data about the main reasons to move to Milan, which indicate the importance of existing networks of relatives, friends and acquaintances in the decision to migrate to Italy and to Milan.

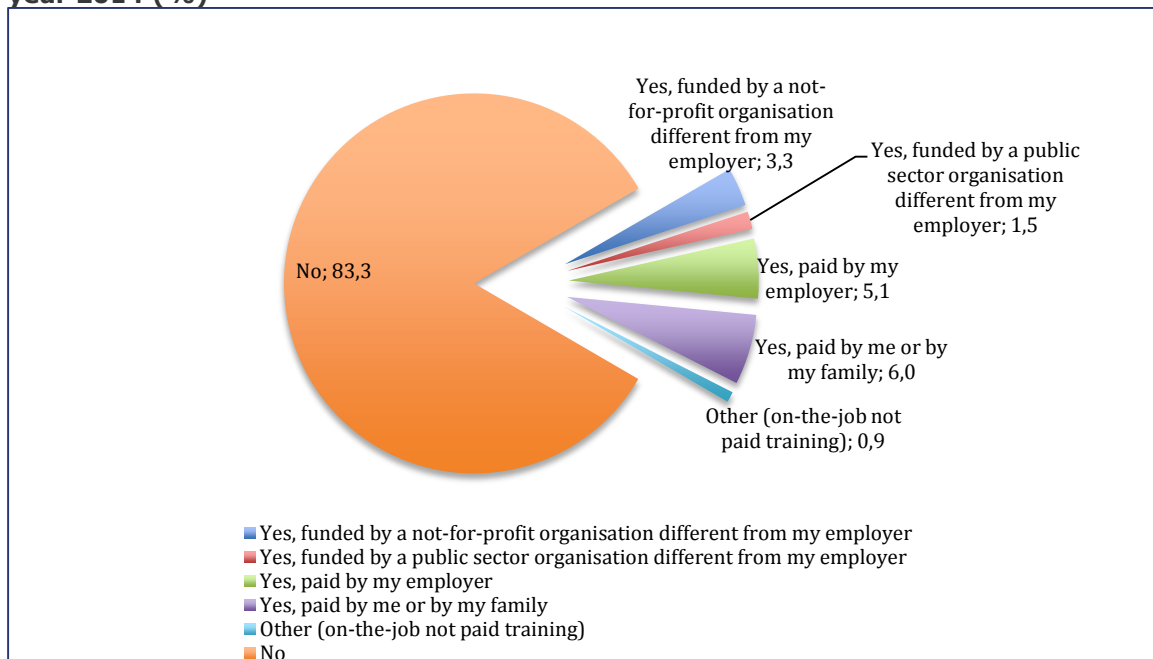
Figure 4.19: Migrant EU workers in Milan, by channel used to get current/last job and by cluster of countries (EU-15, EU-13, EFTA), year 2014 (% of respondents per cluster of countries)



Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

Finally, the survey investigated the attendance to training courses in Milan. Figure 4.20 shows that a proportion of 83.3% of respondents reported that they never attended a training course in Milan. Overall, 6% of respondents attended a training course paid by themselves or their family, 5.1% a training course paid by their employer, 3.3% a training activity funded by a non-for-profit organisation and, finally, only 1.5% of respondents attended a training course funded by a public sector organisation.

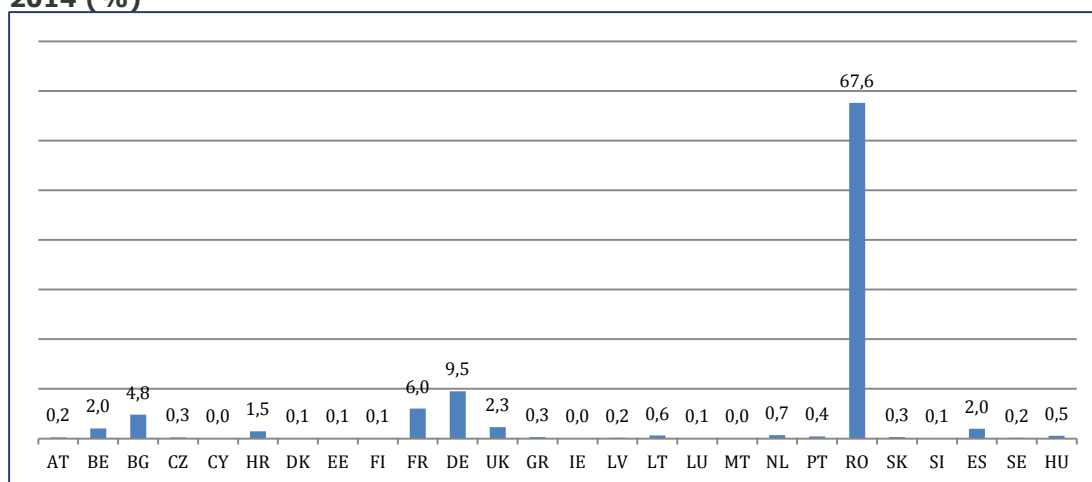
Figure 4.20: Migrant EU workers in Milan, by attendance to training courses in Milan, year 2014 (%)



Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

Data provided by the Lombardy Region - ESF Regional Operational Programme office for the 2007-2013 programming period seem in line with the survey results. Data regarding the access to training funded by the ESF in Lombardy between 2007 and 2013 display a very limited access of EU nationals to training courses: 7,614 individuals with an EU national background attended such type of training courses, out of a total of 381,434 individuals (2%). Of these, 26% were based in the province of Milan (around 2,000 individuals). The breakdown by nationality displays – at a regional level – a large proportion of Romanians among all those who attended training courses (almost 68%) and a limited incidence of Germans, Frenchs, Bulgarians, Britons, Belgians and Spaniards (Figure 4.21).

Figure 4.21: Migrant EU workers in Lombardy by attendance to training courses, year 2014 (%)

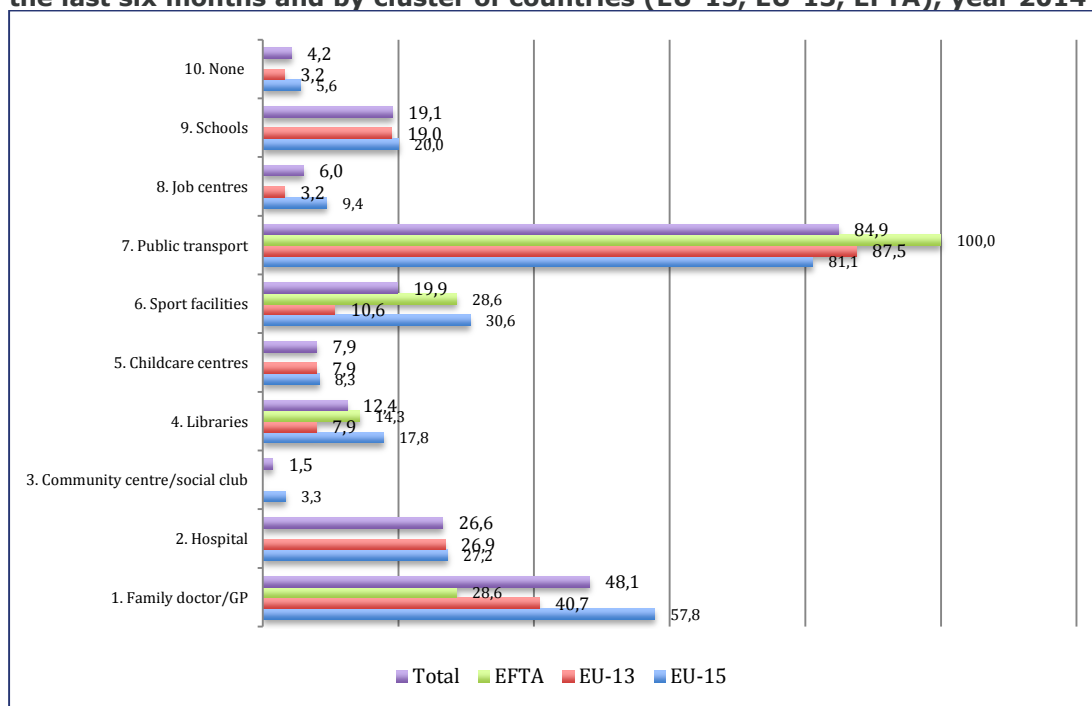


Source: Regione Lombardia – POR FSE 2007-2013.

4.4 Accessing local services

The use of local services or facilities appears to be quite limited among respondents. With the exception of local transport, used by the vast majority of respondents (84.9%), only half of respondents report having consulted (personally or via one of their family members) a family doctor or GP in the last six months prior to the interview, one quarter attended a hospital and 19.9% and 19.1% used sport facilities and schools, respectively. Much smaller proportions of respondents reported having used any other local services or facilities in Milan, and 4.2% report not having used any local services or facilities of those listed (Figure 26).

Figure 4.22: Migrant EU workers in Milan, by type of local service/public facility used in the last six months and by cluster of countries (EU-15, EU-13, EFTA), year 2014 (%)



Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

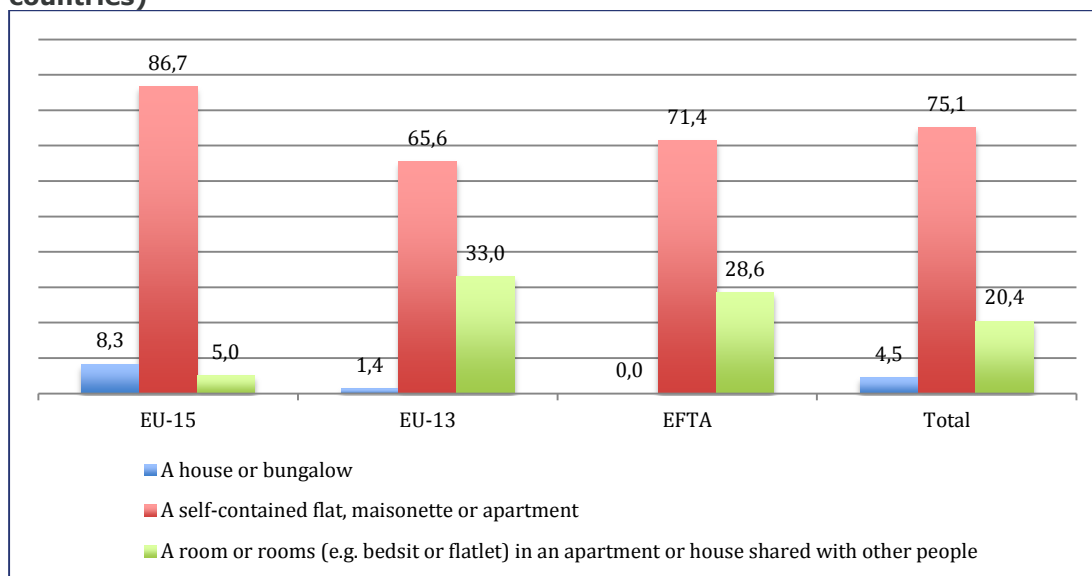
Housing/Local neighbourhood safety and security

As displayed in Figure 4.23, the vast majority of respondents report living in a flat, maisonette or apartment (75.1%), in line with the Italian habits, while a small proportion live in a house or bungalow (4.5%) and a relatively larger percentage of respondents (20.4%) share a flat or a house with other people. The incidence of respondents living in flats and in houses is higher among the EU-15 nationals (86.7% and 8.3%, respectively), whereas the incidence of those sharing an accommodation with other people is higher amongst the EU-13 nationals (33%). This last circumstance can be related to different causes. First of all, to the recent arrival of many migrant EU-13 workers to Milan and their belonging to existing networks of relatives, friends and acquaintances: sharing an accommodation could be a provisional situation, especially for single and young people, as also demonstrated by the fact that they report being housed for free. Furthermore, this can also be due to the fact that they work frequently in low paid jobs, which makes it difficult to pay a full rent. Information collected through interviews to stakeholders, however, indicates that housing is perceived to be one of the most critical issues for the socio-economic integration of EU migrants, not only because housing is one of the requirements to be able to register in the population register, but also because in some cases (Romanian and Bulgarian) migrants are offered different conditions than locals: higher rents in order to compensate an allegedly "more intensive" use of the house, often overcrowded, as well as the request for references (Civil society).

This can lead to a scenario where, as reported by different stakeholders (Civil society, Local authority), EU-13 migrants (in particular Romanians, Bulgarians and Polish) live in specific areas of Milan, creating "ghettos" and in some occasions conflicting with the locals, who feel "invaded" and react to their presence. This is due to the difficulties that most migrants have in accessing housing, which brings them to look for an accommodation in the suburbia and the former "quartieri operai" (working class

neighbourhoods), where landlords are more keen on renting to migrants and getting rents above the average of the area (Guerriero, 2009; Tosi, 2010).

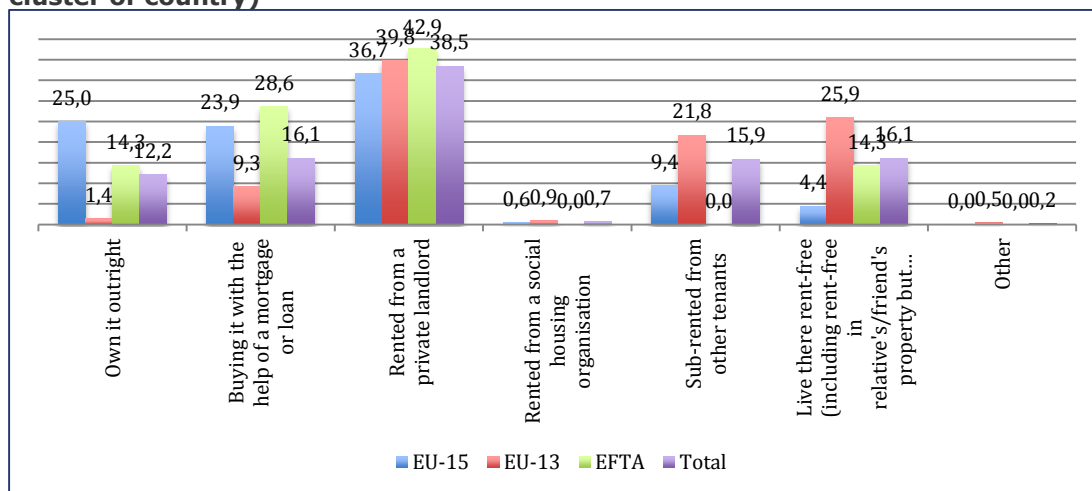
Figure 4.23: Migrant EU workers in Milan, by type of accommodation they live in and by cluster of countries (EU-15, EU-13, EFTA), year 2014 (% respondents per cluster of countries)



Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

Figure 4.24 shows that most respondents occupy the accommodation they live in renting it from a private landlord (38.5%). A lower percentage but still significant proportions of respondents sub-rent from other tenants (15.9%) or are accommodated rent-free (16.1%). Living in a social housing accommodation or in another type of accommodation is reported by an extremely reduced proportion of respondents (0.7% and 0.5%, respectively). In all these cases, a prevalence of EU-13 nationals among the respondents can be observed. A significant share of respondents report owning the accommodation they live in outright (12.2%) or being in the process of buying it with the help of a mortgage (16.1%). Interestingly, EU-15 national respondents prevail in these categories, possibly because of their prolonged permanence in Milan and also their higher income.

Figure 4.24: Migrant EU workers in Milan, by ways of occupying the accommodation they live in and by cluster of countries (EU-15, EU-13, EFTA), year 2014 (% respondents per cluster of country)



Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

If the consultation to Civil society highlighted an increasing interest of EU migrants for social housing resulting in a growing number of applications, in general terms, the use of local services or facilities appears to be quite limited among EU migrants, being the impact quite limited in size.

This is confirmed by the survey results. Only 3% of respondents applied for social or subsidised housing in Milan. Such a proportion is 3.9% in case of EU-15 nationals and 2.3% in case of EU-13 nationals. Half of respondents (52.4%) have never applied for this type of accommodation because they do not need it or do not want to. This is particularly true for EU-15 nationals (71%). On the other hand, 36% of respondents have never applied because they do not know how to do so. Such share is much higher (50.7%) among the EU-13 nationals. Smaller proportions of respondents have not applied because they think they are not entitled to a social housing accommodation for being foreigners (7.9%) or for other reasons (3%), mostly for the difficult procedures involved.

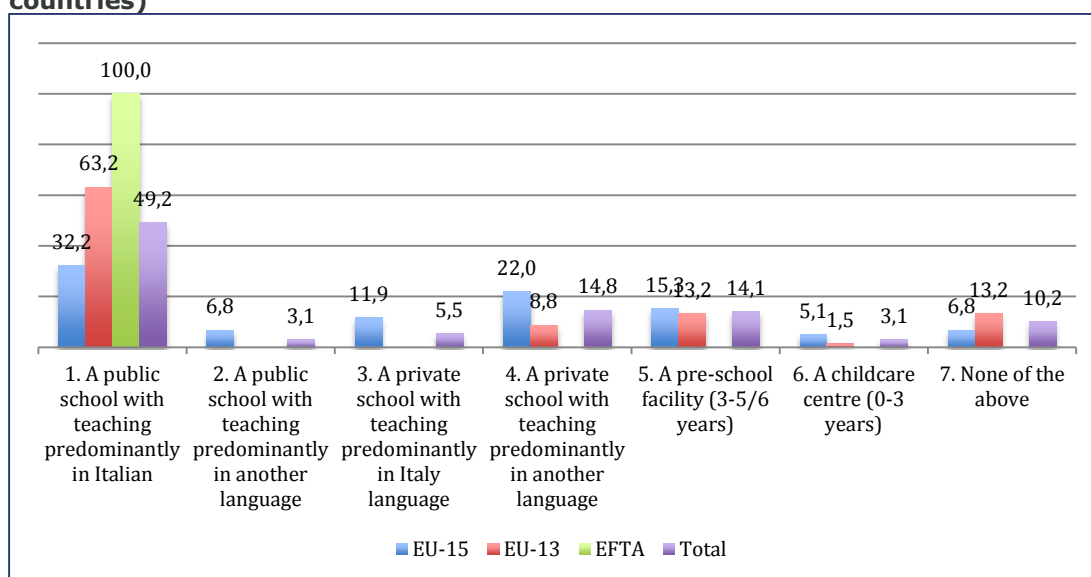
The very limited proportion of respondents who applied for social or subsidised housing in Milan resulted in almost irrelevant proportions of respondents who report difficulties when dealing with the social housing system. In particular, 0.7% of respondents were not able to find the right office where to apply, or spent a lot of time to find it, because access to information was limited; 0.2% were not able to understand the application form for language barriers; 0.5% of respondents report the application having being rejected for lack of documents; and finally 0.2% report perceived discrimination. Similarly, respondents reporting the existence of support services in this field are 0.2% in case of information available in form of posters or leaflets, and 1% in case of information available on the website, whereas 1.7% report not having found any support services.

Education and childcare

In general terms no major constraints for the inclusion of EU migrants' children have been reported by stakeholders, also because they still represent a very limited share of the total of foreign pupils (Local authority – education). In fact, as previously indicated, only 28.8% of total respondents have one or more dependent children living in Milan (28.9% of EU-15 nationals and 29.2% of EU-13 nationals).

As displayed in Figure 4.25, a proportion of 49.2% of respondents report their children attending a public school with teaching in Italian (such proportion is higher among EU-13 nationals, 63.2%). EU-15 nationals report their children attending a private school with teaching in Italian or in another language more frequently than the average.

Figure 4.25: Migrant EU workers in Milan, by type of school attended by children and by cluster of countries (EU-15, EU-13, EFTA), year 2014 (% distribution per cluster of countries)



Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

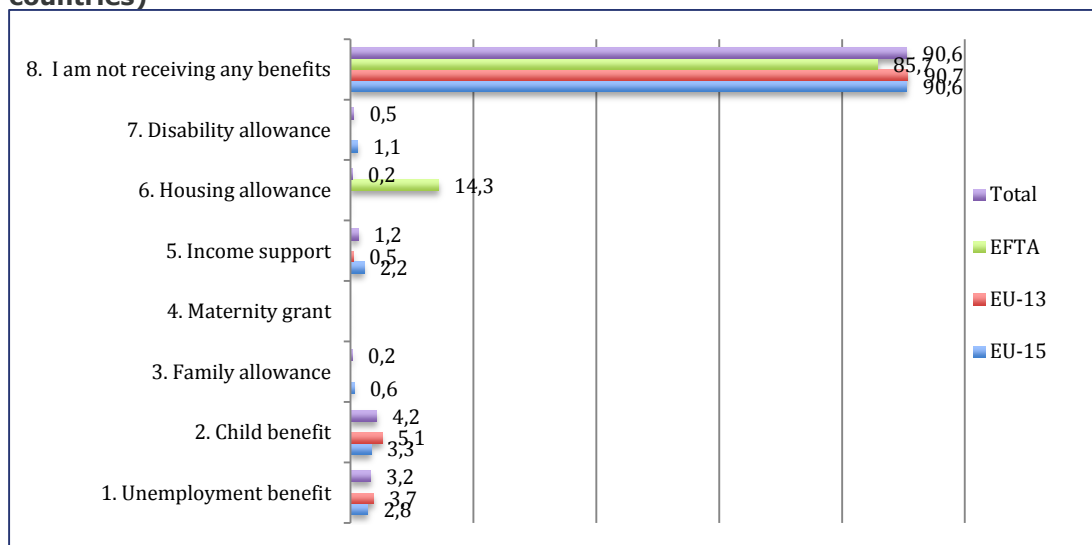
The vast majority of respondents with dependent children reported not having found specific problems when dealing with the enrolment procedures of their children or with school staff. Nevertheless, 6.9% of respondents report having spent much time in finding the right information to enrol their children at school, 5.2% report difficulties related to language barriers and finally 2.6% report perceived discrimination compared to Italians. In terms of support services, respondents with dependent children report access to information in their language or in a language they understand through leaflets or poster (3.4%) or through a website (4.3%); teachers or school staff able to speak their language or a language they understand (7.8%) and finally the presence of interpreters or mediators (0.9%).

Overall, 39.8% of respondents who used education and childcare services in Milan report to have had the opportunity of accessing more affordable quality education than in their country of origin, whereas only 2.9% of them report having had less opportunities to access affordable quality education than in their country of origin. The vast majority of respondents, however, do not have an opinion on this (22.3%) or disagree with both comparative statements (35%).

Social assistance and social protection

The impact of respondents on the social assistance appears to be almost irrelevant. Nine respondents out of ten report not receiving any benefits, whereas 3.2% report receiving an unemployment benefit, 4.2% a child benefit, and 1.2% an income support. Family, housing and disability allowances are reported by up to 0.5% of total respondents (Figure 4.26).

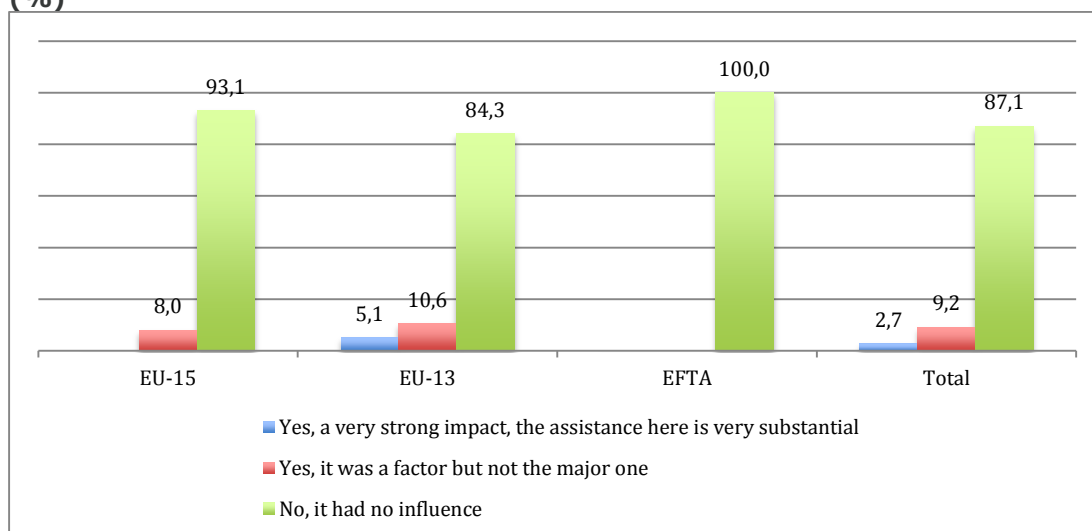
Figure 4.26: Migrant EU workers in Milan, by type of social benefits received and by cluster of countries (EU-15, EU-13, EFTA), year 2014 (% distribution by cluster of countries)



Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

The availability and level of social benefits and social services in Italy, anyway, was not the main factor that influenced the decision of living in the country for 87.1% of respondents, as shown in Figure 31. However, it had a very strong influence for 5.1% of EU-13 nationals and it was a factor but not the major one for 8% of EU-15 nationals and 10.6% of EU-13 nationals.

Figure 4.27: Migrant EU workers in Milan, by impact of availability of social benefits on the decision to live in Italy and by cluster of countries (EU-15, EU-13, EFTA), year 2014 (%)



Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

Health care

The Italian law considers health as an inalienable right of the individual. Consistently with this principle, in Italy access to health care is guaranteed also for immigrants without a

residence permit, by using the code called STP (*Straniero Temporaneamente Presente* - Temporarily Present Foreigner). This does not represent any problem for EU migrants, who are allowed to access the Italian health system provided that they are regularly inscribed in the population register. Nevertheless, a recent regulation (Circular of the Ministry of Health issued on February 19, 2008) restricted the access to health system to EU-28 citizens holding a TEAM card (*Tessera Europea di Assicurazione Malattia* - European Health Insurance Card, issued from their country of origin). Many Romanians or Bulgarians are not in possession of such a card, because of the serious shortcomings of the health system in their countries of origin, and - since December 2007- those unemployed or having an undeclared job are not covered by the Italian health system (Civil society).

The access to the healthcare system appears not having been problematic in the last two years for the large majority of respondents (85.4%). The most frequently reported problem is the difficulty to find the right service or the time spent to find it due to the unavailability of information (6.7% of total respondents). More reduced shares of respondents reported not having been able to explain their condition to medical staff due to language barriers (3.2%), having being asked an amount of money that they were not prepared to pay (3.5%), having had their treatment delayed or denied (2.7%) or having felt treated in a different way for being a foreigner (2.2%). Respondents reporting the existence of support services for the access to the health care system are 5.2% in case of information available in form of posters or leaflets, and an identical proportion in case of information available on the website. A total of 1.5% reported the existence of interpreters or mediators, and 2.7% reported multilingual medical staff, whereas the vast majority (88.3%) reported not having found any support services.

The health care system in Milan is assessed positively by 25.8% of respondents, who consider they could access affordable quality health services more easily in Milan than in their own country, whereas only 6.5% of respondents consider they could access affordable quality health services less easily in Milan than in their country of origin. The large majority of respondents do not express an opinion on this (30.3%) or disagree with both comparative statements (37.4%).

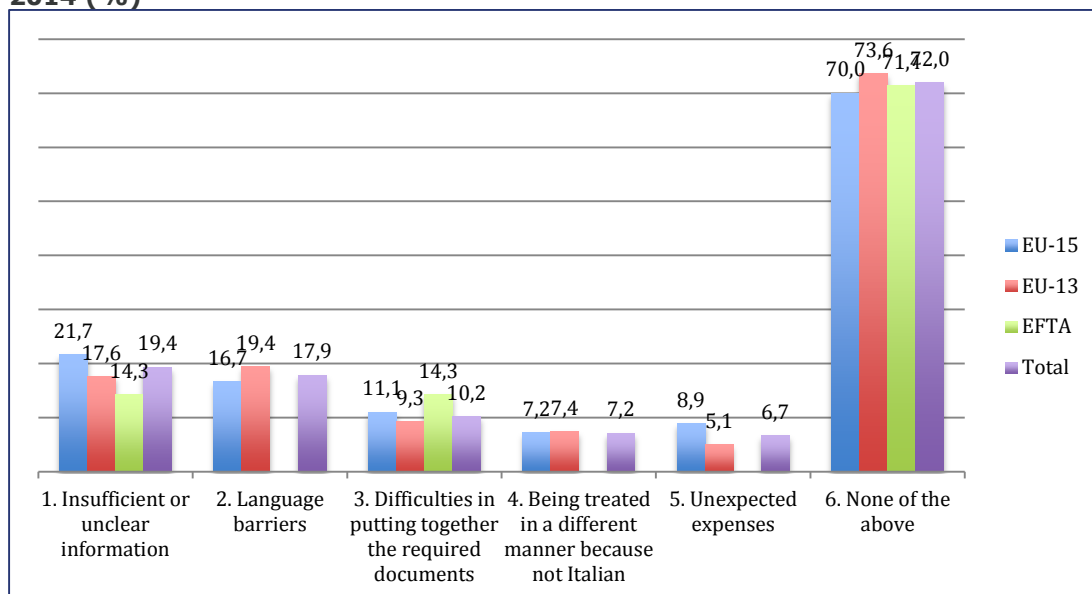
Other local services

The access to a range of local services was investigated in relation to a number of possible difficulties.

Specifically, respondents were asked to report about difficulties encountered when accessing local services (bank, local public transport company, police office, court, tax office, water, electricity and gas providers, public job centres, TV, telephone and internet providers, other local services), such as insufficient or unclear information, language barriers, difficulties in putting together the required documents, being treated in a different way because not Italian, and unexpected expenses.

Figure 4.28 shows that, overall, 72% of respondents report having not encountered any of the listed difficulties when accessing local services. Conversely, lack of information and language barriers are the difficulties reported more frequently (19.4% and 17.9% of respondents), followed by the difficulties on putting together required documents (10.2% of respondents), feeling treated in a different way because not Italian (7.2%) and finally having had to pay unexpected expenses (6.7%).

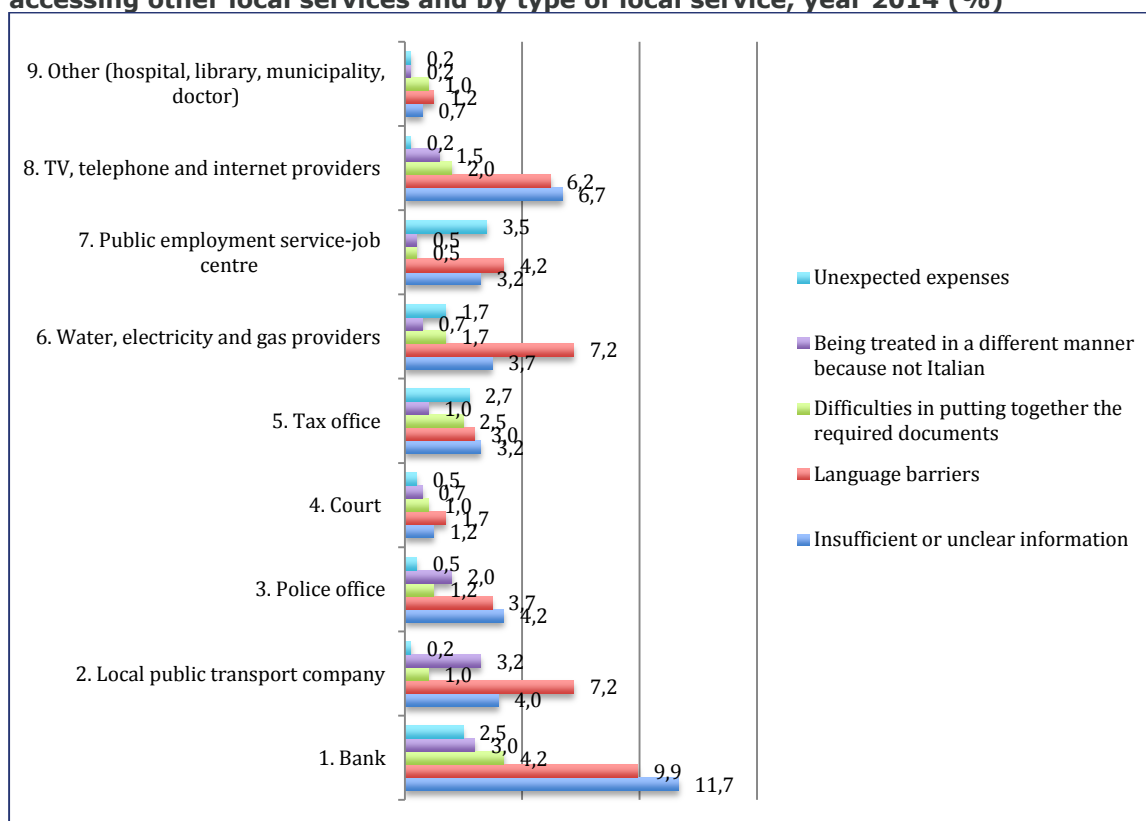
Figure 4.28: Migrant EU workers in Milan, by type of difficulties encountered when accessing other local services and by cluster of countries (EU-15, EU-13, EFTA), year 2014 (%)



Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

As it can be observed in Figure 4.29 below, difficulties are more frequently related to the access to the bank (in particular the insufficient or unclear information and language barriers), the local public transport (language barriers) and to the access of utilities providers – water, electricity and gas providers (language barriers), and TV, telephone and Internet providers (in particular lack of information and language barriers).

Figure 4.29: Migrant EU workers in Milan, by type of difficulties encountered when accessing other local services and by type of local service, year 2014 (%)



Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

This is in line with the information collected from stakeholders: as explained above, the lack of staff with sufficient language/other skills to attend the needs of EU migrants in Milan has in fact been reported by stakeholders, and is in part due to a lack of resources in public services due to recent cuts in public expenditure in Italy (Civil society).

As a way of summary, it is important to recall a number of relevant points with respect to EU-migrants' access to local services:

- First of all, almost 3 over 4 respondents did not encounter any specific difficulty when accessing local services;
- Regarding housing, the incidence of respondents living in flats and in houses is higher among the EU-15 nationals, whereas the incidence of those sharing an accommodation with other people is higher amongst the EU-13 nationals. If most respondents occupy the accommodation they live in renting it from a private landlord, others sub-rent from other tenants or are accommodated rent-free, while living in a social housing accommodation is extremely uncommon;
- In what refers to education and childcare, no major constraints for the inclusion of EU migrants' children are observed. This is related to the demographic composition of this group (limited number of dependent children) as well as to the use of private schooling (especially among EU-15 nationals);
- The impact of respondents on the social assistance appears to be almost irrelevant, since more than 90% of respondents report not receiving any benefits:
 - Regarding health care, considered by the Italian law as an inalienable right of the individual, general access is ensured, with some difficulties for Romanians and Bulgarians in specific cases.

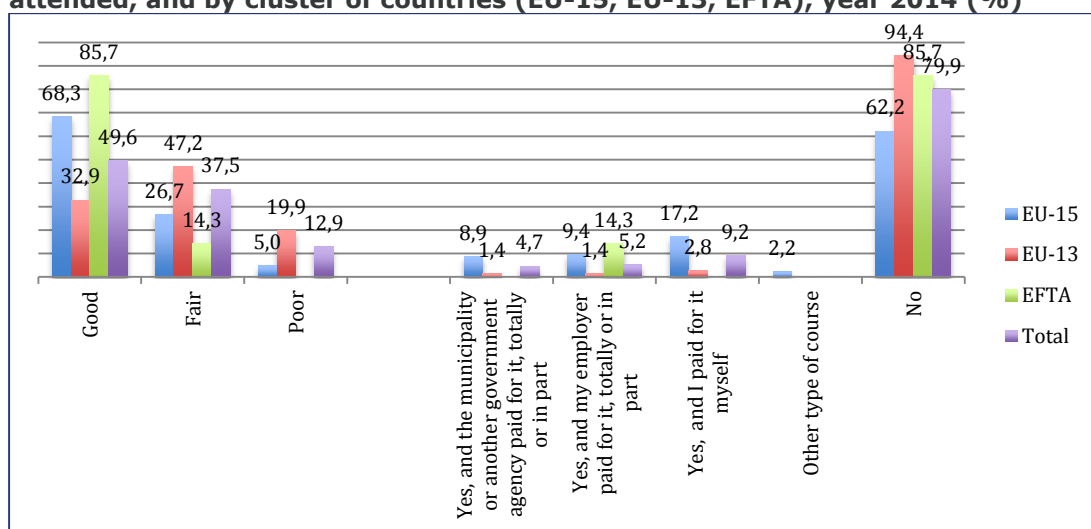
Moreover, a number of opportunities related to the presence of EU-migrants in Milan were mentioned by the consulted stakeholders (Civil Society, Employment Service) with respect to their contribution to the **reorganisation of local services**: public services are adapting in the most possible efficient way to accommodate to the needs of migrants. Linguistic and cultural mediators are available, mainly on demand. Similarly, documents containing basic information are made available in the most common foreign languages. On the other hand, staff reorganisations, simplifications of administrative procedures and consequent decreases in bureaucratic burdens in the services provided to migrants (and, in some cases, to the citizens in general terms), which benefitted also locals, have been observed. Another positive impact of migrants on the local services has been the creation of networks between local institutions which allowed maximising efforts and reducing duplications and overlapping of initiatives, with a reduced waste of resources. Additionally, the presence of EU migrants also ensured a higher offer of certain **services and cultural options** at a local level, as mainly stressed by academicians and experts.

4.5 Participating in social, cultural and political life

This section illustrates the results regarding the participation in social, cultural and political life of EU migrants in Milan, alongside to data related to their social integration.

The knowledge of Italian language and attendance to language courses has been surveyed. As already indicated, stakeholders stressed the importance of the knowledge of Italian language to access employment: the limited knowledge of the Italian language, especially at the very beginning, is an important barrier for EU migrants in what regards the access to information and job offers (Civil society – research institutions). The evidence collected (Figure 4.30) indicates that EU-15 respondents report more often than EU-13 nationals having a good knowledge of Italian, while EU-15 report more frequently a fair (47.2%) or poor (19.9%) knowledge. This seems to be strictly related to the attendance to Italian language courses, which are in fact reported by EU-15 nationals more frequently than by EU-13 migrants. Only 62.2% of EU-15 respondents report never having attended an Italian course in Milan, whereas such a proportion rises up to 94.4% among EU-13 respondents.

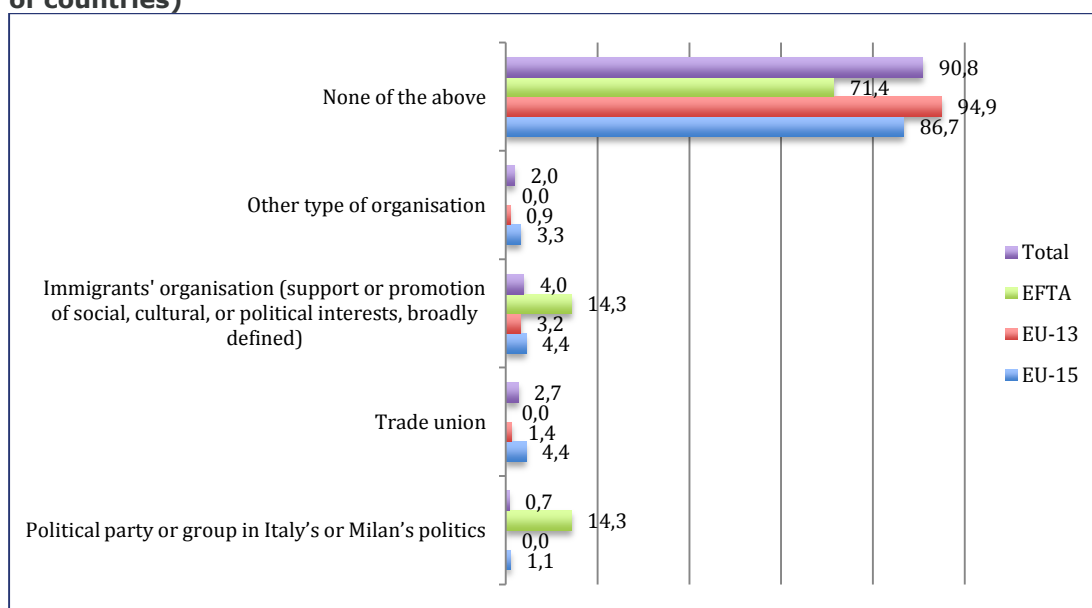
Figure 4.30 Migrant EU workers in Milan, by knowledge of Italian, by Italian courses attended, and by cluster of countries (EU-15, EU-13, EFTA), year 2014 (%)



Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

Belonging to an organisation such as a political party or group, a trade union, etc. is considered to be an indicator of social integration. In this respect, data (Figure 4.31) display that the vast majority of respondents do not belong to any organisations (90.8%), although different behaviour patterns can be noted between EU-15 and EU-13 migrants. EU-15 migrants are relatively more often members of political parties or groups, trade unions, immigrants' associations and other types of organisations when compared to EU-13 nationals.

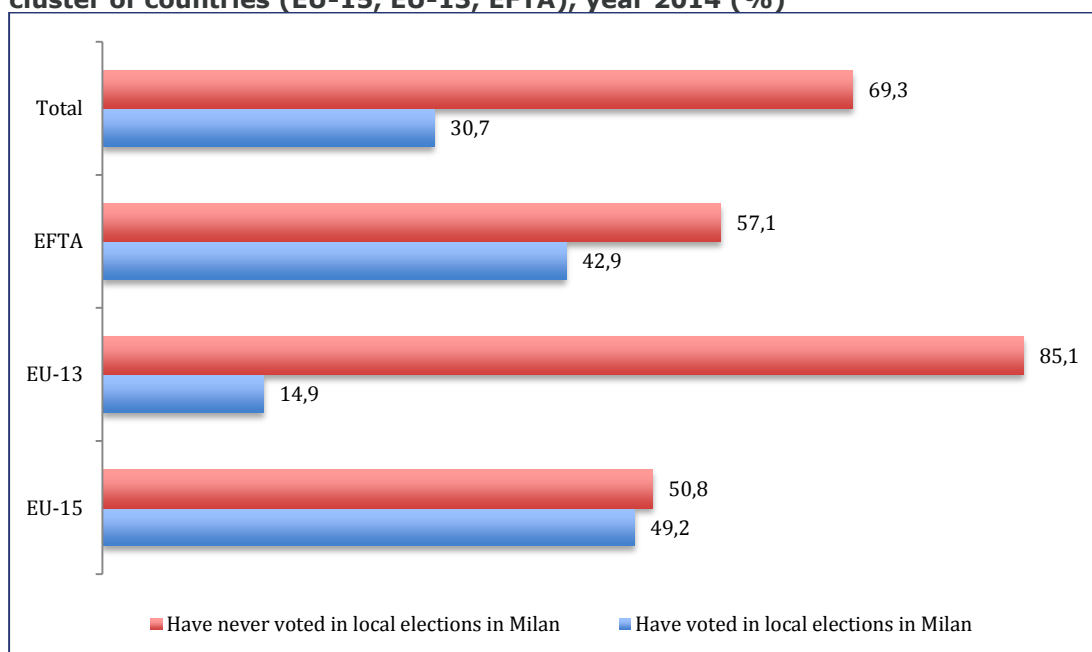
Figure 4.31: Migrant EU workers in Milan, by type of organisation they are member of and by cluster of countries (EU-15, EU-13, EFTA), year 2014 (% distribution per cluster of countries)



Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

In addition, almost half of EU-15 respondents report having voted in the local elections, while this is the case for only 14.9% of EU-13 respondents (Figure 4.32).

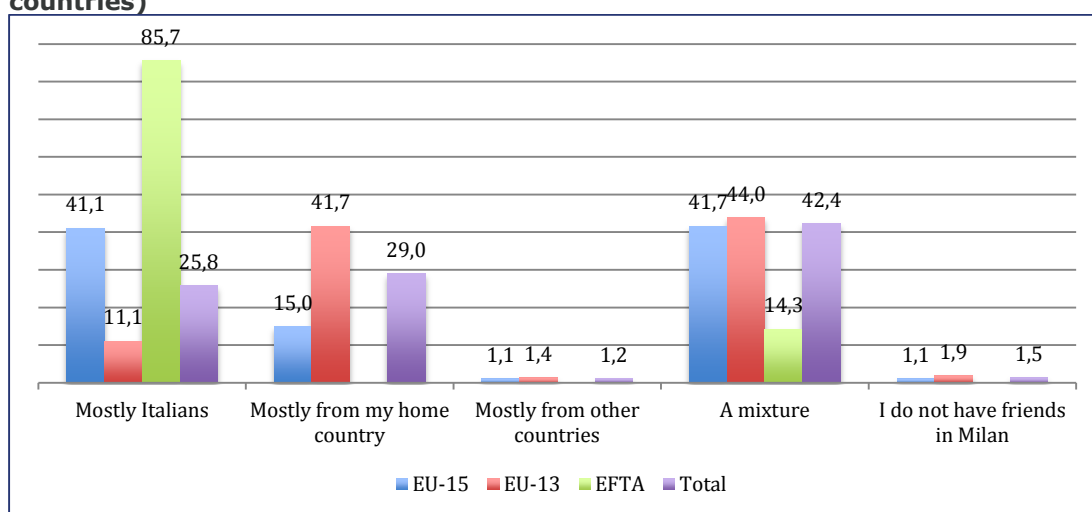
Figure 4.32: Migrant EU workers in Milan, by participation in local elections and by cluster of countries (EU-15, EU-13, EFTA), year 2014 (%)



Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

Also the nationality of friends is a good indicator of social integration. As shown in Figure 4.33, 41.1% of EU-15 respondents report having mostly Italian friends (only 11.1% in the case of EU-13 respondents), and 41.7% of EU-13 respondents report having mostly friends from their home country (15% in the case of EU-15 respondents). A similar proportion of EU-15 and EU-13 respondents report having friends mostly from other countries, a mixture of friends or not having friends in Milan.

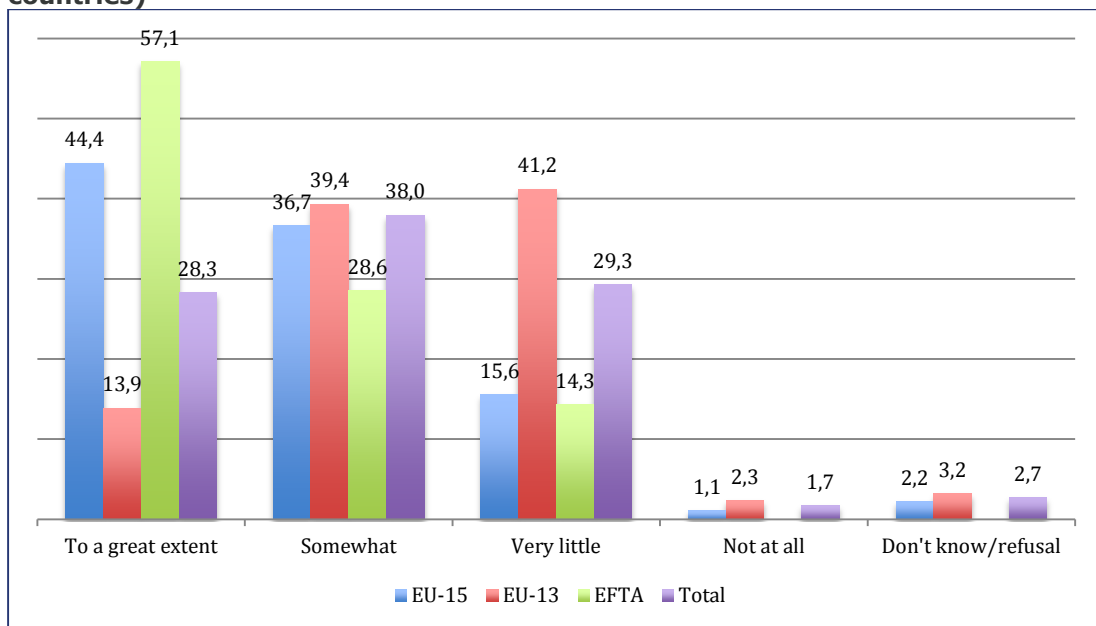
Figure 4.33: Migrant EU workers in Milan, by origin of friends they have in Milan and by cluster of countries (EU-15, EU-13, EFTA), year 2014 (% distribution per cluster of countries)



Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

The level of social integration has been investigated as well through a specific question about the feeling of 'being part' of the city of Milan. This sense of belonging is stronger amongst EU-15 respondents, who report more frequently feeling to be part of Milan 'to a great extent' (44.4%, versus 13.9% of EU-13 respondents), whereas EU-13 nationals report more often feeling to be 'somewhat' (39.4% versus 36.7% of EU-15 respondents), 'very little' (41.2% versus 15.6%) or 'not at all' (2.3% versus 1.1%) part of Milan, as it can be observed in Figure 4.34 below.

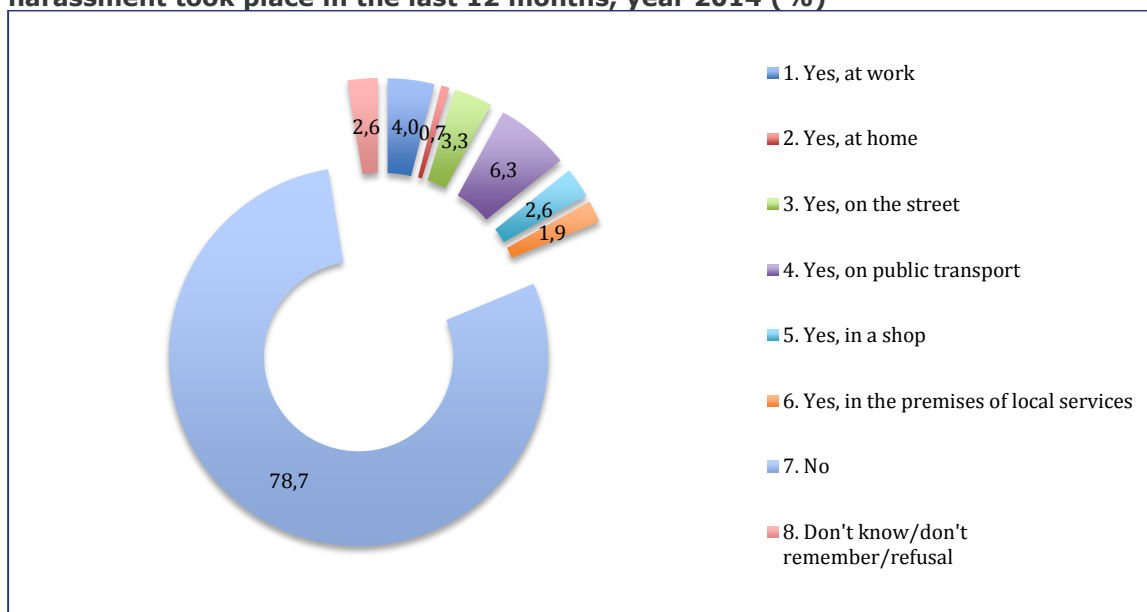
Figure 4.34: Migrant EU workers in Milan, by feeling of being part of the city and by cluster of countries (EU-15, EU-13, EFTA), year 2014 (% distribution per cluster of countries)



Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

Even though the large majority of respondents do not report harassment, it is important to note that almost one person over five reported harassment related to his/her immigrant background, as it can be observed in Figure 4.35 below.

Figure 4.35: Migrant EU workers in Milan, by reported harassment and place where harassment took place in the last 12 months, year 2014 (%)

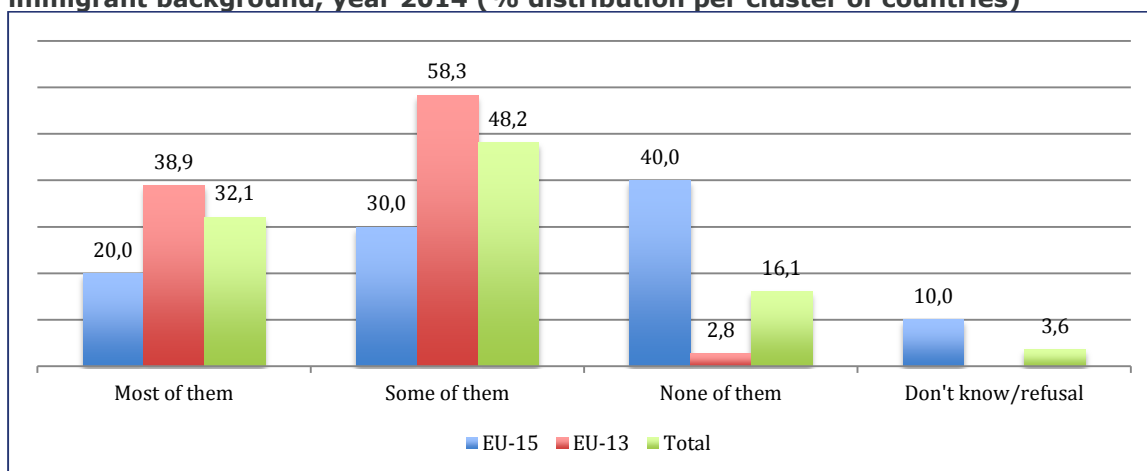


Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

This ratio is higher while taking into account only the group of EU-13 respondents, who reported harassment related to their immigrant background more often than EU-15 nationals. These data could help to explain the different levels of integration of EU-migrants: the lower integration of EU-13 nationals in Milan could be related to a more frequent existence of harassment episodes.

In fact, as it can be observed in Figure 4.36, 38.9% and 58.3% of EU-13 respondents and 20% and 30% of EU-15 respondents report that respectively 'most' or 'some' of the reported harassment episodes are related to their immigration background. Conversely, 40% of EU-15 and only 2.8% of EU-13 respondents report that none of such episodes are related to their immigrant background.

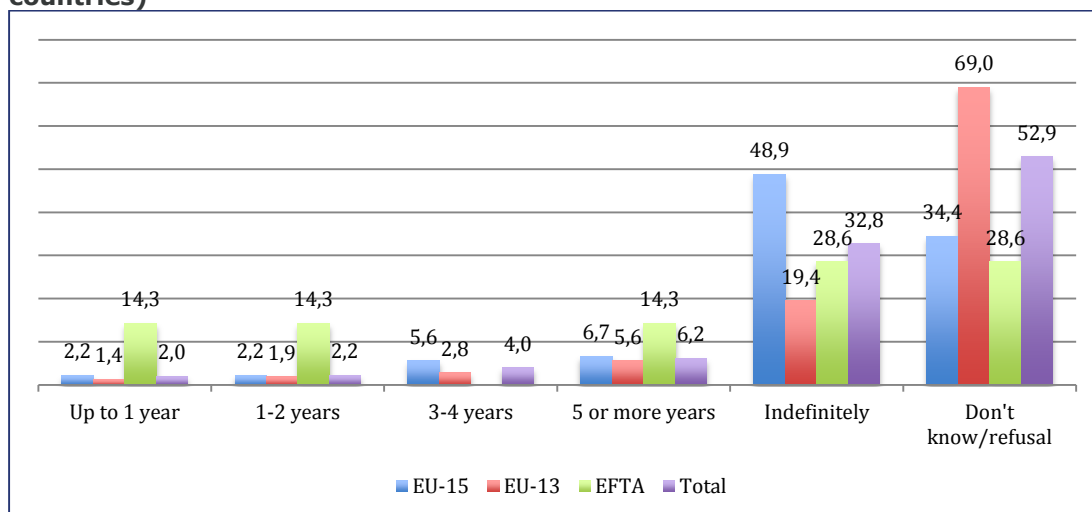
Figure 4.36: Migrant EU workers in Milan, by opinion about harassment being related to immigrant background, year 2014 (% distribution per cluster of countries)



Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

Finally, data regarding the intentions of living in the country display a greater rootedness of EU-15 respondents, as almost half of them plan to live in the country indefinitely, whereas 69% of EU-13 is not able to tell for how long they will be living in the country (Figure 4.37). Such a circumstance could be associated to the more recent arrival of EU-13 nationals to Milan and the related lack of long-term plans.

Figure 4.37: Migrant EU workers in Milan, by plans of continuing living in the country and by cluster of countries (EU-15, EU-13, EFTA), year 2014 (% distribution per cluster of countries)



Source: Ecorys-Rd3 survey on migrant EU workers in Milan.

4.6 Key challenges and opportunities

In the table below, we provide an overview of the main challenges and opportunities identified for migrant EU workers, for local workers and for the local community, on the basis of the survey results, the literature review and the consultation of a number of stakeholders.

	Challenges	Opportunities
Migrant EU workers	<p>Difficulties in the recognition and validation of diplomas, especially in the public sector.</p> <p>Limited knowledge of the Italian language, hindering the access to information and job offers.</p> <p>Difficult access to information on vacancies and malfunctioning of the matching mechanisms of labour supply and demand.</p> <p>Relevance and effectiveness of social networks to find employment, but</p>	<p>Contribution to local economy.</p> <p>Reorganisation of local services.</p>

	Challenges	Opportunities
	<p>sector or occupational segregation as a side effect.</p> <p>Lack of information available to employers about administrative procedures to hire a foreign worker.</p> <p>Lack of information available to public services staff, increasing the burden on EU-28 citizens with wrong or duplicated administrative procedures.</p> <p>Extremely difficult access to regulated professions for foreign citizens in Italy.</p> <p>Skills mismatch: (Eastern) EU-28 migrants hired at a lower qualification level even if in practice they perform a highly qualified job.</p> <p>Higher exposure to worse working conditions than local workers.</p> <p>Housing can be problematic.</p>	
Local workers	In some occasions, perception as a threat by those local workers in low-paid and low-skilled occupations.	Coverage of low-skilled jobs usually rejected by locals.
Local community	Spatial segregation in settlement, with potential conflicts with the locals.	Higher offer of certain services and cultural options at a local level.

5 Policies and practices to support the socioeconomic inclusion of migrant EU workers at local level

5.1 Overview

Sub-national governments in Italy play a particularly important role in terms of public spending (more than one quarter of all general government expenditure)²² in various policy fields, such as general public services, economic affairs, environmental protection, housing and community amenities, health, recreation, culture, and religion, and education.

As mentioned in section 2.3 of this report, Municipalities in Italy have been transferred functions and competences over the last twenty years within a general reforming process of the State towards a federalist system. They now count on a certain degree of autonomy in designing and implementing local policies in different areas (social assistance and services, pre-primary and primary education, general public services of local interest, population register and demographic data collection...). In parallel, Provinces are responsible for Public employment services, whereas the Regions are responsible for “fundamental services” such as the health services within the regional territory, for social housing, social protection and cultural policies, amongst others. The social and health sectors represent the principal spending functions of the regions²³ and, in some cases, these are managed by the Regions through local entities: *Aziende Sanitarie Locali* (Local Health Corporations)²⁴ in the case of health care, and specific public corporations (often with a local/municipal branch) in the field of social housing²⁵.

Despite this decentralisation, in the case of Municipalities such autonomy is only partially supported by own financial resources deriving from local taxes. Reforms have been recently introduced to produce more tax autonomy²⁶, but Municipalities in Italy still have to rely on the allocation of resources from the State and the Regions. Specifically, the main municipal taxes are a share of personal income tax, the local tax on real estate and, given that room for autonomous local taxes is limited, different forms of “sharing” of central taxes are foreseen. Apart from tax sharing revenues, the national government also allocates general grants to local governments related to the resident population that can use them for any purpose. Additionally, local authorities are provided with conditional grants by their region²⁷.

In conclusion, local services in Italian cities appear to be provided by all the different levels of government existing in Italy. This results often in overlapping, duplications and loss of effectiveness in implementing policies, services or interventions at local level. In addition, the system of financial resources’ allocation to municipalities appears to limit the action of city councils in projecting and providing services required at local level, and this limitation appear even more significant in times of cuts to public expenditure. As it will be displayed in the rest of this section, the fieldwork allowed to identify only a quite

²² OECD Decentralisation database, 2013
http://www.oecd.org/ctp/federalism/oecdiscaldecentralisationdatabase.htm#A_Title.

²³ OECD, Measuring Fiscal Decentralisation: Concepts and Policies
http://www.keepeek.com/Digital-Asset-Management/oecd/governance/measuring-fiscal-decentralisation_9789264174849-en#page148.

²⁴ For the Azienda Sanitaria Locale (ASL) of Milan see <http://www.asl.milano.it/ITA/Homepage.aspx>.

²⁵ In Lombardy it is ALER with a local branch in Milan. See <http://www.aler.mi.it/>.

²⁶ Longobardi, E., From transfer to “tax-occupation”: The Italian reform of intergovernmental finance.

²⁷ Wolman, H. And Hincapie, D., National fiscal policy and local government during the economic crisis, http://www.gmfus.org/wp-content/blogs.dir/1/files_mf/1401305771Wolman_NatFiscalPolicy_Vol2_Feb14_web.pdf.

limited number of initiatives addressed (also, but not specifically) to migrant EU workers, provided by different actors at local level in Milan.

5.2 First access and welcoming

No services or initiatives have been reported in this area.

5.3 Employment and self-employment

- The “**Services for adult people and immigration policies**”, provided by the Municipality of Milan, is one of the main reference points for migrants in the city of Milan. It provides migrants with the following services:
 - Information desk: information to the general public on the rights and obligations of foreigners in Italy, on the existing laws, on the services available in the area, as well as on the procedures related to hiring immigrants;
 - Secretariat and social services: the foreign adults who are in trouble can contact the service that provides social assistance;
 - Career guidance and training: counseling for immigrants who wish to attend courses of study or training, start their own business or find a job; it is an important reference service for EU migrants, who represent around 15% of all users (Local authority, Employment services).
- Fondazione Galdus implemented **project Easy**, an employment service for migrants which provides counselling, training and information on vacancies; furthermore, they collect vacancies in local companies that are keener on recruiting migrants and support the employers in the recruitment process (Civil society, Employment services);
- The Municipality of Milan opened an office and register for care workers called “**Sportello badanti e baby sitter**” (“Service for caregivers and babysitters”)²⁸. The service is meant to support the matching between demand and supply by providing information on the domestic work contract typologies and advice to regularise the work of care providers. Even if not specifically launched for EU migrants, these services are relevant given that many Eastern European women work in this sector in Milan (Local authority);
- On the other hand, the **role of public employment services** has been reported not to be especially active or useful in supporting migrants to access employment for a number of reasons related to the general functioning of public employment service system at national level (Civil society, Social partners).

Amongst the measures and resources supporting the socio-economic integration of migrants, some are related to skills development. Some relevant examples are the following:

- The “**Ente Bilaterale per lo sviluppo dell’occupazione e delle professionalità**” (“Bilateral entity for employment and skills development”) of

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https://www.comune.milano.it/portale/wps/portal!ut/p/c0/04_SB8K8xLLM9MSSzPy8xBz9CP0os3hHX9OgAE8TIwP_kGBjAyMPb58Qb0tfYwMg0C_IdlQEACgdsBg!/?WCM_GLOBAL_CONTEXT=/wps/wcm/connect/ContentLibrary/giornale/giornale/tutte+le+notizie+new/politiche+sociali+e+cultura+della+salute/sportello_badanti_inaugurazione.

Milan has a project addressed at migrants training and skills development²⁹ (Employment services);

- The project "**Badante in famiglia**"³⁰ ("care worker in the family") was promoted by the Province of Milan, with national funding, in order to ensure better working conditions to care workers and to manage both the professional and personal relations with care workers (Social partners).

5.4 Local services

In the area of education and language skills several initiatives aimed at improving Italian language skills of migrants have been reported. The most relevant example of that is the portal milano.italianostranieri.org, which has been implemented by the Municipality of Milan with the support of several public institutions and funded by the Ministry of Labour. It aims at providing information about the availability of Italian language schools for foreigners and relevant information on life in Milan (including information related to administrative procedures). Another example is the project "Lingue in comune"³¹ which is a service for language learning provided by the Municipality of Milan. It provides in fact not only information on Italian courses, but also on other language courses (Local authority).

5.5 Social, cultural and political participation

The associations of migrants and the consulates of the countries of origin play a key role in what concerns the maintenance of contacts and the feeling of cultural belonging of EU migrants to the country of origin, and provide a good opportunity for networking, considering the relevance of social networks for the socio-economic integration of EU migrants. In this respect, several initiatives aimed at supporting migrants' associations and projects implemented by migrants' associations have been reported. The most relevant appear to be the following ones:

- The Municipality of Milan launched in June 2010 a call to finance projects promoted by associations of migrants based in Milan, to be funded through the Regional Fund for the Integration of Migrants³² (Local authority);
- The initiative "**Forum della Città Mondo**" ("Forum of the World City")³³ is a project launched by the City of Milan (October 2011) during the conference "Expo Milano called the world", connected to the first International Participants' Meeting (IPM) of the 2015 Expo. The function of this forum is to support the associations and the international community to have a central role in the cultural life of the city (also in the context of the Expo 2015), both through their relationships with the countries of origin and the dynamic role they play in the economic, social and cultural development at local level. The forum is a place for participation and interaction for more than 600 international associations operating in the Milan area (Civil society);

²⁹ <http://www.ebitermilano.it/Progetti-speciali/Progetto-multietnicità/Italiano>.

³⁰ <http://www.badanteinfamiglia.it/>.

³¹ <http://www.lingueincomune.it/default.asp>.

³² Bando per l'erogazione di contributi a sostegno di progetti di inclusione e integrazione sociale della popolazione straniera (Call for the provision of grants to support projects of social inclusion and integration of the foreign population)

[http://www.comune.milano.it/dseserver/webcity/garecontratti.nsf/51607b595b240841c1256c4500569c90/2b617621550a584ec1257ab7002e8000/\\$FILE/Bando.pdf](http://www.comune.milano.it/dseserver/webcity/garecontratti.nsf/51607b595b240841c1256c4500569c90/2b617621550a584ec1257ab7002e8000/$FILE/Bando.pdf).

³³

https://www.comune.milano.it/portale/wps/portal/CDM?WCM_GLOBAL_CONTEXT=/wps/wcm/connect/contentlibrary/Elenco+Siti+tematici/Elenco+Siti+tematici/Forum+della+Citta+Mondo/Chi+Siamo/.

- The initiative "**Fatevi spazio**"³⁴, promoted by the Municipality of Milan, supports the associations by providing them with the use of public and private heritage that is currently unused, to carry out specific projects for the whole population, especially in the suburbs;
- The initiative "**La mamma ti vuole bene**" ("Mum loves you")³⁵ was launched by ADRI (Association of Romanian Women in Italy) in the public libraries of Milan in order to allow Romanian women, who moved to Milan for work, to keep in touch with their children who remained in Romania. This is related to the recent concept of "white orphans" (children who have been left behind by one or both parents, who emigrated to search for jobs and resources to grant their children a better future³⁶) (Civil society).

³⁴[http://www.comune.milano.it/dseserver/webcity/garecontratti.nsf/51607b595b240841c1256c4500569c90/b24a93788f3f9e30c1257d2e00528f89/\\$FILE/AVVISO%20ONLUS%20\(3\).pdf](http://www.comune.milano.it/dseserver/webcity/garecontratti.nsf/51607b595b240841c1256c4500569c90/b24a93788f3f9e30c1257d2e00528f89/$FILE/AVVISO%20ONLUS%20(3).pdf)

³⁵ <https://dumitrachesilvia.wordpress.com/category/il-progetto-la-mamma-ti-vuole-bene/>

³⁶ <http://www.balcanicaucaso.org/eng/Regions-and-countries/Romania/White-Orphans-the-enlargement-s-children-77630>

6 Conclusions and recommendations

The study of the phenomenon of migrant EU workers in Milan has been characterised by a series of limitations deriving from the significant lack of secondary data, and especially statistical data, on the specific topic of migration from EU-28 countries. Moreover, even though the literature and empirical evidence on migration to Lombardy region and Milan area appear to be rather conspicuous and diversified, information on the characteristics, challenges and opportunities for migrant EU workers, local workers and the local community is scarce and scattered. This results in often non-comparable information: data at a Municipal level cover only a few aspects of EU-28 migrants in Milan and, in some cases, cannot be made public because of the Italian regulation regarding data protection and privacy; literature tends to focus on different typologies of migration (mainly from outside the EU or from Eastern Europe), and to distinguish between the “old” (EU-15) and “new” (EU-13) EU migrants, as completely different groups and objects of study.

As a methodological response to these constraints, and for the benefit of this study, additional information and data were collected through a survey on migrant EU workers, interviews and focus groups involving local stakeholders. These methods allowed to complement the available secondary information and, despite some constraints (the sample for the survey not being statistically representative, and the access to stakeholders for interviews and focus groups having been in some occasions complicated), the different sources provided information that proved to be coherent and relevant for the qualitative interpretation of the socio-economic integration of migrant EU workers in Milan. Nonetheless, the lack of data remains an important barrier for a better understanding of the phenomenon and to inform relevant policy on the basis of statistical evidence.

Regarding the contents of the study, it is fundamental to stress two main factors that characterised the whole research from a thematic viewpoint. If on one hand **work represent the main reason for moving** to Italy and to Milan for most respondents, on the other it has to be noted that migrant EU workers in Milan display different profiles and patterns according to their country of origin. Specifically, as results from the fieldwork – interviews, survey and focus groups – important **differences have been observed between the EU-15 and EU-13 (Eastern) EU migration**, in terms of trends, data, behaviours and characteristics. The distinction between these two groups was often necessary to better analyse the socio-economic integration of EU migrants. According to the stakeholders’ perceptions and opinions, EU-15 migrants (mainly characterised by highly qualified profiles, moving as posted workers of multinational companies or institutions, and often followed by their partner and family) can be more easily assimilated to the local community and are often not even perceived as “migrants”. On the other hand, EU-13 (Eastern) migrants tend to be related to lower professional profiles, stronger migration flows, and greater problems from a social integration viewpoint. Statistical data also confirm that these phenomena have different patterns, mainly related to the time and intensity of immigration (EU-15 immigration in Milan started before and stayed stable over the years, while EU-13 was particularly intense during the last decade), while the survey results show that the socio-economic profiles of migrants and the reasons for migrating can vary substantially between these two groups.

In this context, and on the basis of the collected information, a number of **challenges** were identified for migrant EU workers (and in some occasions specifically for these sub-groups), the local workers and the local community:

- Regarding the integration of **migrant EU workers**, challenges mainly relate to the unequal conditions that they suffer to access and stay in the labour market when compared to the local population:
 - The difficulties for the validation and recognition of the diplomas, skills and **qualifications** put the migrant EU workers in disadvantaged conditions with respect to local workers with similar profiles. Skills mismatch is frequent, and (Eastern) EU-28 migrants are often hired at a lower qualification level with respect to the job that they perform in practice. Despite these unbalances, (Eastern) EU migrants seem to be still available/willing to cover under-qualified jobs, because they are better remunerated than the salary they could eventually get in their home countries, or because they do not have access to better options;
 - Considering the above and that work (looking for a job and taking a job offered) is the main reason of migrating to Milan, (Eastern) EU migrants have a **higher exposure to worse working conditions** than local workers: sectors/occupations more exposed to risks, longer or unsocial working hours, precariousness, undeclared work and low salaries;
 - In general terms, the lack of necessary qualifications was not identified as a barrier to get a job. In terms of skills, the only relevant limitation that was identified is related to the **language skills**, as reported by the consulted stakeholders. The limited knowledge of the Italian language, especially at the very beginning of the migration experience, is an important barrier for EU migrants in what regards the access to information and job offers. Nonetheless, especially for some groups (Romanians first of all), the take up from this perspective can be very fast and ensure a comparative advantage in comparison to other foreign job seekers in the longer term;
 - In this context, **availability and access to information** play a fundamental role, being related to a number of different actors. On one hand, migrants suffer from a difficult access to information related to vacancies and of the malfunctioning of the matching mechanisms of labour supply and demand, which makes social networks more effective to find employment when compared to formal mechanisms and services. Additionally, employers seem to count with limited information on the administrative procedures to be followed when hiring a foreign worker, being unaware of the different (lighter) requirements for EU workers if compared to non-EU nationals. Finally, public services staff seems to count with limited or inaccurate information as well, which can derive in wrong, useless or duplicated administrative procedures requested to EU-28 citizens;
 - As a result of the above, (Eastern) EU migrants mainly rely on informal and social networks to get a job, which fosters **sector or occupational segregation** and the ethnicisation of work, through the creation of migration chains in specific professions or sectors;
 - Other aspects related to the access of services also have an impact on the socio-economic integration of EU migrants. This is especially the case of **housing**: economic reasons, but also possible discrimination practices from landlords, can lead EU migrants to find more precarious solutions such as sharing. On the other hand, it is important to stress that EU migrants do not appear to be using public services intensively, and in general terms do not suffer important barriers in accessing the different local services (apart from, mainly, information and language constraints).
- Additionally, EU migration may represent a challenge for those **local workers** in low-paid and low-skilled occupations, who tend to perceive Eastern EU migrants

as competitors, since they seem prepared to accept lower salaries and worse working conditions;

- Finally, as stressed by several stakeholders, for the **local community** migrant EU workers may represent a challenge regarding the perceived “occupation” of certain neighbourhoods, where “ghettos” are created without important efforts for integration. On the other hand, it is important to stress that the local community does not seem to suffer a restricted access to local services because of the presence of EU migrants. According to the survey, in fact, the use of local services or facilities appears to be quite limited among respondents, and the impact of EU migrants on the social assistance system appears to be almost irrelevant.

On the other hand, **opportunities** also seem to derive from EU migration to Milan:

- **Migrant EU workers** are perceived to have positive impacts on the local level, both in terms of **dynamism of the local economy** (filling vacancies, decreased labour costs, increased international opportunities for businesses, greater diversity and productivity of the workforce) and of **efficiency of the local services** (provision of specialised services -linguistic and cultural mediation, translations, etc.- and important efforts in terms of efficiency - simplifications of administrative procedures and consequent decreases in bureaucratic burdens staff reorganisations);
- **Local workers** are not forced to accept disadvantaged jobs, because they are often covered by (Eastern) EU migrants;
- And finally, the **local community** not only benefits of better public and private services, but also of an increased cultural variety and richness.

From a policy perspective, these challenges and opportunities need to be interpreted in light of the existing and potential actors, structures and actions to foster/tackle them.

As regards the **existing policies and services for EU migrants**, it is important to stress the following typologies and their characteristics:

- Different services are provided to EU migrants in the field of **employment and self-employment**, being mainly promoted by the Municipality of Milan:
 - Through its “**Services for adult people and immigration policies**”, the Municipality of Milan provides an Information desk, Secretariat and social services, as well as Career guidance and training to migrants, with the support of specialised staff. This is the only integral local service for migrants and is considered to be the key reference service for (EU) migrants in Milan;
 - In addition, **specific services/target groups** are being offered/addressed by the local public administration. Caregivers and babysitters are one of the main target groups benefitting of both employment and training support services provided by the Municipality of Milan;
 - The **third sector** also plays an important role, providing additional employment support services (i.e. the “Project Easy” - Fondazione Galdus);
 - On the other hand, **public employment services** are not seen as especially active or useful in supporting migrants to access employment. They are not effectively reaching EU migrants for a number of reasons related to the general functioning of the public employment service system at national level and the lack of adequate financial and human resources.
- **Education and language skills** represent another priority area where different local initiatives exist:

- Regarding the interaction between **employment and training**, the “*Ente Bilaterale per lo sviluppo dell’occupazione e delle professionalità*” (“Bilateral entity for employment and skills development”) of Milan has promoted a project addressed at migrants vocational training and skills development.
 - Again, the Municipality of Milan is the main actor in the provision of **language training**, through its portal milano.italianostranieri.org and language learning projects such as “*Lingue in comune*”³⁷.
 - In addition, smaller and more scattered projects have been promoted by other actors as well.
- **Social, cultural and political participation** represent a third area of intervention regarding the socio-economic integration of EU migrants in Milan. This mainly consists of supporting the **cultural ties** with the country of origin. Here, the key players are the associations of migrants and the consulates of their countries, that provide a good opportunity for networking and social integration of EU migrants:
- In this respect, the **Municipality of Milan** launched different measures to support migrants’ associations, among which a call (2010) to finance projects promoted by associations of migrants based in Milan³⁸, or the initiative “*Forum della Città Mondo*” (“Forum of the World City”)³⁹, supporting associations and the international community to have a central role in the cultural life of the city;
 - In parallel, smaller initiatives are being launched and promoted directly by **migrants’ associations**, mainly to foster EU migrants’ integration in the local life of Milan without losing the connection with their family, friends and country of origin.

In this context, the role of the Municipality of Milan has demonstrated to be key and the quality and effectiveness of its services have been confirmed by several stakeholders. Third sector organisations have a complementary role and, despite promoting smaller initiatives, are also active in providing support to EU migrants. In general terms, it can be stated that policies and measures launched and managed at a **local level seem to be effective** and useful for EU migrants’ integration – although not sufficient yet to cover satisfactorily all the needs of this group.

Taking these main considerations into account, a number of **recommendations** have been identified, with the aim to better support the socio-economic integration of migrant EU workers from a policy perspective:

- **One-stop shop for EU migrants**
Given the dispersion and the difficult access to relevant information, the integral “Services for adult people and immigration policies” promoted by the Municipality of Milan proved to be an efficient and effective model of assistance and support for EU migrants. For this reason, the model of “one-stop shop” for EU migrants is seen as a relevant and efficient service for their socio-economic integration at a

³⁷ <http://www.lingueincomune.it/default.asp>.

³⁸ Bando per l'erogazione di contributi a sostegno di progetti di inclusione e integrazione sociale della popolazione straniera (Call for the provision of grants to support projects of social inclusion and integration of the foreign population)
[http://www.comune.milano.it/dseserver/webcity/garecontratti.nsf/51607b595b240841c1256c4500569c90/2b617621550a584ec1257ab7002e8000/\\$FILE/Bando.pdf](http://www.comune.milano.it/dseserver/webcity/garecontratti.nsf/51607b595b240841c1256c4500569c90/2b617621550a584ec1257ab7002e8000/$FILE/Bando.pdf).

³⁹ https://www.comune.milano.it/portale/wps/portal/CDM?WCM_GLOBAL_CONTEXT=/wps/wcm/connect/contentlibrary/Elenco+Siti+tematici/Elenco+Siti+tematici/Forum+della+Citta+Mondo/Chi+Siamo/.

local level in order to provide them with the information that they might need throughout the different migration phases.

- **Focused research to create knowledge and set the basis for the provision of specialised services for of EU migrants**

Both the available statistical evidence and literature on migration in Milan demonstrated that a scarce focus is put of the phenomenon of EU migration, while a more targeted attention/higher focus is put on specific nationalities within this group (i.e. Romanians), whose integration issues are in some occasions assimilated to the ones that characterise non-EU nationals. In this respect, and given the different legal framework and requirements affecting EU and non-EU migrants, specific analyses of this phenomenon from an EU-28 perspective would allow to create the knowledge which is needed for the provision of specialised and adequate services for EU migrants.

- **Staff training and appointment of specialised human resources in key public services**

The lack of adequately qualified and informed staff has been identified as one of the constraints to EU migrant' support and integration. In a strongly changing environment, where public services need to be efficiently organised in order to effectively cover the varying needs of the existing users, a special attention should be paid to training and support to the staff in subjects and issues related to EU migrant' needs and rights and the related requirements in terms of access to public services.

- **Recognition of qualifications, skills and previous working experience of migrant EU workers**

In the framework of the European integration and coordination in the field of education and skills, the establishment and adoption of mechanisms to validate qualifications, skills and previous working experience throughout the EU is seen as fundamental in order to guarantee equal opportunities to the EU labour force and foster its mobility. In this respect, the adoption and real applications of initiatives such as the European Qualifications Framework could support this process and help to minimise the skills mismatch.

- **Specialised vocational training courses to integrate the professional profiles of EU migrants**

Differences in quality and requirements of the EU-28 Member States education&training systems have been mentioned by different stakeholders as one of the barriers to the recognition and equivalence of competences and qualifications of EU migrants. This leads once again to the problem of skills mismatch and hinders the possibility of EU migrant to access jobs corresponding to their professional profiles. In this respect, and complementarily to the previous point, specific training courses for EU migrants could be promoted in order to complement and integrate their vocational profiles and allow them to get jobs that correspond to their qualifications.

- **Collection of detailed data on the characteristics of EU migration, and better coordination between statistical data systems at different administrative levels**

The lack of disaggregated data on EU nationals living in Milan and their characteristics, as well as the discrepancies and lack of coherence between the statistical collection systems at different administrative levels, make it difficult to know the phenomenon of EU migration in Milan/at a local level in detail. For this reason, a stronger coordination between datasets and statistical systems and the

deeper investigation of the characteristics of this group are seen as fundamental in order to better support policymaking through relevant statistical evidence.

- **Stronger attention to those professions and sectors characterised by frequent practices of undeclared work and irregular jobs**

A number of sectors (construction, domestic work and care services...) are characterised by frequent practices of undeclared work and irregular jobs, and at the same time by a strong presence of foreign (EU) workforce. A stronger attention should be paid by public authorities to the existing practices in order to avoid unfavourable work conditions, alongside the promotion of incentives (to employers) for regular employment.

- **Awareness raising and dissemination of relevant information regarding the working requirements for EU workers**

Employers, especially in small companies and in certain sectors, often do not count with the correct/sufficient information on the administrative procedures to be followed when hiring a foreign worker, and may tend to apply EU migrants requirements that are stricter than necessary. An easy access to this information should be guaranteed. User-friendly systems, such as websites, publications or specific webmail/phone assistance, could be launched and advertised to employers in order to eliminate unnecessary barriers that may affect the EU workers' hiring processes.

- **Support to migrants' associations as a complementary service to what offered by public administrations**

Especially in the case of some nationalities (namely Romanian), associations of migrants are important references for the compatriots living in the City of Milan. Taking into consideration the relevance of the interventions promoted at local level, as well as the importance of social networks and personal relations for migrants' social and labour integration, specific targeted calls to support migrants' associations might represent an additional tool to complement the existing services for EU migrants.

Annex 1 – List of interviewees

Table A.1. 1 List of interviewed/consulted people

	Position	Organisation	Type of stakeholder
1	Coordinator	Antonella Colombo, Municipality of Milan, Office for Migrants' Integration – Social Services Area	Local authority
2	Director	Andrea Zuccotti, Municipality of Milan, Citizens' Services – Population Register	Local Authority
3	Coordinator	Ornella Villella, Municipality of Milan, Services for Social Inclusion	Local Authority
4	Deputy Director	Rocco Garrapa, Municipality of Milan and Ufficio Scolastico Provinciale – Project Poli StarT for Foreign Pupils' Integration	Local authority - Education
5	Coordinator	Rita Garlaschelli, Ufficio Scolastico Regionale per la Lombardia – Ufficio XVII, Division of Support Services for Schools' Autonomy	Local authority - Education
6	Coordinator	Arcangela Mastromarco, Municipality of Milan – Project Poli Start for Foreign Pupils' Integration, Polo StarT 1	Local authority - Education
7	Director ⁴⁰	Paola Tieri, Ufficio Scolastico Provinciale di Milano	Local authority - Education
8	Director	Chiarella Mantovani, Azienda Sanitaria Locale (Local Health Corporation), District 6	Local authority - Health
9	Coordinator	Ernesto Rodriguez, Municipality of Milan, Office for Migrants' Integration – Vocational Training and Work Area	Local authority - Employment
10	Director	Alessandro Borgialli, Adecco, Active Labour Market Policies	Employment services
11	Responsible	Ornella Boggi, AFOL Nord Milano (Public Employment Centre)	Employment services
12	Expert, counsellor	Mirna Imamovic, Co-operative GALDUS – Easy Job Centre	Employment services – Civil society
13	President	Violeta Popescu, Italian-Romanian Cultural Centre in Milan	Civil society
14	President	Romulus Popescu, Romanian Association in Milan and Romanian Chamber of Commerce in Milan	Civil society
15	Medical doctor, volunteer	Guglielmo Meregalli, NAGA (Non profit association for health assistance to migrants)	Civil society
16	Coordinator,	Elisa Morellini, NAGA (Non profit	Civil society

⁴⁰ Paola Tieri is retired at the time of writing.

	Position	Organisation	Type of stakeholder
	Legal office	association for health assistance to migrants)	
17	Expert	Alessio Menonna, Fondazione ISMU (Initiatives and Studies on Multiethnicity Foundation) and ORIM (Regional Observatory for Integration and Multiethnicity)	Civil society – Research institutions
18	Professor and expert of migration in Milan	Marco Caselli, Università Cattolica del Sacro Cuore and Fondazione ISMU (Initiatives and Studies on Multiethnicity Foundation)	Civil society – Research institutions
19	Professor and expert of migration in Milan	Egidio Riva, Università Cattolica del Sacro Cuore and Fondazione ISMU (Initiatives and Studies on Multiethnicity Foundation)	Civil society – Research institutions
20	Responsible, President	Maurizio Bove, CISL Milan, Office for Social Policies and Immigration and ANOLF (National Association Beyond the Borders) – CISL, Milan	Social Partners – Trade Unions
21	Expert	Anna Olivieri, CISL Milan, Office for Social Policies and Immigration	Social Partners – Trade Unions
22	Head of Office	Giuffre', UIL scuola Milan, Office for Migrants' Support	Social Partners – Trade Unions
23	Head of Office	Felicite Ngo Tonye, UILTuCS Lombardia, Office for Migrants' Support	Social Partners – Trade Unions

Table A.1. 2 List of attendees to focus groups⁴¹

Nr	Position	Organisation	Type of stakeholder
1	Coordinator	Antonella Colombo, Municipality of Milan, Office for Migrants' Integration – Social Services Area	Local authority
2	Director	Andrea Zuccotti, Municipality of Milan, Citizens' Services – Population Register	Local authority
3	Coordinator	Ornella Villella, Municipality of Milan, Services for Social Inclusion	Local authority
4	Expert	Rosanna Di Domenico, Municipality of Milan, Services for Social Inclusion	Local authority
5	Expert	Maria Solimano, Municipality of Milan, Services for Social Inclusion	Local authority
6	Director	Chiarella Mantovani, Azienda Sanitaria Locale (Local Health Corporation), District 6	Local authority - Health

⁴¹ Focus groups took place on the 11th of December 2014 at Municipality of Milan – Office for Migrants' Integration premises.

Nr	Position	Organisation	Type of stakeholder
7	Expert	Giuditta Oppizzi, Lawyer	Legal advisor to local authority
8	Expert	Sarah Nocita, Lawyer	Legal advisor to local authority
9	Coordinator	Ernesto Rodriguez, Municipality of Milan, Office for Migrants' Integration – Vocational Training and Work Area	Local authority - Employment
10	Expert	Emanuela Fioretta, Municipality of Milan, Office for Migrants' Integration and CELAV (<i>Centro di Mediazione al Lavoro – Labour Mediation Centre</i>)	Local authority - Employment
11	Expert	Angela Guma, CELAV (<i>Centro di Mediazione al Lavoro – Labour Mediation Centre</i>)	Local authority - Employment
12	Responsible	Isabella Medicina, AFOL Milano (Public Employment Centre)	Employment services
13	Expert	Francesca Oggioni, Lombardy Region, Europe Direct	Civil society
14	Expert	Livia De Zan, Politecnico di Milano, International students office	Civil society – Research institutions
15	Expert	Anna Maria Vinci – Rd3 survey and market research	Civil society – Research institutions
16	Responsible	Pedro di Iorio, Caritas Ambrosiana, Immigration Service	Civil society - NGOs
17	Responsible	Anna Brochoire – Milan Accueil	Civil society - Associations
18	Responsible	Florence Durif – Milan Accueil	Civil society – Associations
19	President	Romulus Popescu, Romanian Association in Milan and Romanian Chamber of Commerce in Milan	Civil society - Associations
20	President	Silvia Dumitrache, Associazione delle Donne Rumene in Italia - Association of Romanian Women in Italy (ADRI)	Civil society - Associations
21	Responsible, President	Maurizio Bove, CISL Milan, Office for Social Policies and Immigration and ANOLF (National Association Beyond the Borders)	Social Partners – Trade Unions
22	Expert	Anna Olivieri, CISL Milan, Office for Social Policies and Immigration	Social Partners – Trade Unions

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Author	Title	City	Publisher	Year
Blangiardo G. C. (editor)	L'immigrazione straniera in Lombardia. La tredicesima indagine regionale. Rapporto 2013	Milan	Fondazione ISMU	2014
Guerriero B.	L'immigrazione romena nella città di Milano, in Macchi Janica G. (editor) "Geografie del popolamento. Casi di studio, metodi e teorie"	Siena	Università di Siena	2009
1. Inps in collaboration with IDOS Dossier Statistico Immigrazione Caritas/Migrantes	2. IV Rapporto 3. sui lavoratori di origine immigrata 4. negli archivi INPS 5. La regolarità del lavoro 6. come fattore di integrazione	Rome	Edizioni IDOS	2011
7. Osservatorio Regionale per l'Immigrazione e l'etnicità (ORIM)	8. Rapporto 2013. Gli immigrati in Lombardia	Milan	Fondazione ISMU	2014
Riva, E.	9. Il mercato del lavoro immigrato in provincia di Milano	Milan	10. Osservatorio Provinciale per l'Immigrazione, Provincia di Milano	2013
11. Osservatorio Regionale per l'Immigrazione e l'etnicità (ORIM)	12. Dieci anni di immigrazione in Lombardia	Milan	13. Fondazione ISMU and Osservatorio Regionale per l'integrazione e la multietnicità (ORIM)	2010
Tosi, A.	Le condizioni abitative, in ORIM, Dieci anni di immigrazione in Lombardia	Milan	Fondazione ISMU and Osservatorio Regionale per l'integrazione e la multietnicità	2010

Author	Title	City	Publisher	Year
			(ORIM)	
Colasanto, M., Marcaletti, F. e Riva, E.	Il lavoro gregario. Dinamiche occupazionali degli immigrati in Lombardia in ORIM, Dieci anni di immigrazione in Lombardia	Milan	Fondazione ISMU and Osservatorio Regionale per l'integrazione e la multiethnicità (ORIM)	2010
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Wolman, H. And Hincapie, D.	National fiscal policy and local government during the economic crisis - volume 2: country profiles	-	The German Marshall Fund of the United States	2014

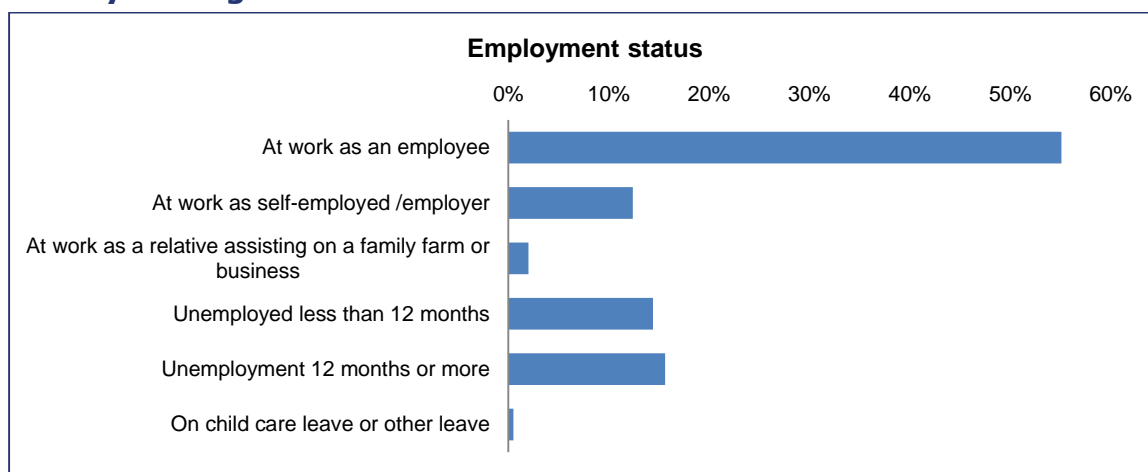
Annex 3 - Factsheet

EU migrants in Milan - key data from available statistics

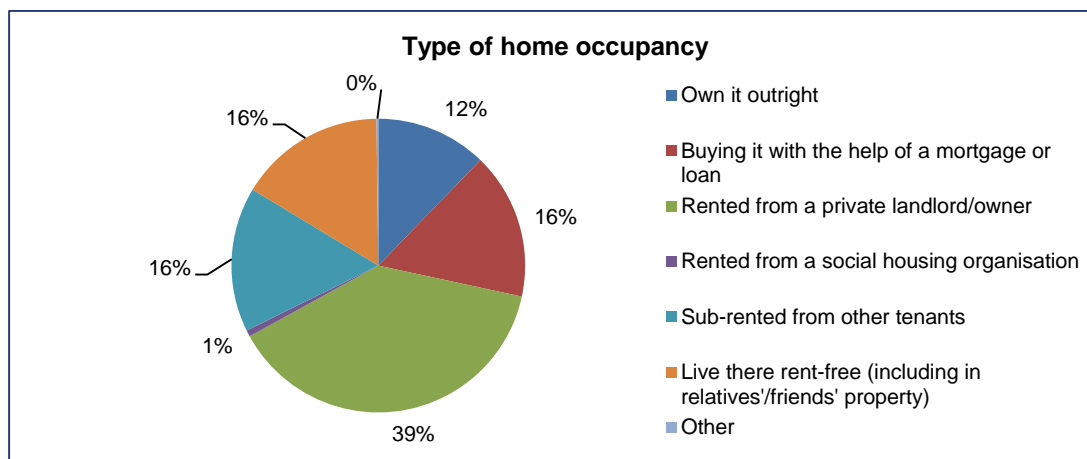
Number of EU migrants ^a	26 213
Share of city population ^a	2,0%
Main nationalities ^a	Romania (45%), France (12%), Germany (6%)
Economic activity rate	80,50%
Employment rate	79,30%
Other key demographic characteristics	The vast majority of registered EU-28 migrants living in Milan (73%) are aged between 21 and 50, with the highest proportion (33.4%) falling in the 31-40 year-old age group

^a Based on citizenship.

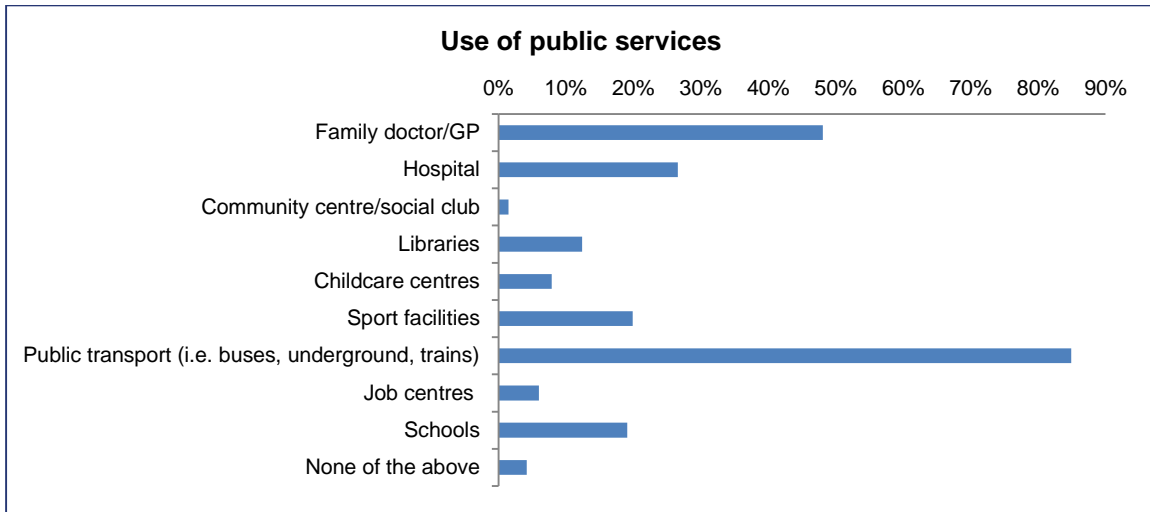
Survey on migrant EU workers: selected results



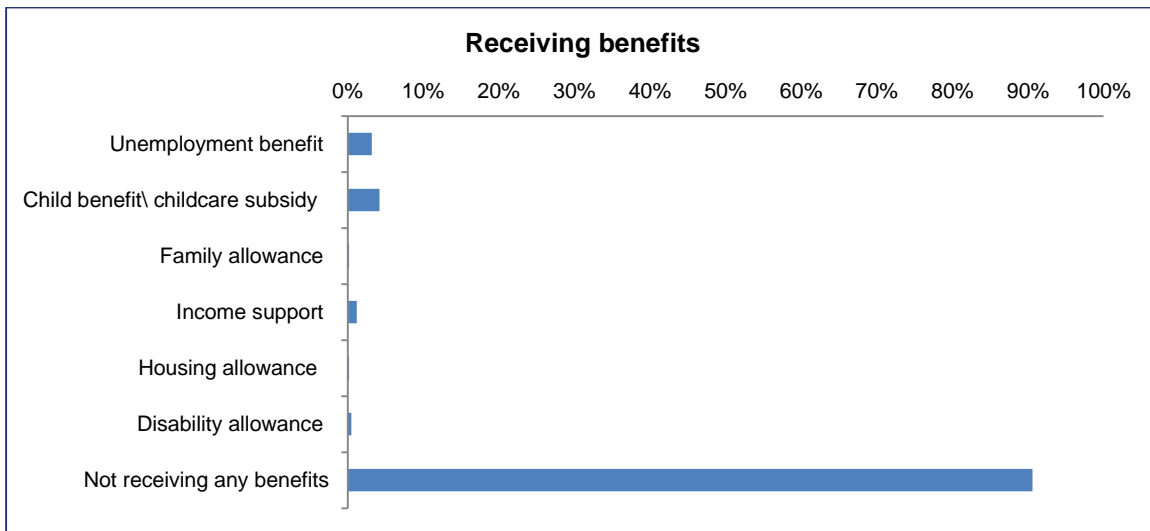
Source: Ecorys.



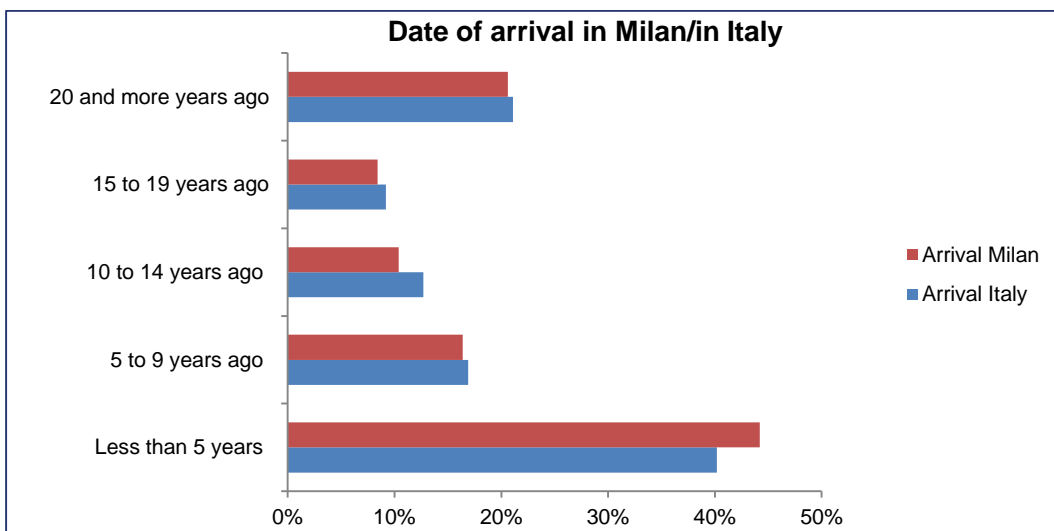
Source: Ecorys.



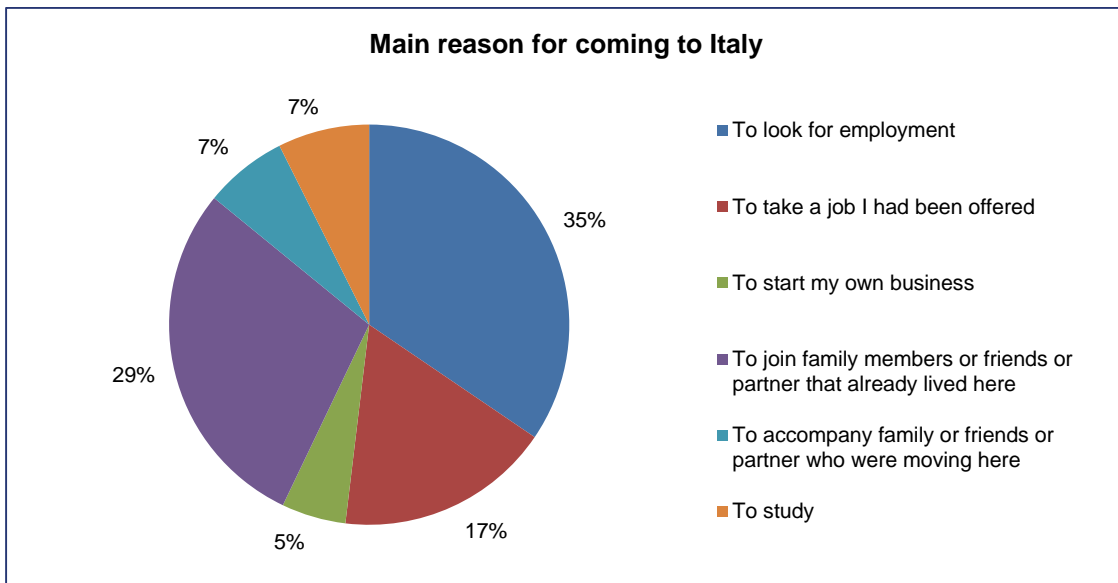
Source: Ecorys.



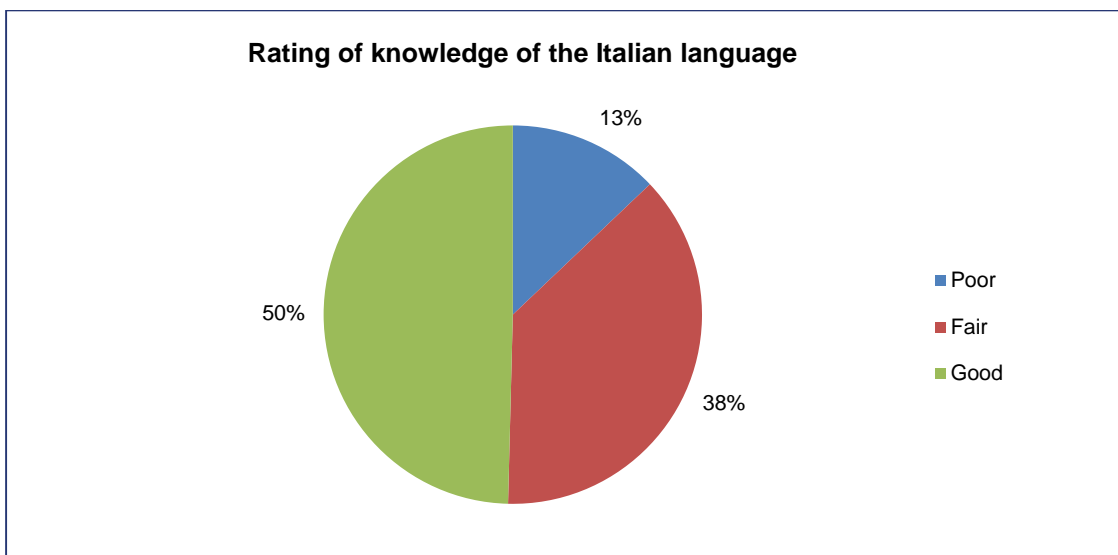
Source: Ecorys.



Source: Ecorys.



Source: Ecorys.



Source: Ecorys.

Key challenges and opportunities

	Challenges	Opportunities
Migrant EU workers	<ul style="list-style-type: none"> ▪ Difficulties in the recognition and validation of diplomas; ▪ Limited knowledge of the Italian language, hindering access to information and job offers; ▪ Difficult access to information on vacancies/ poor functioning of mechanisms matching labour supply and demand; ▪ Relevance and effectiveness of social networks to find employment; sector or occupational segregation as a side effect; ▪ Lack of information to employers about administrative procedures to hire a foreign worker; ▪ Lack of information to public services staff, increasing the burden on EU-28 citizens with wrong or duplicated administrative procedures; ▪ Extremely difficult access to regulated professions for foreign citizens; ▪ Skills mismatch: (Eastern) EU-28 migrants hired at a lower qualification level even if they perform a highly qualified job; ▪ Higher exposure to worse working conditions; ▪ Housing can be problematic. 	<ul style="list-style-type: none"> ▪ Contribution to local economy. ▪ Reorganisation of local services.
Local workers	<ul style="list-style-type: none"> ▪ In some occasions, perception of migrant EU workers as a threat by local workers in low-paid and low-skilled occupations. 	<ul style="list-style-type: none"> ▪ Coverage of low-skilled jobs usually rejected by locals.
Local community	<ul style="list-style-type: none"> ▪ Spatial segregation/ potential conflicts with locals. 	<ul style="list-style-type: none"> ▪ Higher offer of certain services and cultural options at a local level.