



DESK RESEARCH

# TENERIFE (SPAIN)

## Part 1: the local context – Integration policies pursued by local and regional authorities

Reference Territory:

- National level [BE; IR; PT; SK]
- Regional level [IT (Lombardia, Campania, Umbria); DE (Hessen); ES (Tenerife)]

### Question 1.1

**How many Third Country migrants are there in your city/region and what percentage of the total population do they represent?**

	Number	Percentage of total population
Born in Third Country migrants	103.152	11,4%
Foreign not community nationality	50.516	5,6%
Total population	908.555	100%

Source: ISTAC (Canary institute of Statistics), Municipal Census, Tenerife. 2011

As we can see there is an important presence of migrants from third countries in Tenerife that have got the Spanish or Italian nationality from their relatives, they come mainly from Venezuela, Cuba, Argentina and Uruguay.

### Question 1.2

**Demographic composition of migrant population legally present**

**Distribution for Gender & Age**

	Born in Third Country migrants					Foreign not community nationality				
	Total	Men		Women		Total	Men		Women	
Total	103.152	50.806	49,3%	52.346	50,7%	50.516	24.906	49,3%	25.610	50,7%
0 - 4	740	363	0,4%	377	0,4%	2.111	1.096	2,2%	1.015	2,0%
5 - 9	2.672	1.321	1,3%	1.351	1,3%	1.760	929	1,8%	831	1,6%
10 - 14	4.776	2.379	2,3%	2.397	2,3%	2.470	1.296	2,6%	1.174	2,3%
15 - 19	5.925	3.240	3,1%	2.685	2,6%	3.020	1.751	3,5%	1.269	2,5%
20 - 24	7.306	3.672	3,6%	3.634	3,5%	3.749	1.825	3,6%	1.924	3,8%
25 - 29	10.244	4.846	4,7%	5.398	5,2%	5.711	2.552	5,1%	3.159	6,3%
30 - 34	13.290	6.643	6,4%	6.647	6,4%	7.537	3.677	7,3%	3.860	7,6%
35 - 39	13.554	6.860	6,7%	6.694	6,5%	7.028	3.635	7,2%	3.393	6,7%
40 - 44	12.672	6.475	6,3%	6.197	6,0%	5.451	2.876	5,7%	2.575	5,1%
45 - 49	11.319	5.555	5,4%	5.764	5,6%	4.035	2.001	4,0%	2.034	4,0%
50 - 54	7.657	3.642	3,5%	4.015	3,9%	2.636	1.209	2,4%	1.427	2,8%
55 - 59	4.755	2.201	2,1%	2.554	2,5%	1.844	801	1,6%	1.043	2,1%
60 - 64	3.098	1.364	1,3%	1.734	1,7%	1.187	443	0,9%	744	1,5%
65 - 69	2.010	915	0,9%	1.095	1,1%	798	325	0,6%	473	0,9%
70 - 74	1.269	565	0,5%	704	0,7%	551	225	0,4%	326	0,6%

75 - 79	837	360	0,3%	477	0,5%	317	138	0,3%	179	0,4%
80 - 84	564	222	0,2%	342	0,3%	170	65	0,1%	105	0,2%
85 - 89	310	132	0,1%	178	0,2%	95	43	0,1%	52	0,1%
90 - 94	112	38	0,0%	74	0,1%	35	16	0,0%	19	0,0%
95 - 99	40	13	0,0%	27	0,0%	11	3	0,0%	8	0,0%
100 -	2	0	0,0%	2	0,0%	0	0	0,0%	0	0,0%

Source: ISTAC (Canary institute of Statistics), Municipal Census, Tenerife. 2011

#### Citizenship (indicate the first 10)

	Country	N	%		Country	N	%
1	Venezuela	7.308	14,5%	1	UK	24.065	17,7%
2	Colombia	5.123	10,1%	2	German y	18.428	13,6%
3	Cuba	4.843	9,6%	3	Italy	16.724	12,3%
4	Argentina	3.973	7,9%	4	Venezue la	7.308	5,4%
5	Morocco	3.857	7,6%	5	Colombi a	5.123	3,8%
6	China	3.047	6,0%	6	Cuba	4.843	3,6%
7	Uruguay	2.890	5,7%	7	France	4.732	3,5%
8	Bolivia	2.306	4,6%	8	Argentin a	3.973	2,9%
9	India	1.750	3,5%	9	Morocco	3.857	2,8%
10	Russia	1.496	3,0%	10	Belgium	3.330	2,5%

Source: ISTAC (Canary institute of Statistics), Municipal Census, Tenerife. 2011

In the second table the European countries are included

#### Seniority of presence (according to the following intervals: [0]; [1-2]; [3-4]; [5-9]; [10-14];[ >15])

The only available information is at regional level (Canary Island) and of the year 2007.

Total	276.827	100,0%
Arrived between 2.002 and 2.007	80.942	29,2%
Arrived between 1.997 and 2.001	86.527	31,3%
Arrived between 1.992 and 1.996	28.423	10,3%
Arrived between 1.987 and 1.991	25.842	9,3%
1.986 and before	51.230	18,5%
N/A	3.864	1,4%

Source: National institute of Statistics. ENI 2007

▪ **Reasons of Residence permits. Foreigners with card of residence in effect for continente**

	Total	Communitary residence permit	Study permit	Family reunification permit	Work permit	Freelancer work permit	Other permit	Arraigo *	Humanitary permit	Long duration permit
Total	121.381	86.715	4.063	3.212	5.617	94	75	932	32	20.641
UE	70.601	70.601	-	-	-	-	-	-	-	-
Other Europe	1.652	462	215	78	122	9	2	36	2	726
África	7.480	1.078	849	443	727	4	6	116	11	4.246
North America	562	348	33	10	14	1	22	4	0	130
South and central America	32.215	12.288	2.184	1.773	4.056	54	43	728	17	11.072
Asia	7.433	537	779	908	696	26	2	48	2	4.435
Oceania	22	15	2	0	1	0	0	0	0	4
Stateless	37	7	1	0	1	0	0	0	0	28

Source: OPI march 2012, Provincia de Santa Cruz de Tenerife.

The available information refers to the Province of Santa Cruz de Tenerife that includes the Island of "La Gomera", "La Palma" and "El Hierro". 90,1% of the foreigners of the Province reside in Tenerife.

▪ **Education level (% of ;;;)**

TOTAL	43.034	100,0%
Illiterates	5345	12,5%
Primary educational level	8.241	19,1%
Secondary educational level	23.751	55,2%
Tertiary educational level	5.657	13,1%

Source: Census 2001

The only available information is of the census of 2001, in a few months the information of the 2011 census will be published.

▪ **Activity position**

	Spaniards	Comunitary Migrants	Third country migrants
Total population 16-64 (thousand)	1185,79	201,54	89,25
Workers (población active) 16-64 (thousand)	868,15	161,29	73,97
Employees (thousand)	579	100	54

Unemployed person (thousand)	289,42	60,85	19,58
Inactive 16-64 (thousand)	317,64	40,25	15,28

Source: Active Population survey In June, 2012

The information refers to the seven islands that conform the autonomous Canary Community, there is no information at insular level.

▪ **Marriage Status**

Married	144191	53%
Single	64.523	23,7%
De facto patnership	32.309	11,9%
Widow	9022	3,3%
Separated and Divorced	21869	8%
TOTAL	271.914	100,0%

Source: National institute of Statistics. EMI: International Migrant Survey 2007

Question 1.3

**Legislative and institutional framework regarding the entering of Third Country Nationals**

- Ley Orgánica 4/2000, de 11 de enero, **about rights and freedoms of foreign people in Spain and its social integration** (BOE núm. 10, de 12 de enero), modificada por la Ley Orgánica 8/2000, de 22 de diciembre; por la Ley Orgánica 11/2003, de 29 de septiembre; por la Ley Orgánica 14/2003, de 20 de noviembre, por la Ley Orgánica 2/2009, de 11 de diciembre, por la Ley Orgánica 10/2011, de 27 de julio y por el Real Decreto-ley 16/2012, de 20 de abril.
- Real Decreto 557/2011, de 20 de abril, por el que se aprueba el Reglamento de la Ley Orgánica 4/2000, sobre derechos y libertades de los extranjeros en España y su integración social, tras su reforma por Ley Orgánica 2/2009 (BOE núm. 103, de 30 de abril).

To enter the territory for short term (no more than 90 days by semester) it is necessary: to have a valid passport or valid document for travelling plus a valid visa and other documents that attest the purpose and conditions of the visit as well as the availability of economical resources necessary for the stay.

In the case of touristic or private reasons other documents may be demanded: prove of the accommodation booked or letter of invitation provided by a private, confirmation of the reservation of a travel package with details about the itinerary and ticket for the return journey. In the case of travels for political, professional, scientific, religious or sport reasons some documents may be demanded: invitation of a company to participate in meetings, conventions, etc, or documents that prove commercial or industrial relationship.

In the case of travels for reasons of study or any training activities: documents of enrolment, certificates of the courses done.

To apply for residence and work permit it is necessary to have an employment offer from a Spanish company and to make all the arrangements and process in the country of origin. Different quotas are established to assure that there is not any Spanish, communitarian or authorized foreign worker available for that specific employment offer.

Question 1.4

**Legislative and institutional framework regarding the staying of Third Country Nationals**

▪ **Access to school and University**

- The education in a right recognised in the Spanish Constitution and is a fundamental element of the

country social organisation. The education grants the exercise of citizenship and equality, freedom and integration.

- La [Ley Orgánica 2/2006](#), de 3 de mayo, de Educación (LOE), regulates the structure and organisation of the educational system in its No-university levels.

- One of the goals of the Strategic plan of citizenship and integration of the Government of Spain (2011 – 2014) is to grant the access and permanency in the educational system in equal conditions and independency from origins.

The education is a right recognised in the Spanish Constitution and is a fundamental element of the country social organisation. The education grants the exercise of citizenship and equality, freedom and integration. All immigrant minors have to fulfill the scholastic obligation under the Spanish law

One of the goals of the Strategic plan of citizenship and integration of the Government of Spain (2011 – 2014) is to grant the access and permanency in the educational system in equal conditions and independency from origins. ([Ley Orgánica 2/2006](#), de 3 de mayo, de Educación (LOE), regulates the structure and organisation of the educational system in its No-university levels).

**University.** As stated in [Ley Orgánica 2/2006 de Educación](#), the students coming from the countries signatory of reciprocity agreement with Spain in this field and that have fulfilled in their countries their University entrance requirements can access the Spanish University in the same conditions of those students that have pass the entrance examinations, these overseas students do not need to pass the entrance examinations in Spain. As stated in the [Orden EDU/1161/2010, de 4 de mayo](#), that establishes the procedures to access the Spanish University for overseas students coming from countries signatory of reciprocity agreement with Spain, the candidates have to process some procedures to assure their admission in Spain. These procedures conclude with the delivery of a certificate valid for two years that authorize them to be granted a place in one University. Students coming from countries that are not signatories of reciprocity agreement or that do not meet the University entrance requirements need to pass a specific examination for overseas students organized by the Universidad Nacional de Educación a Distancia.

- **Access to labour market**

There are three main ways to work in Spain:

Authorization of residence and work for hire: as stated before, to apply for residence and work permit it is necessary to have an employment offer from a Spanish company and to make all the arrangements and process in the country of origin. Different quotas are established to assure that there is not any Spanish, communitarian or authorized foreign worker available for that specific employment offer. To this respect the Employment Office create a Hard-to-Fill Job Catalogue that establishes the most common available positions to fulfill with overseas workers..

Authorization of work and residence as a self-employed: to have this kind of authorization there are some conditions: the worker cannot be in illegally based in Spain and he or she needs to have the professional qualification legally required as well as the economical resources needed.

Authorization of residence and work for private exceptional circumstances. If you are a foreigner in an irregular administrative situation, there are four exceptional circumstances that you can use to regulate your situation in Spain: A. Establishment 1. Social Establishment. 2. Labour Establishment. 3. Familiar Establishment. B. Humanitarian reasons 1. Victims of the Crimes specified in articles 311 to 314 of the Penal Code. 2. Sudden illness. 3. Situation of risk in your homeland (origin). C. Collaboration with Administrative, Judicial, Police and Fiscal Authorities or for Reasons of Public Interest or of National Security.

- [Ley Orgánica 4/2000](#), de 11 de enero, about rights and freedoms of foreign people in Spain and their

social integration (*BOE núm. 10, de 12 de enero*), modificada por la Ley Orgánica 8/2000, de 22 de diciembre; por la Ley Orgánica 11/2003, de 29 de septiembre; por la Ley Orgánica 14/2003, de 20 de noviembre, por la Ley Orgánica 2/2009, de 11 de diciembre, por la Ley Orgánica 10/2011, de 27 de julio y por el Real Decreto-ley 16/2012, de 20 de abril.

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- The Strategic plan of citizenship and integration of the Government of Spain (2011 – 2014)

▪ **Citizenship and Right to vote**

- Ley Orgánica 4/2000, de 11 de enero, about rights and freedoms of foreign people in Spain and their social integration (*BOE núm. 10, de 12 de enero*), modificada por la Ley Orgánica 8/2000, de 22 de diciembre; por la Ley Orgánica 11/2003, de 29 de septiembre; por la Ley Orgánica 14/2003, de 20 de noviembre, por la Ley Orgánica 2/2009, de 11 de diciembre, por la Ley Orgánica 10/2011, de 27 de julio y por el Real Decreto-ley 16/2012, de 20 de abril.

- Artículo 13.2. de la constitución española: Only Spanish citizens will enjoy the rights of vote, excepting in the reciprocity criteria that may apply for law or agreement and that allows the right of vote in the elections of municipalities: Argentina, Colombia, Perú, República de Trinidad y Tobago, Chile, Ecuador, Cabo Verde, Paraguay, Islandia, Nueva Zelanda, Bolivia y Uruguay.

- **Citizenship** : there are different ways to acquire the Spanish citizenship: 1) Citizenship for legal residence: available for foreign people having lived legally and uninterrupted in Spain for at least 10 years. However, there are some exceptions: 5 years of legal and uninterrupted residence for refugees, two years for people from Latin America, Portugal, Andorra, Equatorial Guinea, Philippines or origen sefardí. One year for people married to Spaniards, and two years for people having been legally under charge of Spanish institutions or Spanish citizens. Spanish citizenship is also given to widows that were married and not separated to Spanish citizens, and to children born abroad to Spanish parents (mother, father, grandmother, grandfather). The presumption of Spanish nationality: children born in Spain from foreign parents may acquire the Spanish citizenship in the cases in which the law of the parent's country does not grant them any citizenship from birth (Ley Orgánica 4/2000 Ley Orgánica 10/2011 Real Decreto-ley 16/2012, de 20 de abril).

- **Right to vote** Only Spanish citizens will enjoy the rights of vote, excepting in the reciprocity criteria that may apply for law or agreement and that allows the right of vote in the elections of municipalities: Argentina, Colombia, Peru, Republic of Trinidad and Tobago, Chile, Ecuador, Cape Verde, Paraguay, Iceland, New Zealand, Bolivia and Uruguay (Artículo 13.2. de la constitución española).

▪ **Cultural Mediation**

In Spain or Tenerife there are any legal framework to regulate intercultural mediation, however, the Strategic plan of citizenship and integration of the Government of Spain (2011 – 2014) foresee the development of programs of socio-educational and conflict prevention, public health mediation, employment and community mediation to promote intercultural coexistence, as well as different services of translation and interpretation to facilitate the access to public services on equal terms.

### Question 1.5

**What sort of measures does your city/region have in place to promote Introductory and language courses for Third Country Nationals? (see Module 1)**

*Please, indicate if and how the following aspects are covered separately for legislation indication (a), and normal practice (b)*

▪ **Pedagogic Schemes for Language Tuition**

a) Decreto 79/1998, de 28 de mayo, about the program of basic education of adults.

b) In Tenerife, several "language tuitions" for foreigners are proposed by different NGOs and city halls. These language tuitions are addressed to migrants who have a poor or short educational background from their home country and are not able to read or write in their mother tongue.

Besides, the "Escuela Oficial de idiomas" and the professional education centres for adults (both

of them depending on the Education Ministry of Canary's Government) are official centres proposing free courses within different levels during the whole academic year. The Cabildo of Tenerife has also organized continuous training courses for teachers.

▪ **Introductory Courses**

- a) Strategic plan of citizenship and integration of the Government of Spain
- b) Some ONGs and the Cabildo of Tenerife carry on citizenship integration courses, providing knowledge, understanding and insight about everyday life.

These courses have a limited duration (8 – 20 h.). The principal contents are: information on rights and duties, the democratic system, practical guidance on health, educational system, housing assistance, etc.

Some courses are about the daily life and the functioning and structures of the social service in Tenerife, especially about labour market, healthcare and educational system.

The development of these courses depends on the financings available and that's why there is no stable or constant offer.

▪ **Incentive Structure**

- a) Strategic plan of citizenship and integration of the Government of Spain
- b) In Tenerife there have been implemented different types of incentives, the most common are:
  - Free courses (or for a symbolic price).
  - The organization of these courses with day-care centres support.
  - In a recent new immigration law the assistance in these languages courses is a requirement to proceed with the residence's permit application.

▪ **Evaluation and quality assessment**

- a) Common European Framework of Reference for Languages: Learning, Teaching, assessment (CEFR).
- b) Only the official language tuition (Escuela de idiomas) used the internationally approved framework of reference (CEFR). The courses organized by NGO do not carry out a systematic process of evaluation or quality assessment.

**Question 1.6**

**What sort of measures does your city/region have in place to promote a strong commitment by the receiving society within ensuring equal access to public services? (see Module 2, Component 2)**

*Please, indicate if and how the following aspects are covered separately for legislation indication (a), and normal practice (b)*

*Fill max 10 lines for each item*

▪ **Intercultural and sector specific trainings for employees of service providers**

- a) Spanish Comprehensive Strategy against Racism, Racial Discrimination and Related Intolerance

Strategic plan for citizenship and integration of the Government of Spain.

- b) In Tenerife some courses of professionals' training are carried out, among them we can stand out:

- Courses for managing intercultural conflicts directed to professionals of the public sector.
- Courses of intercultural skills directed by (or to) professionals of the education and health areas.

▪ **Mainstreamed Services: action plans on integration**

- a) Spanish Comprehensive Strategy against Racism, Racial Discrimination and Related Intolerance. Strategic plan of citizenship and integration of the Government of Spain

B) The Cabildo of Tenerife does not have an insular plan in the field of integration, nowadays the city council of Santa Cruz de Tenerife is approving the first plan of integration and citizenship, becoming the first town hall of the island to carry out this initiative.

▪ **Information and services through one-stop-shops**

- a) Strategic plan of citizenship and integration of the Government of Spain
  - b) They are the most common services in Tenerife. One-stop-shops are organized by the Cabildo, the town halls, and especially NGOs.
- Generally, these “one-stop-shop” are centralized welcoming unit, including information about rights and duties, legal and social advice services.
- The city council of Santa Cruz de Tenerife has carried out a virtual one stop shop: [www.santacruzdiversa.es](http://www.santacruzdiversa.es) which collects information addressed to migrants and provides information on everyday life issues such as health care, education, work and so on.

#### Question 1.7

**What sort of measures does your city/region have in place to improve the public perception of migration and migrants? (see Module 2 , Component 4)**

*Please, indicate if and how the following aspects are covered, separately for legislation indication (a) and normal practice (b)*

*Fill max 10 lines for each it*

- **Guidance to and training of professionals working with migrants**

- a) Spanish Comprehensive Strategy against Racism, Racial Discrimination and Related Intolerance. Strategic plan of citizenship and integration of the Government of Spain
- b) On 2011 the “Foro Canario de la Inmigración” developed a guide for media professionals and the Cabildo of Tenerife carried out training programmes for these professionals. This training provided rules, guidelines and concrete examples.

- **Intercultural meetings**

- a) Spanish Comprehensive Strategy against Racism, Racial Discrimination and Related Intolerance. Strategic plan of citizenship and integration of the Government of Spain
  - c) Intercultural meetings
- In Tenerife, several intercultural meetings take place. Non-governmental organizations, Cabildo, city halls as well as immigrants associations and the general public participate in these meetings which normally take place during national and international public holiday.

- **Surveys**

- a) Spanish Comprehensive Strategy against Racism, Racial Discrimination and Related Intolerance. Strategic plan of citizenship and integration of the Government of Spain
- b) There are no local surveys in order to assess the current level of public perception among different target groups.

- **Other**

#### Question 1.8

**Does your country, region or city organize any consultations in the framework of the general integration policy?**

- Yes [X]
- No [...]

Two types of consultations in the framework of the general integrations policy are organized: the Canary Forum of the Immigration to regional level and the Insular tables of Associations of Immigrants and Social Agents of Tenerife

The Canary forum of the immigration is a consultative organ of the Canary Government, its main functions are:

- The coordination of institutional relations
- The promotion of the exchange of offers, opinions and suggestions between institutions and organizations involved in the accomplishment of actions directed the social integration of the immigrant group.
- Proposing measures that improve the social integration of the immigrants in the company of reception. In the forum several organisms take part: regional government representative, municipalities and chapters, syndicates, associations of immigrants, NGOs and the managerial organizations. The participation is not free, but within a previous invitation.

*The forum is carried out once a year, even though his efficiency has been questioned by the NGOs and the immigrants' associations because it is considered as not independent and, most of all, rather inefficient (it is a forum presided and organized by the Canary Government)*

Insular desks of immigrants associations and Social Agents of Tenerife are meeting spaces between associations of immigrants and social agents of Tenerife. The aim is to help participants to contribute to the mutual knowledge of the entities and to a joint reflection in matters related to the immigration and the processes of integration, the intercultural dialog and the social conviviality. In the last three years they have been consolidated as a point of meeting, debate and reflection to treat the study of common interests, the analysis of offers and the evaluation of actions.

There are two modalities of Insular desks, those who are planned for the decision making, planning and sharing of management of activities (Insular Tables of Planning). On the other hand, those which are constituted for the shared evaluation of the developed activities, the human resources that have taken part and the results obtained on the basis of the proposed aims, as well as the approval of the new general and strategic aims that will define the work to realize (Insular Tables of Evaluation). Both modalities have a significant importance and are also organised at alternating dates. In the tables more than 30 organizations participate (associations of immigrants, NGOs, syndicates, public administration) and more than 100 people.

### Question 1.9

Indicate the importance for your city or region of different ways to promote the integration of Third Country Nationals

*Please, rank the following factors by order of priority, from 1 (lowest priority) to 5 (highest priority) giving reasons of your marks (fill max 10 lines for each item)*

- Employment schemes [1] [2] [3] [4] [X]

Tenerife has a high rate of unemployment that affects especially the third-country immigrants. Work is a fundamental dimension of the process of integration not only for his economic and social implications, but also for his paper in the regularization of the immigrant person. Most of the intervention programmes focus on the employment.

- Educational and training [1] [2] [3] [X] [5]

The Cabildo has organised several Intercultural Mediation programmes at schools. Moreover, many NGOs have developed training programmes addressed to migrants.

- Housing [1] [X] [3] [4] [5]

There are few orientation services for the housing's search. In most cases it is a matter of information services: providing orientation with regard to the rights of access to social housing or to rent subsidies.

- Health services [1] [2] [X] [4] [5]

Local health centres inform about the rights regarding the access to the public health system.

Two NGOs have specialized themselves in the sanitary attention, in the training of the sanitary personnel and in the advice to the immigrants on health matters.

- Social welfare measures [1] [2] [3] [4] [5]
- Promoting migrants' culture [1] [2] [3] [4] [X]

There are several activities organised mostly by the Cabildo and NGOs, which have as objective the migrants culture promotion (for example, fairs and markets, expositions, concerts, congress, among others).

- Language training [1] [2] [3] [X] [5]

On 2011 more than 30 Spanish courses for migrants have been organised in Tenerife. Their level and duration are variable. In general they come from NGOs and the Canary's Regional Ministry of Education.

- Other, please specify

Raising of awareness [1] [2] [3] [4] [X]

Most of the NGOs organises intercultural awareness campaigns for schools and general public.

### Question 1.10

#### Which of the dimensions of integration do local policies mostly refer to?

Please, rank from 1 (least developed) to 5 (most developed)

- Legal/political measures [X] [2] [3] [4] [5]
- Socio-economic measures [1] [X] [3] [4] [5]
- Cultural measures [X] [2] [3] [4] [5]
- Other, please specify

At the moment there are any specific policies in the integration's field. At the local level the strategic plan for citizenship and integration (PECI) is the only reference available. Other plans do exist in the area of the social services, gender and civil participation that refer to the immigrant population.

### Question 1.11

#### What are the main challenges to integration faced by Third Country Nationals in your country/region?

Please, rank the following factors by order of priority, from 1 (lowest priority) to 5 (highest priority) separately for "newly arrived migrants" and "long term residents"

#### Newly arrived migrants

- Difficult finding a job [1] [2] [3] [4] [X]
- Poor educational qualifications [1] [X] [3] [4] [5]
- Language barriers [1] [X] [3] [4] [5]
- Housing and community facilities [1] [2] [X] [4] [5]
- Difficulties accessing public services [1] [2] [X] [4] [5]
- Other, please specify: Regularisation of migrant's situation [1] [2] [3] [X] [5]

#### Long term residents

- Difficult finding a job [1] [2] [3] [4] [X]
- Poor educational qualifications [X] [2] [3] [4] [5]
- Language barriers [1] [X] [3] [4] [5]
- Housing and community facilities [1] [2] [X] [4] [5]
- Difficulties accessing public services [1] [2] [X] [4] [5]
- Other, please specify: [1] [2] [3] [4] [5]

### Question 1.12

**What are the main challenges faced by your country/region in dealing with integration of Third Country Nationals in your country/region?**

*Please, rank the following factors by order of priority, from 1 (lowest priority) to 5 (highest priority), separately for “newly arrived migrants” and “long term residents”*

▪ **Newly arrived migrants**

- |  |                     |
|--|---------------------|
| a) Lack of resources                         | [1] [2] [3] [4] [X] |
| b) Lack of specialist know-how               | [1] [2] [X] [4] [5] |
| c) Not enough political support              | [1] [2] [3] [4] [X] |
| d) Housing and community facilities          | [1] [2] [X] [4] [5] |
| e) Lack coordination among relevant services | [1] [2] [3] [4] [X] |
| f) Other, please specify LACK OF PROGRAMME   | [1] [2] [3] [4] [X] |

▪ **Long term residents**

- |   |                     |
|---|---------------------|
| a) Lack of resources  | [1] [2] [3] [4] [X] |
| b) Lack of specialist know-how                                  | [1] [X] [3] [4] [5] |
| c) Not enough political support                                 | [1] [2] [3] [4] [X] |
| d) Housing and community facilities                             | [1] [X] [3] [4] [5] |
| e) Lack coordination among relevant services                    | [1] [2] [3] [4] [X] |
| f) Other, please specify: lack of local program for integration | [1] [2] [3] [4] [X] |

### Question 1.13

**What sort of assistance is provided to Third Country National migrants in the access to public services?**

*Please, fill max 10 lines for each service*

- Education

Education centres, the Education Ministry, city halls as well as the NGOs, propose advising regarding the access to public education.

- Employment

Several public and private entities offer vocational guidance services. Among these entities, it is important to stand out the Canary Employment Service (which depends on the Canary's government) and local development agencies (which depend on their city halls).

Furthermore, several NGOs also propose work's field mediation and job advising. Syndicates provide orientation services in relation to job's access and workers rights and responsibilities.

- Health service

Health care centres provide basic information regarding the access to the health service as well as the social services proposed by the city halls and NGOs specialized like "Médicos del Mundo".

- Housing

There are only a few housing services. In general, it is only about counselling about the access and offering help regarding housing aids and search for rental house.

### Question 1.14

**How effectively do policies carried out in your country/region with regard to the integration of Third Country Nationals address the challenges you have identified above?**

*Please, rank the effectiveness of different policies from 1 (not effectively at all) to 5 (very effectively indeed)*

- |                            |                     |
|----------------------------|---------------------|
| ▪ Legal/political measures | [X] [2] [3] [4] [5] |
| ▪ Socio-economic measures  | [1] [X] [3] [4] [5] |
| ▪ Cultural measures        | [1] [2] [X] [3] [5] |

#### **What information is available to support your assessment?**

The available information is constituted by the reports of the project's activities which have been developed thanks to the NGOs and local entities. In Tenerife, there is not specific integration legislation or action plans.

Explain what would be needed to help tackle the challenges more effectively

There are at least six elements which are essential to *tackle the challenges more effectively*:

- The design and develop of a strategic integration planning.
- To create diagnoses of the main integration's problems of the newcomer immigrants as well as the main integration's problems of the long-stay residents.
- Define clear objectives and evaluation's indicators.
- Coordinate the actions taking place in the island on public and private entities behalf.
- Provide institutional support and economic investment (both public and private) in order to develop short- and long-term actions.
- Include diversity management as a mainstreaming element of transverse in all the politics in Tenerife.

**Use this space for any other comments on integration policies in your city or region**

Though in Spain integration policies are a competency of the Autonomous communities and local governments, neither in Canaries nor in Tenerife, any plan of integration has been developed. In Tenerife some activities are carried out but they are not coordinated or continuous, since they depend on annual financings from the General Government of Spain and from the Canary regional Government. These financings have decreased sensitively in the last years.

## Part 2: Factsheet on integration practices and projects in cities and regions

With reference to sharing methods and instruments used for the monitoring and evaluation of integration practices and/or interventions, the following analysis are suggested.

Collect (if possible on electronic support) and make available two different kind of materials:

### Material – A

**Good Practices Evaluation Systems** concerning project's interest fields

( i.e.: formalized devices made of integrated instruments, tools, procedures, use indications, reference framework, .... : "evaluation systems" can have the form of models, guidelines, manuals, short-guides or other)

These systems:

- ✓ must be dated after 2002;
- ✓ may have been both "on-the-field" tested (and therefore implemented) or designed without being tested or applied;
- ✓ may have been produced by both public and private organizations;
- ✓ may be in ordinary use or remained at a prototypical state;
- ✓ may have been officially published or "grey materials" (i.e. unpublished).

In general, we consider *Good Practices Evaluation Systems* those systems which are **explicitly** defined and labeled in this way: the number of such a system to be collected by each Partner depends on the specific context situation.

**At the moment there is any evaluation system in Tenerife but soon the Immigration Observatory will publish guidelines about Godd practices Evaluation System.**

### Material – B

**4 cases** (having the form of 4 short reports) of **interventions** (or services or activities) and respective **monitoring or analysis reports** (the presence of both reports is compulsory).

## 1. OPEN SPACE: ALLOWING FOR TEAM WORK

The "Open Space" is an activity developed inside the Project "together in the same direction" (Cabildo de Tenerife). The aim of the Open Space is to promote the development of networks and the sharing of ideas for the elaboration of "bottom up" proposals in the field of integration.

The Open Space Technology is an approach for community summit events, focused on a specific and important purpose or task but that begins without any formal agenda, beyond the overall purpose or theme. It is a space of meeting for sharing ideas and promoting the creation of working groups for the implementation of the approved ideas.

This activity has been carried on from 2009. In 2011 a total of 52 people from 32 entities took part in the activity: 19 immigrants associations, 7 social entities and 4 municipal councils. 15 project ideas were submitted and two of them were already implemented in December 2011: informatics workshops and games for diversity. To the major diffusion of the ideas submitted, the sponsors' entities have employed one On-line tool for projects submission: "Aplicativo Online Proyectos Posibles" ([www.enlamismadireccion.com](http://www.enlamismadireccion.com)).

This tool has supported the participation and sharing of ideas, it has also improved the opportunities of creation of working groups to make everything happen.

## **2. INSULAR DESKS OF IMMIGRANTS AND SOCIAL AGENTES OF TENERIFE**

The insular desks are meeting spaces for immigrant associations and social agents in the island. There are two modalities of Insular Desks: The Planning desks and the Evaluation desks, created for the shared assessment of the activities developed, the human resources that have participated and the achievement of objectives as well as for the setting of new general and specific objectives. From the beginning of the strategy "together in the same direction" in 2010 one of each desk activities has been carried on each year.

The objective of the desks is to encourage the mutual understanding and knowledge exchange of the participants and to promote the mutual reflection in issues related with immigration and integration processes, intercultural dialogue and social coexistence.

Outcomes: 103 people, representing 53 entities attended to the insular Desk for Participation. The number of participants increased in 58% and the number of entities in 29% regarding the preceding year. 78 people attended to the Insular Desk of Evaluation, representing 51 entities and showing an increase of 32% in the number of attendants and in 38% in the number of entities, in contrast to the previous year. In the last edition of these desk the average satisfaction levels -between 1 and 10- has been 8. Qualitative evaluations have evidenced that it has, indeed, increased the mutual understanding and network activities of the participants.

## **3. VIRTUAL MIGRATION GUIDE OF SANTA CRUZ DE TENERIFE:**

It is an activity of Santa Cruz de Tenerife city hall, which started within the "Santa Cruz Diversa" frame as a result of a participative project where several involved agents in matter of immigration have participated. The main objectif is to improve the information's accesibility about the existing social resources in each local council. This guide is addressed to foreign population as well as associations, different groups and professionals working towards integration.

It consists of 4 important topics in wich the information is ordered: Regularisation and proceedings. It presents the essential requirements for the different applications procedures. New citizen guide. It is a "first steps" guide with information regarding the first procedures to carry out. Existing resources. Proposes information about where and whom may provided counseling and advising. Intercultural education . Both teaching staff and students are able to have access to the different educational tools in order to favor the intercultural coexistence in the classrooms. This webpage was created on 2010. The results for 2011 have been 830 registered users and 7.286 visits. ([www.santacruzdiversa.es](http://www.santacruzdiversa.es))

## **4. ONLINE COURSE: TRAINING FOR CULTURAL DIVERSITY MANAGEMENT IN A LOCAL FIELD.**

It is an activity which is part of the "Adeje integra" Project of Adeje's city hall. It is directed to professionals and technical staff from the different administrations, which daily work involves customer services or public assistance in general.

The total lenght was one houndred hours online. Some of the contents were: Essential components for the Canary migration and migrant's profiles understanding. Legal framework about immigration. Local Integration strategies. Habilities and strategies for cultural diversity management. Local experiences and initiatives. Existing resources in the Canary Islands.

This training cours main objectif is to approach the reality of migration to the several administration`s professionals in order to improve the quality of the public service assistance. It was given on 2011, from September 26th to November 30th.

About 50 people participated in this online course. The final evaluation consisted in 5 questionnaires of multiple answer, 5 practical cases as well as the design of a Project of local integration.