## Recommendations/Actionable commitment

Promote and foster successful integration and social inclusion by providing tailored, gender-sensitive integration services, including targeted language and vocational skills trainings and other labour market and social support services, based on specific characteristics and needs of different migrant groups.

In line with the Sutherland report, cities and local governments need to be empowered and capacitated to develop the functions and tools required to manage greater diversity.

## Means of implementation

- The Urban Migration Governance Framework, developed by IOM based on the Migration Governance Framework, can support cities in relation to implementation of the migration provisions of the New Urban Agenda document.
- Pre-departure and post-arrival orientation programmes to prepare migrants for their arrival and facilitate their integration into host communities by managing their expectations and providing information about their rights and responsibilities, the country’s culture and customs, as well as information about education, health care and employment are to be encouraged.
- Migrant centres are also an important access point to provide migrants and prospective migrants, both in countries of origin and destination, with services on all matters related to their safe migration experience such as registration and documentation, information about employment opportunities, legal counselling, training and referral to additional external services.
- There is a need for enhanced integration services for unaccompanied and separated migrant children ranging from education, language and socio-development opportunities. Overall, initiatives targeting young people should be encouraged.
- Targeted capacity building programmes for different stakeholders in host countries and communities to raise their awareness of the cultural background of migrants as well as to share the information gathered through the needs assessment surveys conducted at the pre-departure stage.
- Migrant-support capacity in schools, healthcare and public services can be increased through embedding migrants in service delivery areas, especially those who

## Partnerships

Engaging all relevant stakeholders, including civil society, the private sector, local city governments and communities, migrants, diaspora groups is essential to promoting social cohesion.
| Enhance the socioeconomic well-being of migrants and society | • provide migrants access to education, health, and other social services on a non-discriminatory basis, without regard to immigration status, consistent with the SDG imperative to leave no one behind.  
• Health care, educators and other social service professionals in countries of destination need to receive training to provide culturally-sensitive support to migrant populations as well as interpretation services as appropriate. This training needs to be guided by a flexible and multidisciplinary approach.  
• Establish and reinforce referral mechanisms to relevant authorities and service providers, for example for persons claiming asylum, children, potential victims of trafficking, persons with disabilities, and others with special rights and needs. | Municipalities, social service providers |

| Ensure that national and local policies on sustainable development as well as sectoral policies include a review of their sensitivity to migration dynamics (“migration marker”) and ensure proper incorporation of migrants and migration, including the drivers of migration – “migration mainstreaming”. | • expansion of pilot projects on mainstreaming migration into national and local development planning, and in climate change adaptation strategies, by IOM and other relevant entities, drawing on existing methodologies and lessons learned.  
• Institute and maintain regular consultations with local authorities on migration issues and policies, including at the national and transnational levels  
• systematically include representatives of local authorities in national delegations participating in regional and global migration fora, as well as support to dedicated dialogue and cooperation platforms, such as the Mayoral Forum on Mobility, Migration and Development  
• Promoting cross-border cooperation and experience exchange among cities, local governments and municipalities. | Relevant ministries at the national level, municipalities, cities, civil society, IOs |