Introduction

This report starts out from the basic observation that local authorities are at the forefront of providing essential services for all migrants, developing a favourable environment for integration, and creating labour and education paths for inclusive societies as well as managing the recent influx of asylum seekers and refugees. This case study aims to identify practices put in place to manage the short- and long-term effects of previous and current migration flows in Vienna, taking into account the relations of local authorities with other public and private stakeholders. The interests of the OECD concern the major challenges posed by migrant integration and the responses undertaken at the local level.

The present report is based on

- An extensive questionnaire designed by the OECD and filled in by representatives of the city of Vienna.
- Expert interviews with: 1) municipal services; and 2) representatives of other public and private institutions and non-governmental organisations engaged in the field of migrant integration with most of them having been named by the representatives of the city of Vienna. The interviews were all conducted during a site visit of the OECD team on 18-19 January 2017 (see the list of participants in Annex A).
- A literature review.
- A document analysis of material provided by the interviewed experts.
- Recently updated data from the Integration and Diversity Monitoring 2017.

The following analysis does not and cannot claim to give a complete picture of all measures regarding migrant and refugee integration implemented by the multitude of public, semi-public and private stakeholders on local, national and international levels active to a varying extent in the city of Vienna. It focuses on the tasks performed by the public local administration in relation to their most important partners, as elaborated on in the OECD questionnaire and in the expert interviews.