

newsDebate in the Euro-Arab on the challenges migrants face in accessing public services

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The main objective of this discussion group, organised by the Euro-Arab Foundation, is to identify and understand the challenges faced by migrants in accessing public services, on the one hand, and by the entities in accompanying them in their processes of autonomy and inclusion, on the other.

In addition to the debate, a co-creation workshop was held to design possible transformations in the public sector through the use of ICTs.

Among the participants in this discussion group are: asylum seekers and immigrants, experts from the University of Granada, staff from the Red Cross and Caritas, as well as officials from the General Directorate of Migration of the Andalusian Regional Government.

They have all contributed to a mind mapping and storyboard that reflect, step by step, their experiences both as users (immigrants, refugees and seekers of international protection) and service providers (associations, NGOs and public administrations).

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MIICT [1] (ICT Enabled Public Services for Migration) is a project funded by the European Programme for Research and Innovation **Horizon 2020 [2]**. It involves 15 partners including universities, research centres, public bodies and NGOs from 10 countries. Its main objective is to design, develop and implement tools that address the challenge of integration of migrants, refugees and asylum seekers.

To this end, [the MIICT project](#) [3] aims to co-create ICT-enabled services with NGOs and public sector bodies, as well as with migrants and refugees. By involving them in the research, the project addresses the need to improve and customize interfaces to access key public services.

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- [1] <https://www.fundea.org/es/noticias/mi-ict-servicios-publicos-migracion-basados-las-tic>
- [2] <https://ec.europa.eu/programmes/horizon2020/what-horizon-2020>
- [3] <https://www.miiict.eu/>