



UCLG CONGRESS  
WORLD SUMMIT OF LOCAL  
AND REGIONAL LEADERS

New Generation  
of Universal Local  
Public Services

Tangier  
Local4Action

# Action planning workshop: Inclusive local services for refugees and host communities

Lab

**Date and time: Wednesday 24 June**

**Duration: 16.30 to 18.00**

**Lead organizer: The Hague Academy for Local Governance**

## Overview

This **interactive workshop** focuses on how public service delivery can become more inclusive for both refugees and host communities. After a brief introductory exercise, **participants will work in groups to design a service delivery plan** for a specific local government and sector (e.g. healthcare or waste management), by applying the AAAQ framework (Availability, Accessibility, Acceptability, and Quality) and adopting participatory governance approaches. The session will end with group presentations and a discussion on the trade-offs and potential for inclusive, sustainable services. After the workshop, participants will be able to design a local level service delivery initiative that reflects inclusive principles and responds to both refugee and host community needs.

## Agenda

Facilitator: Lars Burema, Head of Programmes, The Hague Academy for Local Governance

1. Introduction to the workshop and the topic (5 minutes)
2. Brainstorm exercise (10 minutes)
3. Small groups action planning assignment (50 minutes)
4. Plenary presentations and discussion (20 minutes)
5. Closing (5 minutes)



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## Background

International frameworks such as the Global Compact of Migration and the Global Compact on Refugees, aim to strengthen international cooperation on human mobility, support host communities and countries, and improve outcomes for migrants, refugees and displaced persons. They recognise local authorities as first responders and key players for a more comprehensive and predictable response to large-scale movements of refugees. Despite this formal recognition, local and regional governments face significant structural challenges in scaling public infrastructure and delivering services related to land, housing, labour markets, and basic services like health care and education.

While the international legal frameworks outline refugees' and migrants' access to rights and services, including the right to work, health, education, and social protection, constraints faced by local governments hinder their ability to implement the GCM and GCR, which call for expanded rights and access to basic services, including the right to work, healthcare, education, and social protection, and hence of nurturing community social cohesion within host communities.

This reality drives two central questions for local leadership:

How can local governments expand housing, health care, and education, ensuring that service levels are sustained or improved for all? And how can they promote social cohesion and build mutual solidarity within the community?

In this workshop, participants will discuss challenges and explore practical approaches for integrated service delivery to refugees and migrants that involves refugees and host communities in decision-making processes. Led by Lars Burema, Head of Programmes at The Hague Academy for Local Governance, participants will follow concrete steps for designing a plan for integrated services while at the same time contributing to social cohesion in the local community.