

## ICP-AGIR Best Practice for Frankfurt am Main (Germany)

<b>Welcome and Arrival Strategy Ukraine Refugees in Frankfurt am Main</b>	
	Frankfurt am Main (Germany)
<b>Departments / Institutions involved</b>	Department for Diversity, Anti-Discrimination and Social Cohesion Department for Welfare, Youth, Family and Senior Citizens Department for Public Order Department for Digitalization
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<b>Description of the best practice</b>	Set up of an interdepartmental centre for Ukrainian refugees
<b>Theme and sub-theme if appropriate</b>	Inclusion of migrants and refugees

<b>Description of Best practice</b>	
<b>Challenge Addressed</b>	The Russian War of Aggression against Ukraine has deeply shaken Europe. Millions of people have had to flee Ukraine, with many taking only the bare necessities of life with them. The challenge for European cities, such as Frankfurt am Main, have been how to help the people effectively and efficiently with the issues of housing, social care, health insurance, schooling for children and psychosocial care.
<b>Solution Implemented</b>	The City of Frankfurt recognised the need to centralise its support services as soon as the war started. Services that were previously distributed across several departments were brought together in the Office for Multicultural Affairs. With the help of volunteers from the German-Ukrainian Society, the Ukrainian Coordination Centre (UCC), it was established in a matter of a few weeks. The UCC is a paradigm shift in German assistance for refugees. All assistance services are networked and offered under one roof in the mother tongue/first language of the refugees. On the one hand, this has made the arrival of the refugees much more efficient, and on the other hand, the atmosphere has become a more welcoming one.

<b>Partnerships</b>	German-Ukrainian Association (Deutsch-Ukrainische Gesellschaft)
<b>Lessons Learned</b>	When the UCC started its work, the model character of the approach was immediately recognised. There were more and more voices from the city's communities that such an offer should also be set up for other refugees - e.g. from Syria, Afghanistan or Iran. In addition, Frankfurt declared itself a safe haven for refugees two years ago. The UCC system should now be generalised in a sustainable way, step by step, so that all refugees can have a dignified arrival in Frankfurt.
<b>Main Milestones</b>	10,000 people from Ukraine were welcomed in Frankfurt.