

The Mediation Grammar: a methodology for measuring the empowerment of migrants using public services



You can freely download the Mediation Grammar text at this [link](#)





Why a Mediation Grammar?

The **Non-discrimination principle** posits that every Third Country National legally entitled to stay in the territory of a Member State of the European Union should receive:

- The same level of legal protection from the public authorities in charge, irrespective of the host country, and
- The same level of treatment than the nationals of the Member State concerned.

We propose to extend the scope of the non-discrimination principle to **all basic public services** which regular immigrants have the right to access and take benefit from.

This implies tackling the heterogeneity of Member States service delivery systems with a single and common measurement and testing approach.



Why a **Mediation** Grammar?

The term **Mediation** is well established in the migration literature and practice, with the specific meaning of language and cultural support that local institutions provide to regular immigrants, refugees and asylum seekers, to facilitate their integration in the host country.

The outcomes of such Mediation are, for us, associated with the enforcement of the right of these people to achieve a full **Empowerment**, defined – like in ISO/TR 21276:2018 – as *“the ability of making strategic life choices in a context where this ability was previously denied to them”*.



Why a Mediation Grammar?

By analogy with the notion of Grammar as “system and structure of a language”, we felt the need to go back to the basics of Mediation, to identify **three fundamental gaps in Mediation**, highlighted by the progress of time and digitalisation of public administration and services, the fulfilment of which has strong influence on migrant Empowerment, thus enforcing the Non-discrimination principle.



What does the Mediation Grammar consist of?

It is a **summative testing methodology** conceived of **to generate comparable information on the usage of public services (and outcomes thereof)**, cutting across:

- Beneficiary typologies (such as native or non-native citizens, nationalities etc.)
 - Service typologies (across a wide range of basic public services), and
 - Service provider locations (both within and between individual EU Member States),
- but comparing and benchmarking service outcomes, **without considering the organisational differences between the respective service providers.**



How does the Mediation Grammar work?

The proposed methodology aims to measure **the user's experience and achievements in interacting with the service provider**, focusing on the following Mediation gaps, as seen from the point of view of intended service beneficiaries:

- Language accessibility,
- Information adequacy, and
- Actualisation of rights.

Each gap has three further specifications, or requirements, which can be taken as variables to control for while delivering services (of any type) to regular immigrants.



How can the Mediation Grammar be implemented?

- First, by **understanding the AS-IS situation** of a specific service delivery, in terms of number of Empowered users per period, or duration of the waiting time between decision to apply and achievement of the goals of individual applications.
- Second, by **gathering information on service users**, their typology, composition, etc., to define the current Mediation gaps under the triple perspective of Language accessibility, Information adequacy, and Actualisation of rights.
- Third, by **taking action** to increase the number of Empowered users per period or to reduce the waiting time duration with appropriate service improvement measures.



Who should consider implementing the Mediation Grammar and why?

Who	Why
<p>The European Agency for Asylum</p>	<p>To lay the foundations of the Monitoring mechanism for the operational and technical application of the CEAS, foreseen by art. 14 of the regulation (EU) 2021/2303</p>
<p>EU Member States and Regions</p>	<p>To introduce common mechanisms for the enforcement of the Non-discrimination principle and the assessment of different service systems</p>
<p>EU Cities and service providers</p>	<p>To improve the capacity of basic public services to empower their target beneficiaries towards the achievement of intended goals</p>