



Strategies for refuGees

ERASMUSPLUSKA2
STRATEGICPARTNERSHIPFORADULTEDUCATION
EXCHANGESOFPRACTICES

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**Focus Groups report with organizations
working for refugees and migrants**

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Number of interviews as per application: 47

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1. Introduction

Europe is facing one of the most difficult period of its existence and one of its most important problem is the refugees and migrant crisis. The last years were characterized by:

- EU's external borders have increasingly been the scene of human tragedies
- the Brexit demonstrated the weakness of the Union
- the continuing arrival of refugees coming from Syrian, Afghan, Nigerian, Pakistani, Iraqi and Eritrean is increased a lot
- Europa in under a terrorist attacks often organised and done by single person so very difficult to be stopped

The arrivals in many countries of our project partnership are arrived enormous numbers (e.g. more than 174.000 have arrived in Greece and more than 181,000 in Italy) as the number of people died in the Mediterranean Sea (more than 5.000). The number of refugees hosted in Europe is about 4.5 million (+43% more than 2014 and +158% more than 2013).

In Turkey, according to the official numbers:

- there are 1,645,000 Syrian refugees in Turkey as of November 2014. Unofficial numbers are estimated at around 2 million. These numbers mean that Turkey hosts a Syrian refugee population of 2.1% (officially) and 2.5% (unofficially) of its population.
- 1.2 million people have been included to the 10 million already residing in cities near the Syrian border

The number of refugees in Turkey has reached over 3 million people, making Turkey the host country with the largest refugee population in the world. About 90% of Syrian refugees in Turkey remain outside of camp settings with limited access to basic services. And the situation in many countries in 2017 is becoming more difficult day per day. It is every day more and more necessary the help of the associations and NGOs to help and to work in parallel with the public authorities facing the problem. But for doing this, it is necessary to find, understand and share the good practices to have the opportunity to applicate them in the local territories, helping consequently the situation, offering best services and guiding the population to accept and respond positively to all the humanitarian needs: this is one of main objective of this project. For this reason, our project has planned different activities that support the partners (working al in the specific field) but also the local communities and directly migrants and refugees.

ROMANIA

Through this study, we have tried to see how refugees and migrants integrate in our country, also how they are treated, if there are efforts made by the community to communicate with them and to understand their needs. Is very important to know that some of them came here with certain expectations and the reality is different of their dreams, and of course we have to take into consideration that most of them are scared when they arrived and is difficult for them to make connections with Roumanian people.

In this research we included 10 organisation from all the regions of Romania, as a study about the integration of the refugees and migrants into the Romanian community. In Romania, there were 4820 asylum seekers requests upon the end of last year - 2017. As beneficiaries, in 2017 were 1309 persons who received a kind of protection divided as:



- refugees: 849
- subsidiary protection: 460

In Timisoara, European Cultural Capital of 2021 where is the closest refugees day permanent center from Arad, situated at 40 km from our city, there was the biggest number from the whole country - 3164 asylum seekers requests in 2017 from which only 73 could benefit for protection services. In Romania in 2017 were 3830 total refugees integrated - residence permits issued, from which in Timisoara - 240 refugees. We realized that some of them are not very interested to integrate because they see Romania as a country of transition, so they want to reach further to the west countries for welfare because here don't find what they expected. For those who want to stay here and do not find Romania at anything lower than other countries, for them the associations do their best to make them feel welcome and accepted.

SPAIN

The key findings of this report and the NGO's Spanish focus group are linked with the approach of the refugee's issues as a opportunity more than a problem. The organizations we have contacted are committed with the idea of take advantage of the movement of people to solve our problems of population. In this report we discuss the actually situation in Spain and Europe and analyzed the politics and identified effective and concrete ways to strengthen the integration of migrants in the society with the organizations working with refugees and migrants.

The objectives of the study. The general objective of the report is to identify effective and concrete ways to strengthen the integration of migrants in the society and cope with a pressing need for more inclusion. Also, the report is addressed to help the social service providers and organizations working with migrants to scale up their activities relevant to the migrants integration; As well as to support the training and skills development to enable more practitioners to improve their capacity building on diversity and identity management; And finally to promote the cooperation between organizations working with the mission of the social and cultural inclusion.

Issues that are relevant to the peruse of report. One of the most important European added value of the report is the key findings can be effectively transferred and easily replicated in other contexts or/and in other MS, affected by the same or similar problems. According to international law, being a refugee is a condition based on facts, and arises before the official and legal concession of asylum, which is the right that gives way to a new life in the host country.

Integration and assimilation are not the same Canada consciously promotes a multiculturalism policy in which immigrants are even encouraged to continue taking care of their cultural baggage and introduce it into Canadian society. Canada is therefore in a process of constant development and transformation. The refugees are people who have fled their country driven by fear, because they are convinced that there is no future for them there, either because they suffer persecution and their government can not protect them or does not intend to. Asylum procedures, always loaded with bureaucratic procedures, are intended to determine whether or not the person's situation conforms to the legal definition of a refugee and only after a long period of time, between a year and a half and two, when the administration recognizes a person as a refugee, offers international protection in substitution of the protection of their country of origin.

"Let's not pretend that what the EU and its member states are doing works. Migration is not circumstantial. Lifting fences, using tear gas and other forms of violence against migrants and asylum seekers, making arrests, preventing access to basic services such as housing, food or water, and using



threatening or hate language will not prevent migrants from coming, or try to come, to Europe.
"François Crépeau, UN Special Rapporteur on the human rights of migrants.

More than 1,1 million people have arrived to Europe from beginnings of 2015 escaping of his countries of origin or in search of a better future. This situation has pushed to the international community to adapt to the new reality and set up a series of measures to be able to satisfy the basic needs of these vulnerable groups. Spain, a country with extensive experience in migration management and which also bears strong irregular migratory pressure, especially in the case of maritime borders, maintains its commitment to assist migrants and refugees both nationally and internationally. Spain, in the exercise of its responsibility as a member of the EU and of the commitment to collaborate with international organizations and agencies dedicated to ensuring its assistance and protection in accordance with international legality, participates decisively in the search for a solution to the crisis migration and refugees.

Within the framework of the EU, Spain is an active partner and committed to the measures established to respond in a coordinated manner with the rest of the Member States and institutions to the current migratory and refugee crisis unprecedented in our time, based on experience in the management of migratory flows and under a comprehensive perspective, in which it combines the fight against irregular immigration and the criminal networks that profit from it, collaboration with countries of origin and trafficking and the promotion of legal and orderly migration.

Specifically, it contributes more than 10 billion euros that the EU has mobilized in 2015 and 2016 to face this crisis and help the most affected countries. An example of Spain's contribution is the 3 million euros that the Emergency Trustee for Africa has allocated in the end, in whose momentum and creation Spain has actively participated.

On the other hand, Spain relocates asylum seekers without taking into account the notable characteristics of each territory, but in accordance with the reception capacity of nongovernmental organizations (NGOs). In addition to the existence of four Refugee Reception Centers (CAR), the accommodation and care of people requesting asylum in Spain entrusts the NGOs with the commission of their care, reception and first integration.

Would a territorial distribution of refugees be possible with relevant and updatable criteria? This would suppose an improvement of the current system that today is decided in a somewhat arbitrary way by the Central Administration in function of the organizational capacity of some NGOs. This is done without the autonomic and local administrations playing a decisive role, although they are responsible for the basic services to which, after their first reception, asylum seekers or refugees have access. And we have to talk about how the relocation process should be, because it is not the same integration and assimilation. The models from Germany, USA and Canada can help us understand the difference among effective and concrete ways to strengthen the integration of migrants in the society and cope with a pressing need for more inclusion.

TURKEY

Historically, Turkey has been a country of origin, transit and destination for migrants and was a crossroads between Europe and Asia. Recent regional events have contributed to Turkey increasingly becoming a major destination and transit country for those fleeing conflict, poverty, and disasters.

Turkey hosts one of the largest migrant and refugee populations in the world. At the end of 2015, over 2.5 million people sought temporary protection or asylum within Turkey's borders – primarily Syrians, Iraqis or Afghanis.



During the summer of 2015, Turkey was at the center of one of the largest migrations of people since the Second World War. The increased number of migrants and refugees leads to additional challenges for migration management strategies, humanitarian assistance and migrant protection and assistance. Governments, humanitarian organizations and intergovernmental institutions are working together to develop comprehensive policies and actions in order to sustainably manage migration. *

Turkey is currently the biggest refugee hosting country in the world without granting refugee status to any of its asylum applicants (UNHCR 2017: 3). This is without a doubt a direct result of the ongoing Syrian conflict that started in 2011 and the European Union's attempts to contain the onward movements of migrants further west. In addition to being a country with a long history of immigration and emigration, Turkey is still an EU candidate and a crucial partner in the process of externalization of the current EU migration and refugee regime.

The massive refugee influx into Turkey and the migration of refugees from Turkey to the EU over the last year added a new dimension to the cooperation. Following multilateral high-level policy dialogue on migration on 15 October 2015, EU leaders agreed on the political direction and priorities for the future and on a Joint Action Plan with Turkey as a crucial part in the EU's response to the migration crisis.

In addition, at the 18 March 2016 EU-Turkey Summit, the EU and Turkey decided further measures to break the business model of the smugglers and to offer migrants an alternative to putting their lives at risk. To achieve this goal, one of the action points agreed is that all migrants not applying for asylum or whose application have been assessed unfounded or inadmissible, crossing from Turkey into Greek islands as from 20 March 2016, will be returned to Turkey. The implementation of the EU-Turkey Statement is monitored closely by the EU.

Kırşehir hosts many organizations working on migration issue mostly public ones. The funding and the facilitation of each migrant is done through those organizations. Kırşehir hosts around 12.000 refugees from different countries, mostly the Afghans and Iraqis. In this report we have asked the respective questions to the representatives of each organization to have a precise idea on the latest situation regarding the refugees in our province. We are happy to provide a source through the EU project funded.

UNITED KINGDOM

There are a large number of organizations working with asylum seekers, refugees and migrants. It is, however, not easy to meet them or the refugees through them, as most organizations have little time available for personal meetings and they also feel that they must safeguard the refugees from attention, as the refugees and especially asylum seekers are very sensitive to attention of any sort that may put them at risk, even anonymously.

We were able to meet with some organizations, mainly in London while one in Huddersfield, whose representatives were kind enough to share the details of how they work for the large number of people, who have ended up in the UK with no clear picture of what the future might hold for them. The organizations that help these individuals are the main anchor for them. The main finding from each organization is that there are so many people with uncertain futures that they are working with, that it is obviously very difficult to promise each person a solid future.

However, the way they support these asylum seekers and refugees is very comforting for them, mainly because the refugees are physically and psychologically so damaged due to their past



experiences that even a little amount of support is highly appreciated by them.

Refugees and asylum seekers arrive in the UK, smuggled in through the sea mainly. They are then captured by the border forces where they declare themselves as asylum seekers and are arrested, usually for 24 hours or so. They are then transferred on to various shelters where they stay for the time their status is of asylum seekers. Once, and if they gain a refugee status, the organizations that support them work with the local councils to provide them homes and also help them with finding work.

A few examples of the charities working with refugees and asylum seekers are; DASH, Refugee Action, and The Refugee and Migrant Forum of West London. Settlement of refugees and asylum seekers is not a quick or easy process, involving different organisations and procedures and many hiccups along the way due to missing papers. The refugees have to build a new life and it is a very exhausting process for them as well as the organisations helping them in different capacities.

The charity 'Migrants Organize' provides a mentoring experience for the migrants, with activities such as helping to fill out a form facilitating access to the various essential components of a new life in the UK, to more complex needs involved with emotional support and prevention of isolation. This support can take the form of assistance, advocacy, advice, guidance or even simple encouragement and motivation.

In addition the charity 'Refugee action' provides numerous resources for the refugees, this includes; providing information and advice on a range of issues such as:

- The asylum process
- Claiming asylum
- Getting the support you're entitled to while you claim asylum
- Homelessness support

The charity also provides practical support for the refugees resettling in the UK.

The charity 'Refugee and migrant forum of West London', main mission and purpose is;

- To defend the rights of refugees and migrants and represent their interests and the views of their organisations to local and national service providers, policymakers and opinion formers
- To facilitate the exchange of information and improve communication between refugee organisations and others working to improve the lives of refugees in Hammersmith and Fulham and neighbouring boroughs
- To support and enable refugee and migrant organisations to improve the quality of life of their communities by developing their capacity to meet needs
- To develop partnerships between refugee and migrant organisations and other agencies that both promote the interests and rights of refugees and refugee organisations in Hammersmith and Fulham and neighbouring boroughs and aim to provide significant resources to those organisations

The charity 'DASH' has close links with a number of religious organisations in Huddersfield e.g. the Church of England has provided one house for long-term use, a local mosque regularly brings food and clothing for DASH's clients. Religious organisations are a regular source of referrals to them. DASH works closely with a local food bank to provide emergency food for clients. On an individual basis, the charity supports and assists any client who has been subjected to such abuse. In addition, DASH campaigns regularly against racism and discrimination.



The 'Mosque and Islamic centre of Brent,' London provides:

- Education/training
- The prevention or relief of poverty
- Overseas aid/famine relief
- Religious activities

Migrants Organise (Migrant and Refugee Communities Forum) is a platform where refugees and migrants organise for power, dignity and justice. They develop leadership and open up spaces for relational, organised participation of migrants and refugees in public life, and they do this through mentoring, training, celebrating, organising and mobilising.

3. Participant Profile

3.1. Participant Selection

GREECE

Participants who were interviewed for the purposes of this project are working either in Municipality of Thessaloniki or in organizations which collaborate with UNCHR. All employees that were interviewed are experts regarding the refugees; some have experience as social workers, others are lawyers. More specifically, there were lawyers in the Municipality of Thessaloniki and in the Ecumenical refugee program which is located in Athens and it is a NGO.

ITALY

In the second focus group the participants were operators working with migrants. In particular there was a social assistant, a psychologist, some cultural mediators, some language teachers and the director of three refugees' centres in the province of Sassari. They all were living within the province of Sassari and some of them had been migrants themselves and then became operators working with other migrants.

POLAND

University of Social Sciences has invited to take a part in focus group around 40 NGO which were working in different key areas: only few of them are focused on support for the refugees and asylum seekers, mostly they are working with migrants or they conduct activities indirectly dedicated migrants.

The contact with mentioned NGO were very difficult as only one of them is in Lodz city. Most of this type of institutions have headquarters in Warsaw and did not answer for our invitation. Fortunately, with few of them we have contacted by the phone or we have been directed into on-line sources where we could learn more about their activities. We have managed to meet with staff of one NGO from Lodz city.

We have also contacted with Head of the Foreigners Office in Warsaw with request to get permission to meet with staff of governmental center for refugees in our province. Because of long time of whole procedure, we were not able to get this permission until now. But we have contacted unofficial with one employee, who helped us with some questions under condition of keeping his personality anonymous.

Because in Lodz city there is a big number of foreign students we invite to the focus groups members of university international department. They were an invaluable source of information not only about situation of students but also graduates who finished studies in Poland.



Also, we have invited to the interview personnel of private agency for foreigners, which are extremely popular among migrants in Poland. These agencies support migrants with legalization of the stay, with finding work and offers legal assistance.

The selection was very hard as in Romania there are not a lot of centers, but we have tried to cover every region of the country. The NGOs from Timisoara and Arad came at focus group meeting, but from the rest of Romania we were contacting them by email invitation and phone, receiving their answer by Skype meeting, phone call and written answers by email or filling online via Drive. All the employees that were interviewed are experts in working with people, they are psychologists, social assistants, lawyers; and regarding the activities, they are working together with romanian teachers, local volunteers and of course they interact with the citizens when they are organising events.

Describe the process of selecting participants for your focus group. Include qualifications of your participant recruiter, his/her actions taken to recruit, any incentives given to potential participants in order to attend and any other relevant information.

The problem of refugees in Spain is increasing really fast in the last months. The number of refugees and migrants risking the sea journey between Morocco and Spain has been rising sharply, with the one-day figure the largest since August 2014, when about 1,300 people landed on the Spanish coast in a 24-hour period.

About 9,300 migrants have arrived in Spain by sea so far this year, while a further 3,500 have made it to two Spanish enclaves in north Africa, Ceuta and Melilla, the EU's only land borders with Africa. Therefore, the NGO selection process for interviews has become a complicated task. Our efforts to find a way to maintain a conversation with the staff of the organizations clashed, most of the time, with the priorities of the organizations to respond to recent events.

However, we obtained the objective of interviewing the staff of the NGOs, despite the fact that some interviews were telephone, with the commitment to protect personal data and respect the point of view of each organization, even when they were critical of the administrations.

The participants for our focus group were not selected based on their gender, ethnicity, sexual orientation, or religion. They were selected based on their profile and according the priorities of the project and the report.

Qualifications of the recruiter: For the task of recruiting the participants entities, we collaborate with an expert who is connected with organizations that provide hosting and training opportunities for refugees. Also with the skills to develop an open dialogue with incentives and high motivation. The expert was the mediator between our organization and the potentially participating entities.

We also work with a civil volunteering network present in the different autonomous communities in Spain as well as on a European scale. It facilitates coordination between NGOs specialized in working with refugees.

We have interviewed with organizations providing facilitation and training opportunities for the refugees. Especially the ones which are also contributing to the social life of the target groups are included in the report.

- Kırşehir ASAM branch
- The Migration Office
- The Social Services Organization
- Kırşehir Municipality
- Kırşehir Educational Directorate

We had the chance to talk and learn the insights. We had recorded the whole interview for some and for the others we have taken notes on the questions asked. All information and comments presented here are the exact interpretations of the speakers. The reports and comments for overall evaluation is not done as the professional evaluators are not available for the project in our organization. We have written the report without changing the info given so as to let external evaluators make the comments in case needed.

We were able to meet with some organizations, mainly in London, and spoken to a representative from one charity in Huddersfield. The charity named 'DASH' core focus is working with asylum-seekers. They provide support to their clients who have been granted leave-to-remain. We also met with the chairman of the 'Mosque and Islamic Centre of Brent, here they help out with charities, welfare, provide lessons and training. Lastly, the organization 'Al Mustafa Welfare Trust' who work on Humanitarian projects in counties such as; Pakistan, Syria, Somalia and Bangladesh. They provided us a very detailed comparative picture of refugee support provided within Turkey, Bangladesh and Syria. In addition, we had also contacted some NGO's online, and got information from their websites. We also had contacted some of the charities through telephone.

3.2. Focus Groups

The interviews started at April and finished end of May. Three interviews were taken in an NGO in Kilkis, another three – where the organization is located in Athens were taken through Skype meeting and the remaining 6 were taken in Thessaloniki. The discussions were approximately 30 minutes per employee. Photographs or video recording was used during the interviews.

Each of our focus group followed the indications received by the coordinator for the organization of the event and for the atmosphere to be created. The participants, during the realized focus groups, have always been comfortable in their way to express themselves freely in front of others and were always aware of the objectives of the research project to which they participated. Before starting the interview our researchers/trainers explained them the aims of the project and the objectives of the research and have answered to their preventive questions on the initiative and/or the European programs in which is developed.

Of course, the Italian facilitators underlined always that this research was realized in the framework of the European program called Erasmus Plus KA2, explaining that is an action to support strategic partnership directed to support innovative initiatives and to offer new adult education opportunities in the participating countries.

Facilitators:

- helped to generate discussion and highlight differing points of view.
- played a proactive role in the focus group, asking members to elaborate on certain issues and controlling the „air time“ of group members so that certain individuals do not dominate.

Interviews were organized in April and May. Because of the significant dispersion of members of focus groups, we had to interview them separately. Some interviews were organized into a form of face-to-face conversation, some were done by phone, the other one as a questionnaire sent in electronic version. We have also used information found in the Internet to complete the received feedback.

The research was done in march, april and may and the interviews were made by skype meetings, by physical meetings, both because of the impossibility to travel across the country, and also because of their program which is full of activities and we don t have enough NGOs working with refugees or immigrants in Arad, more public rather than NGOs then we decided to conduct the research nationally, taking NGOs from different parts of the country. The discussions lasted approximately 20 - 60 minutes with every NGO and there was used an audio recording, only with one center from Cluj we had the opportunity to made the video.

Accem(10/05/2018 16:00 Torrecedeira 74 Vigo) - IT is a non-profit organization at the state level whose mission is the defense of fundamental rights, care and support for people who are in a situation or at risk of social exclusion. Specialized in refuge and migration, it is much more, works in favor of the inclusion of people and seeks equal rights, duties and opportunities for all people regardless of their origin, sex, race, religion, opinions or social group. Provide general information for the actual focus group events. Include a list of dates, times and locations; length of discussions; instruments used to record/transcribe the session; and any other specific information regarding the actual events.

Cruz Roja Vigo (12/05/2018 17:00) Rúa Teófilo Llorente, 8, 36202 Vigo Eight years after it closed its doors as a hospital, the emblematic building that Cruz Roja owns between Teófilo Llorente and Cánovas del Castillo reopens as its new headquarters. During the renovation of the building, in which more than one million euros were invested, it was decided to allocate its fourth floor to house refugees. The center will thus have 20 places to give asylum to applicants and beneficiaries of international protection. They join the other eleven that the NGO manages in two floors in the city, since August 2016, and 12 in Vilagarcía, since March 2017.

CEAR - Comisión Española de Ayuda al Refugiado (16/05/2018 09:00) The Spanish Commission for Refugees (CEAR) is a non-profit organization founded in 1979. Its character is volunteer, humanitarian, independent and plural. CEAR was founded based on strong ethical values, such as justice, solidarity, freedom, equality, plurality, transparency and coherence. Their mission is to defend and promote human rights and the complete development of refugees, stateless persons and migrants who are in need of international protection and/or exposed to social exclusion.

Red Acoge (Madrid) (21/05/2018 09:00) The Red Acoge is a federation of 17 independent organizations spread around Spain. It was established in 1991 in order to promote the rights of migrants in Spain. The federation helps migrants to integrate into the Spanish society, especially those at risk of exclusion, such as refugees. The organisation helps migrants to integrate into the Spanish society, especially those at risk of exclusion, such as refugees. The organisation works to facilitate and provide migrants and refugees access across Spain to social services, such as health, housing, education, cultural, among others.

APIA - Asociación Pro Inmigrantes de Asturias (25/05/2018 11:00) APIA is an organisation that advocates on behalf of immigrants' rights and offers services in various areas. Their objectives consist of defending immigrants' human rights, to raise awareness and promote tolerance within the host countries, and to promote and assist in the social integration of immigrants in Asturias.

Centro Hispano-Africano/FUNDESO (02/06/2018 10:00) A cultural and educational reference for both the African population along with other nationalities in Madrid. This center offers a variety of services and activities, from judicial advice to language.

COMRADE (11/06/2018 13:00) - It provides support and legal guidance to all those who go to the headquarters of the organization or do a telephone inquiry from other parts of the state. Legal advice is focused on the following areas: obtaining work permits and residence permits, family reunification, getting the Spanish nationality, administrative appeals against refusals, withdrawal of removal orders, asylum applications, etc. COMRADE also offers social assistance and advice on accessing education, housing, healthcare etc as well as psychological counselling.

Karibu (20/06/2018 10:00) - Karibu Association is focused on immigrants and refugees arriving from Sub-Saharan Africa and promotes recognition and defends the fundamental rights of immigrants and refugees. It provides clothing, food, temporary accommodation as well as legal services and job training.

ONG Rescate Internacional (22/06/2018 12:00) Provides legal advice and practical help to asylum seekers.

Red Acoge (Madrid) (02/07/2018 10:00) - Red Acoge is a federation of 17 independent organizations spread around Spain. It was established in 1991 in order to promote the rights of migrants in Spain. The federation helps migrants to integrate into the Spanish society, especially those at risk of exclusion, such as refugees. It also work to facilitate the access of migrants to social services, such as health, housing, education, among others.

We have used the questionnaire provided by the consortium. The 19 questions to be asked are handed to the speakers prior to the meeting and on the day of interview the respective documents are handed back by the representatives.

We created a detailed questionnaire to use for the interviews by the charities; the discussions lasted around 45 minutes to an hour. The interviews were recorded in writing for DASH (through email) , AL Mustafa and Mosque and Islamic Centre of Brent (personal visits). Other information was researched online and many charities were contacted over the phone. We were also given leaflets by the charities, which showed the work they do. An example of this is the charity 'Al Mustafa' provides food packs for families, and told us how the kids would have no activities to do; they would play with soil and wrappers, so the charity provided basketballs to engage the young kids. In addition DASH had provided us with eight case stories on refugees who had arrived in the UK.

3.3. Organization Profile

GREECE	<ol style="list-style-type: none"> 1. Area of activities Support vulnerable groups, First need/social services, Human rights/Environment, Legal services for international protection and family reunion issues, Centre of refugees integration, housing. 2. Number of staff not provided in the questionnaire 3. Location Kilkis, Thessaloniki, Athens
ROMANIA	<ol style="list-style-type: none"> 1. Area of activities: Centres of refugees integration, Foundations for immigration assistance, Centres after school for the children, Human Rights Association. 2. Number of staff: not provided in the questionnaire, but during the interview most of them told us that they are helped also by the local volunteers. 3. Location: București, Timișoara, Oradea, Craiova, Baia Mare, Galați, Rădăuți, Cluj, Arad.
SPAIN	<ol style="list-style-type: none"> 1. Area of activities: Training, education, legal advice, health, housing, among others 2. Number of staff: Varies between 10 and more than 600 3. Location: Vigo, Madrid, Asturias (some of the NGOs works in all the spanish territory)
TURKEY	<p>1 – Kırşehir ASAM branch The organization is located in the center and serves as a branch as the NGO is a nationwide one. There are 9 staff members at service working actively.</p> <p>2 – The Migration Office Public organization which organizes all the official procedures for the migrants. Located in the center, it has 24 staff.</p> <p>3 – The Social Services Organization Social support regarding money and subsistence are provided by the public center located in the city center. It also helps the people in need from Turkish origin. It is a public organization and has 17 staff members</p> <p>4 – Kırşehir Municipality The family leisure center is a branch of municipality social services and helps immigrants through providing social support for members of the migrant families. Together with the trainers the center has 44 workers.</p> <p>5 – Kırşehir Educational Directorate The public branch of Provincial educational directorate provides education services for more than 5 migrants in schools, public education centers and private educational institutes.</p>
UK	<p>The ‘Mosque and Islamic centre of Brent,’ London, work closely with housing organizations, and providing welfare aid to refugees. They also play a huge role in providing an education for the asylum seekers, and in order to do this, they carry out workshops, seminars and lectures. They are based in London. The ‘Al Mustafa welfare’ Trust, London, provides many services such as healthcare and education to food, water and emergency relief.</p>



DASH, Huddersfield - The charity offers;

- Bread and other items to take away on Mondays as part of Tesco's Fareshare scheme, available to anyone
- Fruit and vegetables to take away on Thursdays, sponsored by Meltham Mormon Church, available to destitute clients and families
- Regular donations of food and toiletries monthly from the Al Suffah Mosque
- Clothes, including purchasing clothes where necessary, particularly suitable footwear
-
- Assistance with applying for school uniform – from Uniform Exchange – including purchasing items not available
- Regular donations of socks and underwear from Lindley Mormon Church for destitute clients
- Supporting clients to access human rights assessments and assisting them to settle into their new abode when successful

The charity 'Islamic Relief' has 6 Current Appeals on their website;

1. Eastern Ghouta Emergency;

The charity helps with;

- Shelter assistance and housing grants
- Water and sanitation assistance
- Essential non-food items such as baby kits, blankets, clothing and heaters
- Financial assistance to help refugee families meet their urgent basic needs
- Livelihoods and educational support

2. Children of Palestine

"Providing life-saving emergency aid and crucial nutritional, educational and psychosocial support to families in the region"

3. East Africa Crisis Appeal

"Delivering life-saving assistance including food, medical treatment for malnutrition and safe drinking water to millions of vulnerable people"

4. Myanmar Emergency Appeal

"Delivering life-saving emergency aid, food, shelter and hygiene kits to those displaced by internal conflict and inter-communal violence. We've rebuilt schools and funded healthcare through mobile boat clinics, which allow us to reach isolated communities".

5. Yemen Emergency Appeal

- Provide a hygiene kit to a family to help tackle the spread of cholera
- Provide food and water to a family for one month
- Provide treatment for one month to a person affected by cholera

6. Global Emergencies

- Resilience: We develop school safety plans, advocate for the use of building codes, promote climate adaptive technology and plant trees in cyclone affected areas
- Response: When an emergency strikes we supply food, water, shelter, medicine, hygiene kits, kitchen sets, buckets, blankets, tarpaulins and tents
- Recovery: We build shelters, rehabilitate existing water points, provide livelihood assistance, support orphans, provide informal education and offer psychosocial support

The charity works in a number of countries; Afghanistan, Albania, Bangladesh, Bosnia-Herzegovina, Chad, Chechnya, China, Ethiopia, Haiti, India.



4. Discussion Results

In this section, provide a detailed analysis of each question discussed, responses received and overall attitudes.

4.1. Question #1

Do you think there are specific groups (e.g. rejected asylum seekers, persons who have been residing illegally in the country for long periods of time etc.) that should be specifically targeted?

GREECE	<p>There are many groups in Greece who are mainly located in Thessaloniki and Athens. These involve (i) (rejected) asylum seekers (ii) undocumented people and (iii) single men. These groups do not have access in any kind of services such as housing, food or health services. Also, there are a lot of families waiting for reunion (either within EU or non-EU countries).</p>
ITALY	<p>The participants stated that they mostly support asylum seekers. Some of the operators made a difference depending on the country of origin of the migrants stating that it is more difficult to deal with some migrants coming from specific countries of origin.</p>
POLAND	<p>During the interviews with focus group, in a feedback it was clearly stated that currently in Poland there are two groups which should be especially targeted.</p> <p>To the first group belongs Ukrainian citizens who migrate to Poland for work. To come to Poland many of them had to pay high fee for getting job invitation which is organized by work agencies in their home country. These agencies many times help to get fake work contract with unfair Polish company and on these basis Ukrainians are granted with visa. Then after arrival migrants discover that there is no work for them and they are without accommodation, financial sources and many times they do not know language.</p> <p>Second group which also have special needs are refugees who are after whole official process of getting asylum and after yearly Individual Integration Program. Then official support is ended and only some refugees after that period can be now solely on his own. Employees of non-governmental organizations agree that a year is too short for a foreigner to learn Polish, to take a well-paid job and fully become economically independent.</p>
ROMANIA	<p>From the research we understand that there are no problems regarding the persons who residing illegally in the country, as refugees take Romania as a transit country and never stay in here for a long period. Also when cases of foreigners with illegal residence are detected, the General Inspectorate for Immigration takes an attitude and removes them from the territory. But in these cases we need a new strategy and to think another way of action because every foreign person who arrive in Romania, even he is in illegally and stay, should be targeted in any kind of integration activity, because many of them don't ask for, as they are afraid of being expelled.</p>



Of course, it was the response of all the interviewees, each group needs specific assistance and, obviously the most vulnerable groups, such as children and minors without parents who need special protection.

At this very moment, some children in Spain are being held in adult immigration detention centres, pending return to their home countries. Other migrant children are living on the streets in Madrid and other Spanish cities, suffering from serious illnesses, or are prevented from applying for asylum. This is happening because they are not Spanish nationals and the authorities have not recognized them as children, but consider them to be adults. In the other hand, the administration recognize the rights of this groups and try to protect them, or that is what they say.

The vulnerable groups mostly composed of unaccompanied children and unemployed parents.

Internal disturbances in neighbouring countries has caused mass migrations since 2011. In our city, he has taken this kind of immigration. Iraq, Afghanistan, Syria, Iran, Palestine, Pakistan and so on. People have various reasons to come to my country from various countries. The centre has a population of 131,000, a population of 233,000, and about 16,000 immigrants live in our city. The educational needs of immigrants coming to our city are met by our institution. However, this type of immigration and foreign nationals about the education and training of our institution, our state was caught unprepared. This suddenly emerged, therefore, has become a group that needs to be specifically targeted. Here are the immigrants in our city:

IRAQ: The financial situation is good because they come before the war. They have left their country to continue their lives in a better environment. They see our country as a transit place and have the desire to go to another country. For this reason, there is a problem of accessing and continuing education-teaching. There are students from Arab, Turkmen, Kurdish and Keldani races. Muslim Sunni, Muslim Shiite, Christian, I Eziu, They belong to the Sebai-Mendai religions.

AFGHANISTAN: It is difficult for Afghan nationals coming to be admitted to other countries, rather than a country with a border. So our country is the last point for Afghan people. Education-teaching has high interest and relevance. They are Uzbek, Pashtun, Hazari and Tajik origin. They belong to Muslim Sunni and Muslim Shiite religions.

SYRIA: They fled from the atmosphere of war. They were exposed to all kinds of negative effects of the war. Their financial situation is generally weak and child labor rate is high. Education is less of interest and relevance to teaching. Arab, Turkmen and Kurdish ethnic structures and a Muslim society.

IRANIAN: They have changed the country because of religious pressures. They generally go to another country. Students have difficulties in enrolling and continuing in the school. They are of Persian origin. They have Muslim and Christian beliefs.

PALESTINE - PAKISTAN: Although there are migrants there is not enough students are available to collect data.

There are a number of refugees that have had unsuccessful asylum claims and appeals, The charity 'Asylum Aid' provides services to help refugees in these situations;

- Applications for existing clients who require help to obtain travel documentation or naturalise as British citizens
- Asylum claims and appeals, including further representations after their initial claim or appeal has been unsuccessful
- Applications and appeals on behalf of asylum seeking children who are seeking to extend their permission to remain in the UK
- Applications and appeals on behalf of clients who are in fear or unable to return to their country of origin and are seeking to regularise their immigration status in the UK
- Applications for family reunion when a person has been recognised as a refugee or granted humanitarian protection
- Applications for bail or challenges to the lawfulness of detention to secure release or damages for people held in prison
- Applications for emergency injunctions to prevent existing clients being forcibly removed
- In addition, the rejected asylum seekers who are illegally living in the UK tend to be homeless, the charity 'Refugee Action' has a programme called 'Street Legal', which provides legal advice directly to this vulnerable and isolated group. The aim of the partnership is to get more hard-to-reach people off the streets and into help.
- Street Legal is focused on helping homeless refugees and asylum seekers in London.
- The rejected asylum seekers may have been victims of exploitation or violence illegally kicked out of housing.

DASH provides a number of services for rejected asylum seekers;

- Assist asylum-seekers gaining legal representation, having good links to legal aid providers in the region.
- Recently been awarded a grant of £8,000 for legal expenses.
- Awaiting registration with OISC (Office of the Immigration Services Commission)
- Soon be embarking on a partnership with a local company under which a solicitor will attend the drop-in sessions once a month to provide free advice.

4.2. Question #2

What are the problems you think the migrants are facing in your country and what is your planning and course of action for the resolution?



GREECE

Greece has been accepting thousands of refugees for the past three years. Since the beginning of the year there is a new migratory wave with people being “stuck” in Greece since the borders are closed. Below we summarize the major problems:

1. The long time procedures in all stages and the lack of translators in public services.
2. The basic human needs are a big problem for them such as food, clothing, housing and personal hygiene.
3. Social and work integration.

The organisations that were interviewed provide legal advice, translators (for eg in hospitals or in public services), food meals, donation of clothes (which are donated by Greek people), houses, facilities with showers and washing machines/dryers.

ITALY

The most important problem is the lack of knowledge of the Italian language. This is the most important barrier as it hampers the integration of the migrants in the country of stay. Within the migrants’ centres of the operators who participated to the focus group there are courses of Italian language with a teacher coming periodically to give classes. Due to the importance of Italian language in the integration path, in some cases participation to the courses is the precondition for participation to other activities or to the access to added services into the centre.

Many times migrants find it difficult to trust the information provided by operators working in the migrants’ centres when facing with bureaucracy. Therefore the operators let them experience the practical situations and help them with the bureaucratic difficulties of the Italian institutions.

POLAND

Most migrants in Poland have a lot of problems with procedure of legalization of they stay. They do not understand legal regulations and have language issues, because in many immigration offices they must communicate in Polish. Also, the period of waiting for the decision regarding their stay in Poland is very long. Even if foreigner is living in Poland for few years and work here legally, only to prolong his documents for next period he have to wait even a year. Without official documents they are not able to search for a job, get promotion or travel outside of Poland (ex. to visit their family).

Many NGO organize free of charge assistance of the volunteer, who is supporting migrant during whole procedure in the immigration office. Volunteers help migrants to fill applications forms and complete documentation. Also, some NGO organize legal assistance and free consultations with lawyers. Universities also rise the problems on legalization of stay. They have opened a dialogue with government institutions to easier this process for students. Each year there are some additional trainings organized by immigration office for university staff how they can support students correctly in the process of stay legalization.



We realized that there are two major problems.

One from their sides, and for example:

- the most common problem that migrants are facing in our country is the language barriers but the NGOs provides them with language courses.
- connected with this is the fact that many of them are uneducated, do not have a completed form of education and can not even write or read.
- and a big issue is they believe that can receive easily everything and is hard to convince them that is not how they dreamed about.

And on the other hand exists also the problem from our side, at the level of local authorities, because some information is truncated and they do not understand how our system works, do not know from the beginning that they need a family doctor, or that they can benefit from child allowances, so they encountered some difficulties that they discover in time the procedures.

The main problem is integration, so that language, housing and getting a job are the challenges that must be overcome. Those are the responses of majority of technical staff. "Spain can boast of having achieved the integration of more than 6 million immigrants in record time, without having witnessed the appearance of xenophobic movements, becoming in this respect an exception to the European norm. While the integration of immigrants has its positive sides, such as this, plus the full legalisation of their legal position and the absence of immigrant enclaves, it also has negative facets, such as the high burden of unemployment and low wages, the poor take-up of post-compulsory education among subsequent generations, the risk of Jihadist radicalisation and the scarcity of immigrant presence in public life. Spain is still far from those countries where first-generation immigrants and their offspring have succeeded in playing an important role in public life, like the recently-elected mayor of London, Sadiq Khan, son of Pakistani immigrants. For now, immigrants hailing from countries poorer than Spain occupy a secondary position both in the employment and wealth structure as well as in terms of social status."

People of all social adversities fled their country of origin where they live here and they take refuge in Turkey due to the geopolitical situation in the form of a full transition region. Because of that, people come to our borders with a great deal of numbers and we do not know very well where to place them when we accept them in our country and how to implement them. The authorities and the leaders on the border do not know what to do, I think we have a policy dilemma. The reason is also a time to be with this wave of migration in Turkey has faced a heightened; Syria, Iran, Iraq, Afghanistan ... After I say that the problem of settlement in the country has already been solved, they are already faced with a language problem which I think is the biggest problem. -and even in Turkey can speak Persian and Arabic there-many varieties such as Urdu, the number of people who can understand the language much less repair. Let's just say that the language barrier has come, there is a hospital coming, there are people involved in the judicial system, the safety / life threat There are problems, education problems, financial problems.

Every area has a problem. What is your action plan for the solution? We are trying to support every field they have been in since 1995 as an institution. We have offices in more than 60 countries, including our headquarters. We transcend the language barriers with our translators. Afterwards, we look at what possibilities we have in the country and in the country in order to solve the problems that they have and we are guiding them accordingly. In this way, our action plans are moving forward.

STUDENTS THE PROBLEM OF INCONSISTENCE AND ACCESS TO EDUCATION IN TEACHING

- They do not think they need education
- They think they are going to have a short transition period
- Child labour

LEGISLATION / CURRICULUM EDUCATION PROBLEMS

- We were caught unprepared for a major wave of immigration in the country. This is not foreseen in our laws, regulations and regulations, but we do not have a curriculum on how to train foreign nationals. There are organizations such as TÖMER in higher education, and it is not even known how to teach Turkish to foreign nationals in Basic Education and Secondary Education institutions.

- To teach Turkish to foreign nationals Teachers are not trained in this respect.
 - The teachers should be equipped with on-the-job training in this regard.
 - Volunteer teachers should be selected first for the education of foreign students.
 - A curriculum appropriate for foreign nationals should be developed. Rehabilitation of students who have to leave their country of war a curriculum is needed, in which general skills and skills courses are predominant. Teacher norms do not allow this if the required curriculum is required.
 - The tools, equipment and appropriate textbooks and materials should be prepared.
 - These books can be supplied in the course book distribution of the Ministry.
- Like in the e-government module all information must be available to schools.
- Fixing the school registration dates with the migration being permanent, conducting the business transactions for the first time to register with schools from one hand, making the equivalence commissions functional.
 - In the middle of the year student records negatively affect education and training. The students who will be enrolled for the first time must either submit a document or obtain an equivalence commission. Coordination should be provided between the equivalence commissions. Turkish students are placed according to their age and while there is a problem of not being able to learn to read and write, students who are enrolled in lower grades are at risk of going out of school without finishing school.
- According to the declaration of the People's Administration, the identity is regulated. Especially girls have difficulty in their ages.

LANGUAGES / DIALOGUE PROBLEMS

There are difficulties in establishing a dialogue with both the students and the needy parents. The parents' school dialogue, which begins with student registrations, does not run smoothly due to language problems. The wishes of the parents can not be understood, nor the opinions of school administrators or teachers about the students can be conveyed to the parents.

- This problem is seen at least on the level of our teachers who know the local languages and our Turkmen descendants.



-In general, students who speak Turkish are used in dialogue with the Veli. However, in some cases it is observed that students do not translate correctly.

-School family association transactions it is not beneficial to the extent that the parents' meetings are requested. Besides these, teachers who want to visit home are welcomed by the parents and these meetings are effective. The activities to be done in cooperation with the school family can not be carried out, and the supply of some school supplies is left to the school administration.

ECONOMIC PROBLEMS

Foreign students who are in poor condition stationery, clothes and they are back from their peers due to nutrition. - There is an irregular nutrition problem.

-The aid provided must be disciplined.

CULTURAL DIFFERENCES / PROBLEMS ABOUT BEHAVIORAL EDUCATION

- Our pupils reflect and reflect the cultural characteristics of the countries they come from. A very abnormal situation for us can be regarded as normal for them. For example, Afghan / Uzbek students who are new to the country wear shoes instead of slippers. Coexistence of students from many countries can cause cultural conflicts in some cases.

- Our students may be prone to fighting and violence.

- Violence can be so extreme that conscience, compassion, pity feelings can not be seen.

- As age increases, this type problems are increasing.

- Some of the students may have never gone to school and some may have taken a break for a long time. Therefore, they may not have achieved basic behaviours such as school rules.

- They want to continue with the education systems and wrong practices applied in the countries where they come.

-Pre ğ our students lying, swearing is often seen as negative behaviour. Negative attitudes to country, religion or nation.

- We do not speak Arabic and Persian.

We think that the most beneficial plans for a solution in this regard is primarily to improve the legal regulations and the applicability of the arrangements made for improving coordination with other stakeholder institutions. Because immigration is a fact of our country which is already a bad country, but such a mass is actually new for our country as well. For this reason, the existing legal regulations and procedures do not meet the need. Apart from that, we, as an institution, have 157 (YİMER) phone information lines where immigrants can get any information they need about the problems they encounter. With this line, we aim to reach the problems of immigrants as soon as possible and to find solutions. In addition, we provide free access to information such as the rights and responsibilities of the General Directorate of Immigration through our official website.

Accommodation and employment is the biggest problems migrants face in the UK. To combat this, charities provide food and clothing to refugees on the streets, they also work with housing organizations in order to gain more support. DASH (Destitute Asylum Seekers Huddersfield said the main problems refugees face in the UK are;

- Difficulties in securing representation under Legal Aid
- Variable quality of legal representation
-

- Wait whilst case is under consideration. The Home Office undertakes to assess claims for asylum within 6 months but frequently take longer, years in some cases.
- Those seeking asylum can be detained without charge and for indefinite periods of time.
- Many asylum-seekers over the age of 18 are prohibited from any study.
- Asylum-seekers are prohibited from working.
- Asylum-seekers cannot choose where they live and so may be separated from family members.
- After an initial claim for asylum has been rejected, asylum-seekers (other than those with children, severe medical conditions or from a country to which the UK government will not return people, have no benefits or accommodation.
- Asylum-seekers are not entitled to free secondary health care.

To combat these problems, the charity has a number of services on offer;

- Assist asylum-seekers gaining legal representation, having good links to legal aid providers in the region.
- We have recently been awarded a grant of £8,000 for legal expenses.
- We are awaiting registration with OISC (Office of the Immigration Services Commission)
- We will shortly be embarking on a partnership with a local company under which a solicitor will attend our drop-in sessions once a month to provide free advice.
- We have long-term use of three houses, accommodating 11 asylum-seekers who would otherwise be homeless.
- We provide destitute asylum seekers with £10 per week.
- We run four ESOL classes per week for asylum-seekers.
- We provide free hot meals at our bi-weekly drop-in sessions.
- We actively campaign to improve conditions for asylum-seekers.
- We are in the process of launching a Charter of Rights for Asylum Seekers which we plan to launch, nationally, in collaboration with other organisations in Refugee Week 2018.

In addition, a member of staff from DASH told us their opinion on the major barriers that refugees face in the UK; “My view is that, in the UK, there is considerable antipathy to any migrant. How widespread this antipathy is, is hard to judge objectively. Considerable sectors of the media regularly publish antiimmigrant articles (although the recent sympathy for the 'Windrush' generation stands in marked, and peculiar, contrast). Many people fail to appreciate the difference between migrants and refugees, cynically claiming that the asylum-process is misused. Further, elements of the media encourage the notion that terrorists use the asylum process to enter the country. In contrast, from personal experience, people 'against' refugees become more sympathetic when they know an individual refugee in person. I find it interesting that some of the strongest opposition to refugees is to be found in areas where very few refugees live. The ban on employment works strongly against integration. Many refugees are highly skilled (it is generally easier for the wealthy, who tend to be the more highly skilled, to flee persecution in their country as it is easier for them to afford the costs incurred either air fares, if a visa is possible, or to pay traffickers etc.). Not being able to contribute to society immediately on entering the UK gives a very unwelcoming message. This may be compounded by being paced in poor quality accommodation. (Not all accommodation for asylum seekers is low quality but much is – see Parliamentary report from 2017). The process of claiming asylum is unfriendly. Questioning at interview may be hostile.



UK

Asylum seekers frequently become despondent because they feel they are not being believed: it is far from uncommon for an asylum-seeker to say that the Home Office says they are lying. Further aspects of the process are unwelcoming and work against integration. For example, many asylum seekers have to report regularly (usually fortnightly) to the Home Office. This is purposeless as the person is simply required to sign that they have attended. However, people are detained when asked to report and vans to transport detainees are highly visible at reporting centres. This process raises stress levels. When submitting fresh evidence to support a fresh asylum claim after the initial claim has been rejected, (a common experience as asylum seekers frequently do not have all the supporting evidence available when first claiming asylum) people have to travel to Liverpool, no matter where they live in the UK. This process could be accomplished by (registered) post. The limits on Legal Aid make it very difficult to secure representation for asylum seekers. Whilst an asylum claim can be lodged without representation, asylum-seekers are unaware of what is required, so their presentation is unlikely to fulfil all requirements. Further, should they have to appeal the decision unrepresented, they will be faced by a Home Office lawyer who will have marked advantages in court. Further, the quality of Legal Aid provision is highly variable. I know of a very good immigration lawyer, running her own company, who will not offer legal aid because she cannot provide sufficient quality within the payment offered. Charges for secondary health care and the ban on study for asylum seekers not only, in my opinion, breach human rights, but convey unwelcome. Although not in the direct realm of DASH operations, the charges for citizenship, renewal of leave to remain, etc. which I view as disproportionate to cost incurred, convey a hostile message. I see marked inconsistencies between the regular Government statements to the effect that this country welcomes those fleeing persecution and practice and those differences underpin all barriers to integration”

4.3. Question #3

What are the current policies and procedures of immigrant integration in your county?

GREECE

The refugees must follow the asylum procedure; that is ask for asylum and when they get it they can stay in rented houses and get a cash card for 6 months. In regard with nationality issues giving there is a policy at the moment , which is reformed The refugees can participate in debates via Centres of refugees’ integration, but they cannot vote, they just have their voice heard.

POLAND

Responders in the focus group were not able to list exemplars of current policies and procedures of migrant integration in Poland. They know the asylum procedure for refugees and activities taken to integrate them with Polish society, but they do not refer to all migrants in Poland. Governmental migrant policy, in their opinion, refers mostly to legalization of stay, issuing work permits and activities focused on promoting in tolerance of foreigners.

ROMANIA

The refugees, after they have obtained a form of protection, the County Inspectorate for Immigration makes a small interview, and then if the beneficiary wishes to enter the integration program and he agrees, he gives his signature and once he enters the integration program he is an eligible person. As an eligible person they assume the responsibility to participate at the Romanian courses and other activities that are offered.



Spain is addressing immigration by induction, using policy instruments it has in its administrative and policy structure and constructing its legal and regulatory measures that respect its already decentralized political and administrative structure.

We have to think that immigration became part of the Spanish government's agenda in 1985, but it was not until the mid-1990s that it became a matter of vital importance to political elites and in the eyes of the public. The sharp increase in the number of foreign residents in the last years, the polemical debate surrounding the reform the immigration law, the establishment of a political immigration framework known as the Plan Greco, and the shortcomings of the labor quota program have made immigration one of the most hotly contested issues in the media.

Spain is also a laboratory to analyse the dynamic of a federalisation process taking immigrant integration as the new competency that needs to be defined in administrative terms.

The Syrians are in temporary protection but the countries like Afghanistan and Iran are in international protection. The operation of these two procedures is completely different. For example, we cannot present the Syrians for a third country but we are making a file of the immigrants of other countries and we can present them to the countries such as Canada, Australia and America at certain times in the context of the quotas they open. There are some obstacles in functioning, at least in the simplest case we have an appeal to SGK for medical material, for example, Afghan, Syrian or Iraqi. Our goal here is to ensure that each one is able to benefit equally. For this reason, I think that the policies and procedures should be a little broader and that the necessary infrastructure should be prepared beforehand.

Our state quickly developed the necessary policies. The administrators have considered the event solely in terms of Syrians PICTES has been shaped in the perspective of the project of Integration of Turkish Children's Education System.

In our province we have 2 schools and training process started. From 2013 onwards we have schools assigned for Refugees. The purpose of this school is; adaptation education of immigrants, guidance work, Turkish teaching and first literacy training. The students come first to this school, especially they learn Turkish and they are sent to other schools by their peers.

No. 6458 for foreign business and operations are implemented under the Immigration and International Protection Act. Purpose of the Act; entry into Turkey by foreigners, the establishment of rules and procedures Immigration Administration General Directorate we represent together alternately for the stay and exit from Turkey in Turkey who demand protection from Turkey within the scope of the protection granted to foreigners and implementation, duties, powers and responsibilities of the currently editing.

Immigrant integration is the process of economic mobility and social inclusion for refugees and Asylum seekers. Current policies and procedures of immigrant integration in the UK;

1. Provide integration services as soon as possible for those asylum seekers most likely to be allowed to stay. Time spent waiting around can damage refugees' chances of integrating, yet they often have to wait months or even years before receiving language training and other integration support, such as skills assessments and civic integration courses. Countries should both shorten the time it takes to assess asylum applications and provide early support to those most likely to stay.

2. Treat refugees differently, depending on their backgrounds. Different refugees require different levels of support – for example those with degrees have very different training requirements than those lacking basic qualifications.

3. Pay particular attention to unaccompanied minors who arrive past the age of compulsory schooling. Most unaccompanied minors arrive around the age at which compulsory schooling ends (14-17) but have little or no formal education, and need specific, appropriate support in order to catch up. It is important to provide; Educational support, English language training, career and educational counselling, mental health care, and social integration support.

4. Promote equal access to integration services to humanitarian migrants across the country. Which part of the country a refugee is settled in affects their prospects of integration, as the levels of support vary drastically across countries. Measures to help offset regional differences include the sharing of expertise, ensuring each region or local area is adequately financed, local authorities pooling resources to provide more comprehensive programmes, and monitoring how well local councils are living up to minimum standards.

5. Let those asylum seekers likely to stay find employment. Countries are often reluctant to allow asylum seekers to work as it leaves the asylum channel prone to abuse. They often therefore demand that certain conditions, such as a prior waiting period, are met before asylum seekers can legally work. But not working can have detrimental effects on their ability to integrate in the long run as their skills may decrease and because of the gaps in their employment history.

6. Make sure that foreign qualifications and work experience count. Local employers often discount and dismiss foreign qualifications and work experience, with the result that humanitarian migrants with foreign credentials often struggle to secure jobs appropriate to their levels of experience. This is compounded as many fled their home countries with no proof of their qualifications. Countries can help here by assessing and documenting newcomers' education, skills and experiences.

7. Deal with mental and physical health issues early. Poor health affects a migrant's ability to get a job, learn the local language, interact with public institutions and do well in school – all things that are critical to integrating successfully, with refugees particularly prone to mental health issues such as anxiety and depression, following their often traumatic and violent experiences back home and in flight. Host countries should assess the mental health of newcomers alongside physical evaluations, grant humanitarian migrants access to regular healthcare and ensure they are able to use it.

8. Build on civil society to integrate humanitarian migrants. It is not only government which is looking to support refugees to integrate: employers, charities, immigrant associations, community based organisations and trade unions all have a role to play.

9. Acknowledge that integration can take a long time, particularly for the least educated. While long-term support is expensive, it pays off in the long run, even benefiting the children of refugees who might otherwise struggle with integration issues themselves.



4.4. Question #4

What is the role of your NGO in such policies and procedures?

GREECE	<p>Depending on the organization/Municipality, the refugees get:</p> <ul style="list-style-type: none">• assistance either in first needs (such as food, housing, clothes, personal hygiene),• legal advice regarding asylum procedures,• Greek language lessons. <p>Also, the organization which is located in Kilkis has created a platform and gave access to the mayor in order for him to know in real time the needs that they have, like newly arrived children who need to be vaccinated and go to school.</p>
POLAND	<p>According Polish regulations and internal integration procedures, migrants have an equal access to various services, benefits and rights on the housing market, the labor market or in the education system. The role of NGO is to support, introduce and complete these processes by the direct contact with beneficent. This model helps to create more holistic idea for their integration with Polish society. So that Poland turned out to be a good place for them.</p>
ROMANIA	<p>The role that centres play is very important, because the NGOs are a part of integration, through them everything is possible. we deal directly with the beneficiary's problems, provide healthcare, ensure that their rights are not violated, and that the beneficiary fully enjoys that right. They had refugees who wanted to continue their studies here, so they went with them personally, to completed all the formalities, and now we can say that the person enjoys the status of student.</p> <p>The NGOs that are partners of the International Organization for Migration, can say that have a contribution to the policies and procedures, through the meetings and the conclusions drawn from the projects are always brought to the attention of decision-makers, such as the General Inspectorate for Immigration, or the Ministry of Labor.</p> <p>So at the end of each project there are meetings with the majority of relevant stamps in the field of migration</p>
SPAIN	<p>In these question the answers were broad but all in the same sense. Some of them emphasized the coordination between host families and asylum seekers who are in need of a place to stay and the initiative to help in terms of information and socio-labor integration. The entities also talked about the eduction when their activity is performed by a team of people consisting, for the most part, of teachers, pedagogues and psychologists, which develop the various programs aimed at childhood, adolescence and family, as well as training and orientation. All of them with the aim of contributing to the full cultural integration and incorporation of immigrants into Spanish society.</p>



How can these people get together with local services, how much they can benefit from the opportunities provided, if they cannot benefit, what are the obstacles in front of us, how can we overcome them? We are trying to assume an advocate and supportive role on all these issues. For example, they may not be able to fulfill the signing duties of the people, and they may be given the right to extradition, and they do not know the rights in this regard. "We will be out of the border?" They come to us, we investigate and learn the appeal rights, and prepare the petitions and direct the judges. Here we are trying to put politics in motion, like rights and responsibilities.

National Education Directorate is responsible for carrying out all policies related to education and training. Our public offices already a state-bound institution. In other words, we are more influential in policies and procedures than other non-governmental organizations. We are working to help increase healthier practices in policies and procedures where information sharing will be implemented .

Our immigration office assist our bureaucracy in the development and implementation of government policies within the framework of the related laws and to cooperate with all other foundations, associations, etc.

In order to assist refugees in obtaining information on the citizenship process, the charity 'Mosque and Islamic centre of Brent' have many solicitors. The charity 'Asylum Aid' offer free confidential and independent legal advice and representation on asylum and statelessness. They provide services such as;

1. Asylum claims and appeals, including further representations after their initial claim or appeal has been unsuccessful
2. Applications and appeals on behalf of asylum seeking children who are seeking to extend their permission to remain in the UK
3. Applications and appeals on behalf of clients who are in fear or unable to return to their country of origin and are seeking to regularise their immigration status in the UK
4. Applications for family reunion when a person has been recognised as a refugee or granted humanitarian protection

In addition, the 'Refugee council' provides free advice for asylum seekers & refugees, on a wide range of different legal issues such as; employment, debt, housing, family, minor criminal matters. The charity 'Refugee Action' has a specific program called 'Street Legal' catered towards providing legal advice to the vulnerable, isolated refugees and asylum seekers homeless in London.

'Refugee Legal Centre', is an organization offering legal advice, communication and general

Representation to Asylum Seekers and Refugees. Lastly, the charity 'Hackney Migrant Centre' provides free advice for asylum seekers and refugees relating to; Welfare benefits, Housing & homelessness, Asylum support, Immigration.

4.5. Question #5

How do your NGO create platforms for immigrants to meet native people in home country?

GREECE

Some of the organisations that were interviewed have created such platforms, for instance (a) in an NGO in Thessaloniki the refugees are cooking with local people for everyone twice a week, (b) Municipality of Thessaloniki collaborates with other NGO's and runs the project REACT for housing (28.000 refugees are beneficiaries from REACT), (c) other organisations encourage refugees to do physical activities, organise festivals (food/holiday festivals, excursions, weddings etc), (d) the NGO in Kilkis organised the "Woman's Day" where refugee women met Greek women and they had the chance to interact, (e) another organisation transforms useless clothes by the help of refugees and local volunteers.

ITALY

Support in language learning is the provision of language courses within the migrants' centre. There is a teacher going there every day. The rules of the centre state that participation to the courses are mandatory. Integration into the labour market is fostered by single project that foresee traineeships period into companies at the local level. As regards the accommodation, asylum seekers are completely independent in looking for it after their integration path is finished. Operators in the migrants' centre cannot offer an accommodation anymore but can help them in looking for an apartment. Operators help the enrollment in educational or vocational training paths. Health assistance is normally provided by the Italian state.

POLAND

Focus groups gave some examples of the activities which they realize or organize in order to integrate local people with migrants:

- intercultural festivals - foreigners from different countries and local inhabitants prepare event with NGO during which there is presented cuisine, music, films and selected traditions of each country.
- migrants are invited to the kindergartens or schools to promote diversity,
- migrants can also receive of dedicated mentor or assistant (at the Universities it is a student from higher years, for workers it is a more experienced colleague, or volunteer from NGO),
- some migrants are also volunteers who stay for 10 months in schools and kindergartens and are taking part in each event organized in educational institutions (they are support by the NGO with accommodation and alimentation).

ROMANIA

This possibility is offered only by one association that made available a platform to meet other co-nationals from other cities, but in other situations this is not done because they meet all together in the center and so they don't communicate only with persons from their country, they can do activities socializing and interacting with the local citizens and volunteers who help them to integrate.



SPAIN

Most entities responded that social networks are the best way to develop platforms to maintain contacts with immigrant communities both here and in their countries of origin. Migrants are constantly building new ties in new places as well as negotiating existing long distance ties. In this respect, social networks can be useful in challenging assumptions of deterritoriality – showing not only that place still matters, but also how relationships are developed and sustained in specific places as well as between geographically dispersed places. Thus, an social network platform can help to interrogate the impact of distance in the relationships by analysing the impact of distance and physical separation on how social ties are weakened or maintained over time and how their content and meaning – as well as their practical use – can change. Social networks can also be helpful in bridging the personal and structural dimensions in the broader social, economic and political contexts in which these take shape.

TURKEY

We have events every year. For example, we are organizing a 10th trip to Cappadocia. Then, there is a children's festival, the 23 April children's festival is improving for 2 years. We also organize refugee film festivals regularly in Ankara. This year we had especially fast-breaking programs. We aim to bring together refugee children, or Turkish women and refugee women, with such children

There are about 1400 refugees in our schools. Our Directorate keeps these students together with their peers and provides them with Turkish students and parents. In our schools, our students benefit from the same rights without any inconvenience in refugee students.

Being able to meet immigrants with local people is an important point. In this regard, many of the activities we are doing our best as a state-owned organization, we realize we are trying to organize informative events such as seminars and conferences to raise awareness of our people on immigrants. Because if you get familiar with it, without knowledge, prejudice will develop and prejudices will take us away from each other.

UK

The 'Mosque and Islamic centre of Brent' provide social gatherings for the refugees. DASH runs two drop-in sessions a week. Typical attendance will be about 80 people. Although these are partly to allow access to advice, they also facilitate social interaction. Attendance frequently links new arrivals to others from their home country. They seek to build on these connections to provide translation for those who have little or no English. That translation is not just within their operations but to accompany people to appointments, for example, health appointments.

- The charity 'Refugee Centre' Notre Dame, hosts a 'Drop in Cafe' in which they;
- Offer an all day service, including a warm midday meal twice-weekly at the Drop-In Café. Much of the food is donated by local businesses such as Pret a Manger, Gail's and Paul's Bakeries, Tua Pasta and Nando's.
- Offer good quality used clothing.
- Contribute to travel costs to the Centre for those without any means

Live music performances in the cafe several times a year generously provided by Live Music Now.



They also offer creative activities sessions;

- The Art Group meets on Mondays from 1.30 – 3.30pm.
- The Sewing Group meets on Mondays from 1.30 – 3.30pm.
- The Theatre Group meets on Thursdays from 1.30 – 3pm.

The 'Streatham drop in centre' offers drop in services on Thursdays and Friday's in which;

- Advice, information and signposting
- English language classes
- Play facilities
- Health and wellbeing support (Thursdays: specialist refugee nurse, Fridays: health advice and advocacy case worker)
- Women's wellbeing activities
- Tea, coffee and refreshments

4.6. Question #6

What role do you play educate and make aware of local culture and traditions to migrants?

Many of the organizations provide Greek language lessons, while focusing in religion and music – for eg celebrate Easter and Ramadan. Some organizations also focus in other activities such as haircutting, music and dance festivals.

Talking with migrants and providing individual support is very important to let the migrants understand the Italian culture and practices. However, it is very important that migrants have a direct experience in real life: having interactions with Italian people and dealing directly with bureaucracy is of the utmost importance to internalise the Italian practices.

All responders mentioned that during their routine activities they plan some activities to get familiar migrants with local traditions and culture. It happens especially during Polish classes where foreigners are taught about not only language but also Polish history. NGO's also organize Polish evenings with local community with different types of activities. Some universities in Lodz organize special days dedicate to each of culture to which belongs their students. In 2018 University of Social Sciences organize Ukrainian day with cooperation of Embassy of Ukraine. Also, it's very popular to organize intercultural Christmas, when Poles invite their foreigner college to spend holiday time with polish family. We have also found that some NGOs use a help of mentors or assistants who are helping migrants to deal with intercultural issues. They explain differences in unspeakable rules which foreigners can meet in daily routine.

The employees were very delighted to tell us that they are playing a very important role on this subject. There are very involved and they have a lot of activities organized for every special event, they are explaining them about religious holidays, for example Christmas or Easter, showing them the customs related to those holidays, performing shows to show them the Romanian port and traditions. They make also intercultural evenings and there are made constant interactive outputs, like going to the museum, to the cinema, they are present at every festival in the city.

SPAIN

The participants said that there are 2 things important in the role that they play when they educate and make aware of local culture and traditions to migrants and they are of equal needed.

The first one is simply knowledge. Because one of the striking things about cultural education is that there is an enormous lot of enthusiasm. Immigrants love to do it in general. Trainers are very committed to what they do but there is strikingly little theoretical knowledge about for example what culture is, about the elements in immigrants that are relevant to culture. And that was one of the main goals of the NGOs role: to develop this knowledge, make it available for immigrants and also for administrations and policymakers.

The other thing, the second thing which is certainly as needed is insight in the specific characteristics of spanish culture. We have to teach immigrants in Spain, in Italy, in Sweden that insofar as they are part of a European culture, they are in fact universal, they are human beings in general. Which means that the specific local cultures, spanish traditions, local traditions, etc. in a sense become more relative within this broader context. This is also something that we have to learn. Local traditions are a little less important. They are little less important than these basic human universal values. I think this is a typical aspect of European culture which is very important to realise or to be aware of when you teach culture in a European context.

Bringing our priority role together. We are trying to discover common features such as life, perspectives, culture, and religion. There is an activity this year that our NGO has done, in this respect, on learning local tastes. In this way, we are trying to find and share our common elements and differences.

TURKEY

Any kind of course that 16,000 immigrants in our city will benefit will be opened by the Public Education Directorate. As a result, we are also provided with adult education services.

As mentioned before, we have information lines via telephone and internet. Apart from this, we support NGOs and municipalities by organizing activities to raise awareness of migrants and to share traditions.

We started with literacy courses, planned to continue with cooking courses after these courses, then planned to transform local cultures and handcrafts in this subject into production

UK

The charity DASH provides;

- Provide ESOL classes
- Run outings, especially in school holiday periods, to local places of interest
- They are members of a scheme under which they obtain free theatre and concert tickets for their clients
- In collaboration with the YHA, they recently provided asylum-seeking families with a weekend at a local youth hostel
- They run a football team

'The Network' supports libraries, museums, archives, galleries and other cultural and heritage organisations (as well as individuals) who are working to tackle social exclusion and towards social justice.



UK

An example of their work is in Coventry, which has welcomed refugees from Syria, library staff talk to new arrivals about what the Library Service can offer. As part of the induction for refugees, they are inducted into the library and shown not only their local library but also Central Library (which has the broadest range of resources). Library staff can assist them in getting used to the City and in finding information for themselves about local services and activities. This is reinforced by holding as many activities for the refugees in libraries as possible, e.g. a regular social session every Friday afternoon in Central Library, and these are used to link to the resources in libraries. Another example of their work was the 'SMART Project' at the Brunswick Methodist Church Dropin for EU Migrants, Refugees and Asylum Seeking families to promote library facilities to them. They provided information about what is available to families and children, activities available during the school holidays and term times, and information about the online 24 Hour Library plus reading schemes.

4.7. Question #7

What kind of help are they getting to integrate faster into the local society?

GREECE

By teaching them the Greek language and local traditions, provide legal advice, and psychological support. In addition, some organizations provide translators and involve Greek volunteers who accompany the refugees to the public services.

ITALY

Gender equality is a very hard topic for operators working with migrants coming from Africa. Female social operators and psychologists said that migrants are not used to interact with women covering such positions. There are some barriers, such as lack of trust, the low knowledge of the language and intercultural differences. Emotional disorders are usually somatised into physical problems. Psychiatric problems are considered to have magical reasons. Therefore there is a difficulty in dealing with health problems using a medical scientific approach that is offered by the operators working with them. Support needs time and more trust. The operators guide the migrants in obtaining the permit of stay or in apply for the status of refugee or humanitarian protection. They offer a full bureaucratic support.

POLAND

According participants of the interview the best places for migrant's fast integration are work and school. In these places migrants meet local inhabitants in everyday basis, not like in integration events from time to time. They have opportunity to make new friendships and observe Polish culture very closely. It also helps to improve language abilities which are so important for the communication.

ROMANIA

The refugees and migrants are helped, most important, with the Roumanian courses that the associations offer to them. As well they also benefit from medical and legal assistance, they get support in any problem they would need and of course they integrate through the activities they made together into the community. From this point of view each NGO are very prepared and do a great job, a lot of activities, at every event the participate and learn new thing about Romania and our culture.



SPAIN

In the answer of this question it is possible to trace an outline of the highs and lows of immigrants in the process of fast integration into the Spanish society. Legal integration. The majority of non-EU immigrants, have now achieved a status that gives them permanent residence in the country. Sense of acceptance. Immigrants surveyed do not feel discriminated against by the indigenous population.

Plans to remain. The immigrants who are considering returning to their country or emigrating to another are in a minority. Absence of ethnic enclaves. Clearly the immigrant population is not distributed evenly across Spanish cities and towns, instead tending to be concentrated in particular neighbourhoods and districts. To date however there has been no sign of immigrant enclaves, neighbourhoods that the indigenous population have abandoned in the wake of the immigrant arrivals.

Identification with the host country. Another good indicator of integration is the degree of identification with Spain. Islamist radicalisation among Arab immigrants is very low in Spain compared to what has been observed in Belgium, the UK, France and Germany.

TURKEY

If you look at it as financial aid, there is not much resources. There is a help that the Red Crescent has given. If families with more than 3 children are 120TL per month, or disabled / elderly people are available, similar benefits can be formed. Apart from that, the Ministry of Family and Social Policy has helped those with a high level of disability. However, they are not enough if they are hit by the number of refugees. For this reason, a variety of extra grants are available from various non-governmental organizations - including ourselves. For example, we have had winter assistance in certain periods, especially in our border regions offices. Apart from the financial aid, the company enters with the trainings and activities. As I mentioned earlier, events are organized to make it easier to integrate, especially to children and women.

Local community integration differs from group to group. The easiest group to adapt is Afghans. Afghans have less hope of going to European countries. That's why Turkey is seen as the end point. Migrants who have come to Turkey fail in adapting because they are planning to go to another country. This incompatibility raises problems if they can not go to another country. Syrians who suffer the most to adapt have financial problems more than the others. Inadequacy in financial means causes this group to be inaccessible.

UK

In order for refugees to integrate faster into society, below are examples of a few good practices;

- Provide integration services as soon as possible for those asylum seekers most likely to be allowed to stay
- Different refugees require different levels of support – for example those with degrees have very different training requirements that those lacking basic qualifications
- Pay particular attention to unaccompanied minors who arrive past the age of compulsory schooling
- Let those asylum seekers likely to stay find employment
- Deal with mental and physical health issues early
- Acknowledge that integration can take a long time, particularly for the least educated



4.8. Question #8

Do you think the existing legal framework and the instruments available to deal with migrants in an irregular situation in your country are sufficient?

GREECE	There is no specific legal framework besides the one provided by the EU. All the organizations mentioned the Lisbon Convention, which states that everyone who enters Greece - either legally or illegally - remain in Greece (closed borders) and seek asylum here. The existing international legal framework is improved compared to how it worked three years ago, but still is not sufficient. Due to extreme large migratory waves in Greece, the process is very slow.
ITALY	Even if in some cases the legal instruments in Italy help migrants in their path until the completion of the life-cycle of their legal status, they have also some inefficiencies. The legal processes are very slow. Migrants often cannot understand the rationale of the legal processes and why they should comply with a set of rules. Migrants do not completely trust the bureaucratic procedures in Italy.
POLAND	Organizations taking part in the focus group do not have contact with migrants in an irregular situation. During our research we have found only one NGO supporting migrants whose status in Poland is described as tolerated stay. Currently in Poland there is 293 people with these statuses. There are also some NGO which are supporting closed centers for foreigners who came to Poland illegally and are subject of the deportation procedure. Unfortunately, we were not able to contact with them.
ROMANIA	Regarding this question some of those who were interviewed refused to respond. Romania is not prepare for such an situations, all of them told us that the legal framework needs a lot to improve and for example a center explain that after each meeting that they have in association they warn the authorities, or give ideas for better laws, but still not enough. But I think that we are on the good way, and the country learn and improve from every situation we have.
SPAIN	All the participants answered no to this questions, and they add the existing legal framework and the instruments available to deal with migrants are good, but we need to keep improving.
TURKEY	We do not think it's enough. They come here on very difficult terms and they are trying to progress in difficult conditions. For example, we say that illegal entry is prohibited, but they are all illegal. This time, when people are given various deportations, the person next to them comes from ignoring them, for example, they are not given a decision, but they have entered the same place. Or money is given in the penalty sometimes 2000-3000TL but have already entered asylum application and certain people can not pay. For this reason, I think that a wider and fairer politics should be managed.



UK

An example of a case DASH had provided us with showed that the legal work carried out by the UK government was sufficient; Mohammed was tortured by the Syrian regime. He and his family fled to a camp in Lebanon. Here they were selected by the United Nations as suitable for the UK's Vulnerable Persons Resettlement Programme. Under this, Mohammed and his family were given visas to stay in the UK for five years, after which they can apply to become a British citizen. They did not have to attend any interviews once they had reached the UK. On arrival, they were provided with a rented house and were paid Universal Credit until Mohammed found a job as an engineer. They had free English classes arranged for them. That said, it varies case to case whether the legal framework will be able to fit in all cases. However, every person is given a fair chance.

4.9. Question #9

Does your organization cooperate with other stakeholders in regard to integration of migrants? (e.g. other NGO's, trade unions, business interest organizations, religious organizations/ churches).

GREECE

The Municipality of Thessaloniki has created urban working groups and collaborates with 45 NGOs and Authorities dealing with housing, employability, health care, etc. Municipality also intends to collaborate with the private sector as well. Regarding the organisations that were interviewed most of them collaborate with other NGO's and UNHCR. Moreover they collaborate with other sectors such as social health centres, private educational centres, employment offices and the church.

ITALY

The operators stated that they cooperate with institutional and private stakeholders at the local level. They are the "prefettura" (note of the interviewer: "prefettura" is an institutional body of the Italian government working at the local level to manage migrants' issues), the municipality of Sassari, the social services of the municipality of Sassari, the court and the court for minors as regards the institutional bodies. There are also volunteering associations working with migrants that cooperate with the migrants' centres, such as Emergency.

POLAND

In many NGO there is established strong cooperation with government institutions such as immigration office, border guards and municipium. Governmental institution very willingly supports all initiatives and projects. Also, many institutions cooperate with universities in some projects, as in Poland the number of international students is incising significantly. Also, immigration office cooperates strongly with universities. They organize for foreign students free workshops to inform them about their rights, possibilities and places where they can get support. During interview we also have been informed that in Lodz significant role in whole process of integration have informal groups of Polish citizens as well as foreigners who operate in social media.



All of the centres work in collaboration with:

- state institutions, as
- the General Inspectorate for Immigration,
- Ministry of Internal Affairs,
- Directorate of Non-reimbursable Foreign Funds,
- public institutions, as the
- County Inspectorate for Immigration,
- the city halls,
- educational institutions
- and other local NGOs.

They split their schedule, organize activities together, and communicate to implement better procedures and come up with new ideas.

Of course, was the answer of all the NGOs, it is no possible to work with immigrants without the cooperation of other stakeholders, NGO's, trade unions, business interest organizations, religious organizations/ churches and administrations.

He is doing. It is also available on our internet site. We have partnerships with international organizations such as UNHCR, UNICEF, UNFPA, WHO, IOM, GIZ, NRC, DRC, The World Bank and UNWOMEN. Apart from this, we are cooperating with municipalities, governorships or other non-governmental organizations with the Provincial Immigration Authority to look at it locally.

Kırşehir Governorship, Kırşehir Municipality, Provincial Migration Administration, Social Assistance and Solidarity Foundation, National Education Directorate. The process is supported by European Union projects.

We have local and international partners. As a state government, we also share with municipalities or non-governmental organizations located in the provinces other than our international partners like the EU. All in periodically with partners we discuss how we can improve the solutions to problems by communicating and conducting meetings.

The 'Mosque and Islamic centre of Brent' work with numerous housing organizations, and also work with other charities providing education for refugees. In addition, this is a mosque, therefore providing a religious education for the refugees who practice the religion, or would like to learn about it. In addition, the 'Al Mustafa Welfare Trust' works abroad on different humanitarian projects, and are continuously meeting other charities helping refugees and asylum seekers. DASH has close links with a number of religious organisations in Huddersfield e.g. the Church of England has provided one house for long-term use, a local mosque regularly brings food and clothing for their clients. Religious organisations are a regular source of referrals to DASH, and they also work closely with a local food bank to provide emergency food for their clients.

4.10 Question #10

What role your NGO is playing to cope up with Language barriers faced by Migrants.

GREECE	The Municipality of Thessaloniki provides language courses, integrates children in the Greek educational system, and in order to avoid drop outs it has created bilingual centres for children in kindergartners. The organisations provide translators, Greek language lessons or both.
POLAND	It is difficult to live in Poland without knowing Polish. Foreigners who do not speak the language are integrating slower with the Polish community, are more exposed to xenophobic attacks, can be abused by dishonest employers, have difficulties to rent an apartment or to enroll a child in school. Therefore, most NGOs supporting migrants, refugees or asylum seekers offer support to cope with language barriers. National centers for foreigners as one of a basic kind of support offers Polish language classes. Also, institutions like Universities provide free of charge yearly Polish language course for freshmen.
ROMANIA	This issue differs from one NGO to another, because there are NGOs that work together so they cannot offer the same activities. There are centers that offer in their schedule Romanian lessons and others which help the children doing the homework and make after school activities. The most important is that during these courses they are trying to teach them Romanian using non-formal procedures and activities, like watching an educational movie, going to the museum or doing homeworks in an interactive way. The problem is that there are not enough language courses, as an example in Germany they are doing intensive courses, 6-7 hours per day and in Romania only 2 hours.
SPAIN	Migrants from South American countries have no problems with the language. To cope up with language barriers faced by migrants from other countries, most of the NGOs have in their staffs professionals and volunteers who speak different languages for the first contact with immigrants and after this they have training courses. Most of the communication in the first moments is in basic English.
TURKEY	<p>Asylum seekers and refugees already cross the border and go to Ankara to request international protection, our institution is headquartered in Ankara, and the first registration place is usually ASAM. They are initially interviewed for many languages, interviewed in the presence of interpreters, and then settled in open cases set by the Provincial Directorate of Immigration. Later, we have enough interpreters in our offices, which are also in the pipeline. In addition, our activity-based offices provide language training for Turkish or are directed to free trainings on the even if not directly provided.</p> <p>Our students are studying in our schools so that our students can learn Turkish. With the courses opened next to the schools, Turkish learning is provided quickly. For adults, courses are opened through Public Education Directorate and intensive courses are organized.</p> <p>We have opened the literacy and language courses to the Directorate of Culture and Social Affairs and the Public Education Directorate.</p>



UK

The 'Mosque and Islamic centre of Brent' provide English classes for the refugees. DASH provides ESOL(English for Speakers of Other Languages) tuition and can offer translation for their clients. The charity 'Refugee Action' also provides English courses led by formally qualified teachers. In September 2016, the Home Office announced an extra £10m investment over five years to provide English classes for Syrian refugees arriving under the Government's Vulnerable Persons Resettlement Scheme. Generally speaking, all asylum seekers and refugees do get a chance at learning English although it is a very slow process for them to understand the language.

4.11. Question #11

What role your NGO is playing to cope up with Employment issues faced by Migrants.

GREECE

The Municipality of Thessaloniki assists integration of refugees in the Lifelong Learning programs where they provide translators in their native language. They provide mentoring and training activities (in small groups) and finally they provide certificates for their skills.

Also, there is a new program running to recognize the qualifications that the refugees had in their own country. The organisations collaborate with employment offices or provide consultation regarding employability. Finally, an NGO collaborates with the Lifelong Learning Centre

"Epimorfotiki" which provides Greek language and IT lessons. This centre gives them the opportunity to participate in exams and get a certificate.

POLAND

Most NGOs introduced activities which are helping to introduce migrants into the labor market (these were described in question 15). However, we have also find in the Internet some institutions which are supporting migrants after getting employment. Their role is to equipped foreigner families in a special assistant whose one of duties is to contact the employer easier. A very important role in the employment process of the foreigners have private job centers where currently most foreigners can get not only employment but also legal support.

ROMANIA

It was a pleasure to know that each organisation, except those that strictly deal with children's activities, are very involved to resolve this issues. Right from the beginning, they help the migrants to create their own Curriculum Vitae, they go together to the job fairs and after that they accompany them to the meetings with employers. The main issue they meet is the language barrier and the problem in qualification, and even if a job is vacant for a long time, they cannot hire them, and this is a problem that we are working at.

SPAIN

One of the participants highlights principles and factors which are important in supporting integration locally. The potential advantages of migration to be harnessed, it is crucial that immigration be accompanied by integration, or effective mechanisms for ensuring that immigrants are incorporated into labour markets, the economy and society. While immigration policy is often determined, designed and funded at the national level, its impact on migrants and society is more strongly felt at the local level where other policies interact. Most of the NGOs have work programs in colaborations with local and regional administration and also particular agreements with companies and entrepreneurs.



Work permits are preliminary for employment issues. In this regard, the road has actually begun. Asylum seekers were legally allowed to open a business. Still, there are many problems. Employers do not want to deal with procedures such as providing the necessary documents while giving asylum seekers, but asylum seekers need to work as well. As a result, illegal labour is born. The employer prefers immigrants who can work cheaper because they do not do insurance, such as insurance, but this causes immigrants to be exploited in working conditions and wages in their workplaces. Therefore, these problems still exist. How to deal with the problems . The procedure is clear and the employees do not know that, for example, we have to catch it. So you have to be judged on the laws and regulations. There are brochures that our Association has prepared in this regard; where they can go, which institutions they can apply to, which courses they can take etc. we prepare brochures on every issue and distribute them to the refugees. In addition to forwarding the work-established in the provinces of working age.

Under normal circumstances immigrants do not have work permits. But work immigrants who want to open a place and businesses that want to work as immigrants If they apply to Iskur, they can get a work permit. On the other hand, many immigrants are working on illegal routes. We can see immigrants in many jobs that our citizens do not like.

Thanks to the new rights granted to immigrants by our country in the recent past, immigrants in our country now have the right not only to work but also to open a business and become an employer. We continue to improve these regulations.

There are a number of refugees that have had unsuccessful asylum claims and appeals, The charity 'Asylum Aid' provides services to help refugees in these situations;

- Applications for existing clients who require help to obtain travel documentation or naturalise as British citizens
- Asylum claims and appeals, including further representations after their initial claim or appeal has been unsuccessful
- Applications and appeals on behalf support to refugees looking to access training, volunteering and employment opportunities. They
- have 5 current projects;

Refugee Employment Advice & Support Service, in which they offer;

- Access to a range of employment preparation workshops
- Help with job search, CVs & interviews
- Work experience opportunities

Starbucks Employment Programme;

The Refugee Council and Starbucks are working in partnership to support the employment of refugees. Refugee Council will provide pre-employment training and one-to-one support to selected candidates followed by a guaranteed job interviews for Barista roles within Starbucks stores across London.

Refugees into Teaching;

Refugees into Teaching, support those with a background in teaching who are looking to requalify and access employment within primary and secondary education across England.



Just Bread project;

Just Bread is a new Refugee Council initiative designed to support the training, employment and emotional needs of refugee women. The project is delivered in collaboration with E5 Bakehouse in Hackney.

Participants learn about established bread making techniques in this country and explore the skills and experience they gained in their home countries.

Refugee Health Professionals;

Assist refugee doctors to re-qualify to UK standards and secure employment appropriate to their professional qualifications;

- Refresh medical knowledge and skills before taking PLAB Part 1 and Part 2 exams
- Improve their language and communication skills
- Prepare for working in the NHS and providing patient centred care
- Familiarise themselves with UK medical procedures and systems through clinical attachments

The 'Mosque and Islamic centre of Brent' also provide; workshops, seminars, and lectures in order to provide an education for the refugees.

4.12. Question #12

What role your NGO is playing to cope up with Housing issues faced by Migrants.

Some organisations and the Municipality of Thessaloniki are collaborating with UNHCR and are involved in project REACT which has provided housing for 28.000 refugees. Through this program the refugees get monthly cash assistance depending on the number of family members – the upper limit being 7 family members. One organization is also collaborating with National Centre of Social Solidarity which provides housing to refugees.

NGO which we have interviewed supports migrants to cope up with housing issues on three ways:

- organize full process of renting apartment: they find a flat, negotiate financial conditions and deposit, prepare a contract. Sometimes, on behalf of migrant, NGO's are even a side of the contract with landlord, who is afraid to rent his property to the foreigner.
- they provide an assistant who is supporting migrants in paying bills by explaining applicable rules,
- there are also some NGOs who have temporary apartments intended for renting them for

foreigners or refugees. Payment is agreed each time and depends on the situation.

Some of centres offer to refugees a shelter and the immigrants are in specially students so the university offers them student dorm. It is indeed true that at national level there is a big problem how to provide shelter for refugees because there are more and more asylum seekers who do not take place in the centers, however there is also a special project called "A new house" through which rent is paid out of the center and some of the centers try to help them to find a rent, but they only benefit from it if they are attending integration programs.

SPAIN	<p>One of the participants notes, refugee care is complicated and expensive, we work with a net of voluntaries and families who want to collaborate.</p> <p>Another participant notes, These people arrive with traumatic experiences, they don't speak the language. There must be professionals involved in their reception.</p> <p>Also was said that local people are being supportive is a great thing and we're very happy about that. But the first step has to be done with specialized services in mind. In the second step, the refugees could be with local families.</p> <p>The housing issues are solved with the support of local families and with flats and residences for immigrants.</p>
TURKEY	<p>The issue of housing is something that can not be solved with NGOs alone. We are still trying to make asylum seekers enjoy the right to marriage, for example when an unaccompanied child arrives, we are making an application during the placement of the child and we are following the progress, but there may be some problems such as lack of homeland, absence of cities in demand or lack of identity. This time, these problems are customary to be solved, and identity is being tried to be extracted. For this reason, we apply to the Provincial Migration Authority, which can prolong the process according to its own density and lack of staff. There are so many points that we are blocked because of these reasons. In Ankara we provide accommodation for unaccompanied children during this period. Or there are women or men on the level that cannot look at themselves, and we are leading them to disabled care centres. Or, for those who are very busy, we are providing hotel help for a short period of time, at least until we get an ID. In other words, we are trying to overcome as much as possible in the direction of the possibilities of the state.</p> <p>For this we are mainly operating as local units. We meet with the Governor's Office and the District Governorships that we have found, and we provide immigrants with a problem of marriage that we have identified in the preliminary stage, in case of short or long term settlement.</p> <p>Our refugees are supported by our municipal refugees on the issue of accommodation of newcomers, finding a home, furnishings, clothes, emergency food for 6 months.</p>
UK	<p>DASH provides accommodation in three houses, currently housing 11 clients. They also operate a hosting function under which volunteers offer a spare room to clients. They develop networks to encourage refugees to provide accommodation to others from the own communities. The destitution payment of £10 per week facilitates such arrangements as the asylum-seeker can offer some small payment for the provision.</p> <p>They are able to claim that, to the best of our knowledge, Huddersfield is the only town or city in the UK where no asylum seeker is sleeping rough. The 'Mosque and Islamic centre of Brent' also provides accommodation, and works with housing associations. In addition, the charity 'Refugee Action' provides a service on homelessness support.</p> <p>Furthermore, The 'Refugee Council' have produced a guide to help anyone supporting refugees make homelessness applications to local authorities.</p>

4.13. Question #13

What role your NGO is playing to cope up with Education integration of migrants in the society?



As mentioned in previous question the Municipality of Thessaloniki and most of the organizations involved in our focus group provide Greek language and IT lessons. Some are cooperating with private schools in order to train them in professions such as cooking and haircutting, while others collaborate with the public library and organize educational activities. Finally, one organization informs and consults the refugees for all the educational programmes that exist and assists with the enrolment.

Basing on the experience of NGO workers, who took part in the interview, and their knowledge of other institutions activities there can be listed some good practices how to integrate migrants in educational environment:

- employing people from the foreigners' community as a teacher's help, who work in the schools to which the largest group of foreign students attend. This solution was introduced as an attempt to find for methods to improve the situation of children who do not speak Polish and (according to Polish legislation) are immediately included in the normal course of study after arrival. The presence of the teacher's help on the school grounds supports not only children but also teachers and parents in everyday relationships.
- to provide teacher ready-to-use methods on how to conduct intercultural education (lesson scenario, puzzles, crosswords etc.)
- inviting migrants form meetings with pupils and students. It provides the participants with many emotions, prompted reflection and was often the basis for discussion during the classes. Participants can ask questions to the guest and receive comprehensive answers. In consequence of such meetings for children it is easier to understand and accept new colleagues from different cultural background.

Regarding the educational integration we can say that current national system is not enough. The NGOs help in their way, with romanian lessons, courses after school, and the role they play is very important because they are giving them support with all the procedures for the enrolment in schools and also they receive the requisites and everything they need.

Millenium Center is hosting as volunteers, foreigners who receive the status of migrants because they come into a new country, they need to integrate and learn the local language, they need to realize activities, to work for community so our NGO is providing them Romanian language and culture classes; integration into local community and its culture, events, appointments to doctors, to medical system, insurance, Service of Immigrants consultation and realizing the documents for attesting their work in our NGO for a limited period; personal and professional development plan/career guiding, job finding counseling, the space to learn and achieve competence to be competitive on the market field, issuing youthpass certificate to proof the learning outcomes.

When there are refugees who participated in our activities who want to continue their life in here, NGO offer them the possibility to be accompanied, so they went personally with them, to completed all the formalities, so after that the person enjoys the status of an employed.

The Organic Law on the Improvement of the National Education Quality (Ley Orgánica de Reforma de la Calidad Educativa) readdressed this significant educational issue. The educative competences are transferred to regional administration, so the NGOs support the administrations in the Educative law application and in the educational policies related to immigrant students. Therefore, the asked entities evaluate these types of policies in Spanish regions. This analysis of the measures taken in response to students' reception, acceptance and enrolment of immigrant students is part of the job of NGOs, a qualitative methodology based on the comparative method is used. Diverse similarities, but also specific characteristics and differences, can be found among the models associated with each region. There are several significant differences that can be appreciated, such as the institutional role, as well as other specific measures. However, singular features are also identified, such as the diverse policies for the use of the vehicular language in each of the cases.

Education is also a very distressing process and the system can change from city to city. Before I worked, the children were registered by directing them to the nearest school that they were connected to in the address they registered. But when I came up with this, I saw that there was a lot of problems in this regard. Children can not go to long-term schools, because central schools do not take charge because they are full. For this reason, a satellite school is a very small school where designated immigrant children can go. There are around 300-400 immigrant children who are regularly in school, but the number of children is around 5,000-6,000. Children can not be given the right to education, children are pushed to the street. At present there are a large number of child workers throughout the province as well as throughout the country. Immigrant families start to work for a certain period of time when they can not send their children to the school, and even if this is possible later this time they do not want to send their children to the school and find it better to earn them by working as child workers. At this point we first noticed the problem and started discussing with the national education, so they organized a workshop on this issue and now they will be able to go to the schools near their children and register with the new education period. In addition to this, we also communicate with the Public Education Center on the right, and we have created certain classes and try to divide them according to the languages so that they can adapt to school life more easily when schools are opened. In addition, we have also dispatched the training kits that we have provided to our partners, who came to UNICEF, our partner, who were in demand. We are trying to continue with our help like this.

The work done to educate the refugees in our country has been partially successful. Every student who wants to study in our school is placed in schools. However, studies are continuing for students who are not economically or culturally educated.

This work is also happening locally. The problem of education can vary according to the target groups. When we detect such a problem, we are interviewing with the National Education Directorates on the relevant side and informing them of the situation. Then, the Directorate of National Education is trying to solve the problem individually, or we are seeking solutions through joint works.

DASH assist new arrivals find school places, they are aware of the gaps in educational experiences amongst some very young children of asylum-seekers; They have made a bid to run a pre-school provision for children of their clients. These sessions will be complemented by information sessions on health, education matters etc. for parents.

The University of East London launched a new short course known as the Open Learning Initiative (OLive) that gives refugees and asylum seekers the educational grounding to progress to a foundation course and ultimately a full bachelor degree; Seminars and workshops to teach higher education reading and writing, English language for academic purposes, computer skills and issues around social sciences, migration, and globalisation.

Children in schools in the UK are eligible for free school meals and a bursary fund.

The 'International Rescue Committee' provides children, youth and adults with educational opportunities. They provide;

- A community-based education and accelerated learning programs for children who have missed years of schooling
- Supporting parents in providing consistent, nurturing and supportive behaviours towards young children, including engaging in supportive play and learning activities;
- Providing young children with access to quality early childhood development, care and pre-primary education
- Providing community resources that help keep young children safe in their homes, schools and communities, and support them when they experience harm
- Providing learning opportunities that teach employment-related and trade-specific technical skills, such as budgeting, accounting and marketing
- Supporting the development of social and emotional skills people need to control emotions, set goals, make decisions, persevere and bounce back in the face of setbacks

The 'Refugee Education Across Conflicts Trust (REACT) Charity, mission is to provide long term educational needs and emergency protection to refugees. It works with local partners and the refugees themselves to identify needs and best impact strategies.

4.14. Question #14

What role your NGO is playing to cope up with health care, legal advice and access to mental health or social services for the Migrants.

Some organisations, including the Municipality of Thessaloniki provide legal and psychological support and accompany the refugees to the social services/hospitals. One organisation provides legal services for family reunion issues and asylum procedure. Finally, there is cooperation between organisations in the city which means that they provide either support or translators to accompany refugees.

POLAND

NGO role is to support migrants with access to the health care, getting legal advice and access to mental health or social services. Medical healthcare for foreigners is regulated and guaranteed by Polish law, but still migrants need language support during the visits or information where they can get medical service.

Institution coping with migrants cooperate with specialized lawyers who can give advice to foreigners. NGO organized once a week free of charges sessions. But still many migrants prefer to hire lawyer with support of agency of foreigners. Institutions which we interview mostly do not offer psychology support. But in Warsaw there are some NGO who organize regular sessions for mental health for migrants and refugees.

ROMANIA

About the health care there are some organisation who cover the basic things, they have a doctor who comes to the center and consults them regularly. Every organisation offer them the support on this field even if they don't have a doctor, they have the employee who guides them to the family doctor. Also each organisation has a psychologist who provides psychological assistance, which is very important when the refugees arrive because some of them are scared and is difficult to communicate with them. During their stay here, they receive also a legal advice and support in this area and every other type of support they ask for.

SPAIN

The NGOs and entities asked about this issue have two main work lines. The first is direct assistance to immigrants through their own health services and their staff. The second is to guarantee access to public health services, something that the reform has made very difficult. The reform de facto excludes undocumented immigrants, a highly vulnerable population, from preventive services and primary care. This, in turn, can increase the use of more expensive services and put the population in general with an increased risk of infectious diseases. In addition, the reform has raised a Conscientious objection movement after creating a serious ethical conflict for health professionals to violate the principles of loyalty and non-abandonment. The public and political opposition joins the health professionals in their rejection of the reform.

TURKEY

We are already communicating with immigrants from the very first moment they entered the country and we are making inquiries about the problems they report through our interpreters with regard to the right to health and legal status. For example, we receive hospital appointments or support the writing of their petitions. Most of the time we are trying to get support from the phone even if we cannot reach each one individually. Especially in our big offices, there are also survivors, psychologists and lawyers, and they also get any kind of support they need. We receive regular support from our headquarters in our small offices and we are trying to solve the problems in this way. Immigrants can receive all kinds of health services free of charge.

Through the Social Assistance and Solidarity Foundation, they benefit from all possible immigrants that our citizens enjoy

Our work on social services is also carried out as it is in education. First we identify the problem or the immigrants contact us about the current problem. Then we get help from the Governor's Office and the District Governor's Office for solutions to the problem. In this direction, we are communicating with hospitals or related institutions.

Counselling and guidance services are provided as well. Transportation services are provided if they do not have transportation facilities, too.



DASH has good links with a local GP specialist service for asylum seekers and regularly makes referrals. They also help with;

- Taking clients to medical appointments where appropriate and ensuring medication is accessed
- Checking regularly that HC2 certificates are valid and assisting clients to reapply when they expire Liaising with the NHS when they try to charge clients for having out of date HC2 certificates or for treatment
- Supporting clients to register with an NHS dentist and attend appointments where appropriate
- Supporting clients to go to an optician and access appropriate eye care
- Supporting clients to access Red Cross mobility aids
- Liaising with mental health services where appropriate to ensure clients are safe, particularly after attempted suicides
- Liaising with local authority over arranging care provision for vulnerable clients and visiting clients to ensure they are safe and well; facilitating visits by the family to the person in care
- Undertaking hospital visits, including hosting support to clients who have previously been sectioned
- They currently host a trained mental health worker who runs a support group once a week at the drop-in sessions.

The 'Al Mustafa welfare' Trust, London, have a large, dedicated team working on providing healthcare and education to food, water and emergency relief. A few examples of the healthcare services they provide are;

- Eye departments
- Cleft lip and palate operations
- Teeth departments
- Maternity
- Bone operations
- 24-hour emergency services
- Newborn special care department
- Free vaccination centres
- 24-hour blood bank services
- Specialist disease services
- Diagnosis services
- Free medical camps
- Emergency medical camps
- Ambulance services
- Physiotherapy
- Limb restoration centres

4.15. Question #15

What role your NGO can play to introduce migrants into Labor market?

Since there is a huge unemployment rate nowadays in Greece there is not much in that field. However, the Municipality of Thessaloniki seeks for solutions for the unemployment of refugees in the Centers of Migrants Integration. Again, whenever possible the organizations provide consultation for the procedures of employment. Finally the organization in Kilk is has a plan; to connect retired people with newcomers who want to follow their job in order to help them starting.



POLAND

Migrants and refugees can get different types of the support by the NGO in order to find work in Polish labor market. Currently there are conducted some regular activities as well as temporary project which support foreigners who can:

- get some information about how to find work in Poland, how to create CV and prepare to job interview;
- take part in pre-orientation sessions with a vocational counselor;
- attend to workshops (ex. how to start own company, participate in motivational trainings or sessions with psychologists).

NGOs in their projects also put a lot of efforts to create a positive image of foreigners among Polish employers and they disclose barriers to the integration of immigrants through the labor market. In particular, barriers related to the social image of immigrants as employees and employers. Additionally university career centers give support for immigrants who are graduates of Polish universities in finding employment corresponding to their qualifications and ambitions.

ROMANIA

As the organisation are helping them with preliminary steps for hiring, as well, there are some companies who come at the organisation and ask people for work. We also enjoy the help of the General Inspectorate for Immigration, especially the General Integrity Officer, who really wants these people to work, to be productive for their lives, and show that they have to offer to the community not just to receive something. "We find solutions every time, there was no one who wanted to work and we could not find a job for him."

SPAIN

Introduce migrants into Labor market is a strategic objective in the work plan of integration for all the asked entities. Spain has a flexible secondary labor market that allows immigrants to easily find work and move up over time, but this type of employment put them at greater risk. For example, although many immigrants were able to find work and eventually move out of the low-skilled positions, the nature of their jobs meant that they were not protected from the recession, and many became unemployed as the economy shed low- and middle-skilled jobs in sectors dominated by immigrants.

In the long term, Spain will likely need immigrants to cover labor shortages because of its aging population and the emigration of native-born workers to other countries. As Spain works its way towards economic recovery, policymakers should consider the implications of this report's findings for integrating future immigrant workers.

The role of NGOs is help many immigrants, finding middle-skilled work alone isn't enough, and integration policies could aim to help workers transition from the secondary to the primary labor market in order to find their way into more stable employment.

TURKEY

Job training courses for example, is happening, or to inform the public training centers which have opened the work- and educational exchange rates, current exchange rates. We are directing the place, especially on local facilities.

For the participation of immigrants in the workforce, the Public Education Directorate vocational courses are useful.



TURKEY	<p>I believe that our greatest activity in this regard is to increase the sharing of information and to make a contribution. We are the first state communication authority on immigrants' problems and activities they are experiencing in our country. For this reason, we act as a direct communication channel between the high institutions in charge and the immigrants in the state.</p> <p>In order to put into the labour market, any professionally skilled person can be considered as a professional integration course, those who do not have a profession are being evaluated for their traditional hand skills and vocational programs are planned together with İŞKUR.</p>
UK	<p>Most of the charities are providing a free service to help refugees find jobs; they offer free English lessons, provide training e.g. Adult social care, retail, construction and customer service. They also provide skills and employment workshops, one-to-one support, work place and volunteering opportunities.</p>

4.16. Question #16

What role your NGO can play in assisting migrants in obtaining and guiding through the citizenship process?

GREECE	<p>Most of the organizations that were interviewed in our focus group don't work in that field. The Municipality of Thessaloniki provides social workers who consult and assist with the citizenship process. One organization directs the refugees to the GCR (Greek Council of Refugees).</p>
POLAND	<p>Polish NGOs assist immigrants in obtaining the citizenship mostly by providing them information about procedure. Many useful information and informative brochures can be also find on the websites of informal organizations for migrants. However, now the most popular are private agencies which provide paid comprehensive support at every stage of obtaining citizenship. They prepare professional applications for granting Polish citizenship and helps in gathering all necessary documents. Foreigners can count on their help from the moment of submitting the application to receiving confirmation of obtaining Polish citizenship.</p>
ROMANIA	<p>Some of the organisations don't have in their schedule to assist the migrants in obtaining the citizenship, and some of them offer the support and legal advice on this issue. But, as the migrants see Romania as a transit country they do not stay more than one year, so the NGOs have not met requests for these steps.</p>
SPAIN	<p>NGO can assist migrants if they want to live in Spain long term or even permanently, due they will need to apply for either permanent residence or become a Spanish citizen. After you have lived in Spain for five years you can apply for permanent residence and after 10 years you can apply for Spanish nationality, although exemptions exist that allow certain people to apply sooner, for example, if you are married to a Spaniard or the child of a Spanish parent. Both Spanish citizenship and permanent residency allow you to stay living in Spain, but some differences exist between the two.</p>



Examples: The Refugee Legal Centre (RLC) is an Independent Organisation Offering Legal Advice, communication and general Representation to Asylum Seekers and Refugee. In addition, the charity 'Asylum Aid' offer free, confidential and independent legal advice and representation on asylum and statelessness. Most NGOs provide liaison with various organisations that give legal assistance to refugees.

4.17. Question #17

What strategies can be used in improving equal rights and opportunities regardless of ethnic and cultural background for migrants?

The most important aspect is education. Apart from that, migrants need to have equal access to all services including health and public services. According to the Municipality of Thessaloniki, employees and social workers integrate refugees in local structures.

During the interviews the most frequently answer was that the most important thing to provide equal rights and opportunities regardless of ethnic and cultural background for migrants is intercultural education of the society.

Of course, there are many other important aspects (like informational points in English in the municipal offices, improving access to medical care in other languages than Polish) but without proper education among Polish society, all tools and methods to improve equal rights and opportunities for migrants, will be useless.

Currently Polish community is strongly divided about accepting migrants. Almost 68% claim that they do not want to accept any refugees in Poland. So, although there are prepared national regulations for migrants and we have well prepared projects by NGOs, introducing them into life will be harder without understanding and support of citizens.

Regarding the current situation, I find it difficult to obtain equal rights, once because there is an issue at the legislative level, because the Romanian state does not have well implemented policies and procedures that have not been thought so far.

The major problem has been encountered regarding their qualification, preventing them from being employed. For example to do a qualification course in Romania it needs to have at least 8 grades, and a person with 7 grades even if he is very good in what he do, has no possibility to get the diploma.

The second, of course, is the language barriers which impedes their chances, but with all of these there are cases of success.

SPAIN

The government's 2008-2010 National Action Plan on Social Inclusion, which was drafted in consultation with NGOs, commits to strengthening the social integration of immigrants. In addition, the Forum for the Social Integration of Immigrants, which was formally constituted in 2006, is attached to the Ministry of Labour and provides information, counsel and advice to governments on matters related to integration (Ministry of Education, Social Policy and Sport 2008).

Traditionally, Spain has been considered a country of territorial cultural diversity, rather than a country with cultural minority diversity. Although there has not been a constitutional affirmation of multiculturalism at the national level, the government has, since at least 2003, begun to recognize the reality of cultural diversity and has focused attention on the social integration and inclusion of immigrants and minorities. This has largely been under the auspices of its National Action Plans on Social Inclusion, which have been released since 2001.

TURKEY

We have brochures prepared for this. How long do they live here, or what conditions do they need to know about citizenship? We distribute our brochures specifically for those who are interested, and we also provide the necessary information as much as possible.

We provide intermediaries for bringing together NGOs and institutions such as İşkur and immigrants. We indirectly support immigrants in informing citizenship, if not directly.

As the relevant unit of our municipalities, we are planning and providing guidance and counselling to each area to use for their own benefit and for the sake of the society, to inform them of their right to adapt to the state, and as a bridge for social integration.

UK

The Equality Act 2010 and the Human Rights Act 1998 are vital laws that exist to safeguard your rights and ensure you are treated fairly and without prejudice. When they work as intended, they help make our shared values a reality – values like equality, dignity, justice and freedom. All organisations working in the UK adhere to the Equality regulations.

4.18. Question 18

How are you dealing with discrimination or racial issues of migrants?

GREECE

What was rather expected to hear when asking this question to our focus group is that there is no discrimination or racial issues against migrants/refugees – at least in North Greece. The reason for that is multiple; on one hand local people have the sense of solidarity, on the other hand is that in the two cities (Thessaloniki, Kilkis) the organisations interviewed are located in the city centre, which means that local people are used to seeing refugees. What was answered to that question is that (a) some NGO's organise social projects so that local people meet with refugees, also (b) the mayor of Thessaloniki has visited schools where refugees attend classes and this was obviously published in the media. The NGO located in Athens is a member of the network for racism violence victims, even though there are not many recorded discrimination/racial incidents against refugees.



POLAND

For participants of the focus group the answer for these questions was very emotional. They did not have many cases of discrimination or racism, but each such episode must be referred to the authorities. But the main role for NGO is to prevent such issues especially by education about the speech of hate.

One of the exemplar of such prevention activities is project in which NGO equip selected libraries in Poland with professional literature on these groups of foreigners to improve the knowledge of Poles about migrants and refugees.

ROMANIA

So far, in the NGO's activities, no case of discrimination has been reported, even if there are small groups against the refugees in our country, the NGO's manage the situations, so the refugees cannot be attacked by them, not even verbal.

We can say that the romanians are a fairly tolerant people. For example, in the centers based on activities with children, they teach them not to discriminate, and when foreign children joined them, it was a good opportunity to put into practice what they learned. Children have no problem to integrate they can accept easily, this problem is more common in adults, we must begin not to characterize them all the same.

I do not know if it can be given as an example of discrimination, the problem when they are looking for a job and the companies prefer someone who speaks Roumanian language instead of migrants, but this is more connected with the skills that companies are looking for, and not as a discrimination problem.

SPAIN

In many cases migrants are well integrated into the Spanish economy and society. However, those working in the informal sector and those in an irregular situation, are often among the most vulnerable.

NGOs collected issues related to the enjoyment of economic, social and cultural rights particularly crucial for many migrants. Very often, they are confronted with severe discrimination in housing, education, health, work or social security.

In this cases, they encourage to use law to protect non-nationals, along with programmes and policies that address their specific needs and vulnerabilities.

TURKEY

I think what we came to when we took people to the country, what we have lived there, I think we should be able to perceive them well and direct them accordingly. Even during the first phase of the process, we are lacking procedures. That's why we need robust procedures that go a long way. For example, there may not be enough opportunities for them. As a solution to this, mobile teams can be created in city downtown or engaged in home visits. Apart from this, problems should be determined correctly and deep-rooted projects must be realized.

Together with stakeholders we are trying to make sure that no ethnic group is exposed to any extra negative or positive discrimination by increasing coordination with groups. We, as the state, have a mission to grant equal rights and opportunities to all asylum seekers and immigrants in our country regardless of their ethnic group.

Based on the measure of human-oriented need, urgent social surveillance reports should be prepared and priority should be given to obstacles and apologies regardless of religion, language, race, and to open the possibilities in front of the obstacles in front of the helplessness and after the cultural differences are well established.



Examples: Show Racism the Red Card A charity that aims to combat racism by producing anti-racist educational resources, featuring professional footballers, for young people and others. The charity Measuring Anti-Muslim Attacks (MAMA), is catered towards Anti-Muslim Hate Crimes.

An example of hate crime in the UK; (3 April, 2017)

Five people were charged over a suspected hate crime attack on a 17-year-old Kurdish Iranian asylum-seeker in south London, British police said on Monday.

The 17-year-old was beaten unconscious and left with a fractured skull and a blood clot on the brain, following the attack which took place in Croydon on Friday night.

'Stop Hate UK', works alongside local strategic partnerships to tackle Hate Crime and discrimination, encourage reporting and support the individuals and communities it affects.

The charity 'Galop' works with supporting refugees and Asylum seekers who have experienced hate crime. 'The monitoring Group' is a leading anti-racist charity that promotes civil rights. It works to;

- To promote good race relations;
- To advance race relations by means of education and awareness raising; and
- To relieve the needs of those who are distressed or suffering violence or harassment.

4.19. Question 19

Do you conduct any excursion activities or Social programs to promote and strengthen migrants integration?

The Municipality of Thessaloniki directs refugees to NGO's that organize such activities. Most of the organizations of our focus group organize boat trips and educational excursions so that the refugees can learn about Greek history.

Most activities were mentioned above.

We are glad to say that all the centres have in their programs a lot of activities and some of them are doing also trips in other cities from Romania. Like this they want to promote the romanian traditions and to show them the beautiful places, and everywhere they go, the migrants are presented like participants of the center and not as foreign people. The most common are the local activities, were they interact with Romanian citizens, and also is very important for them, because in such of activities they show that they have something to offer not only to receive. So, from this point of view, every part has something to learn and to offer.

Again, of course they do. All the NGOs asked has plans, actions and Social programs to promote the immigrants integration:

For example, a workshop on linguistic competences and on developing reading skills led to a story- telling one-day marathon, held at the school during which children’s mothers were invited to take part by sharing experiences and stories from around the world in their mother tongue: Arabic, Russian, Urdu, Portuguese, Chinese, ...etc.

Also, work is continuing with the Teachers' Resource Center of the Generalitat de Catalunya, to offer teachers from all educational centers of the municipality the course "Schools: a welcome place, Books: a refuge to live in" that is mobilizing hundreds of students and teachers.

We have tours, Cappadocia women tour; we have a children's festival held every year, the April 23 children's festival; Our days have been an elephant refugees held since 2015, held at the Magic Lantern in Ankara. These are the most extensive ones, of course. Apart from this, events are being held in every office often. You can think as big as a small team. City sightseeing, picnics, face painting festivals etc.

Our schools benefit from all sorts of immigrant students in their social activities. We have events that are fascinated by NGOs and municipalities, but we do not have any trips or social programs that we have implemented as individual institutions. We held meetings and promotional trips about the cultural presentation of our province. Humanity and culture trips are planned.

The London council;

- Community events: the neighbourhood teams run, host, and support residents to develop events and initiatives in their neighbourhood – with over 500 events on average now held every week. Getting people involved in local groups, clubs and projects helps them meet new people and build a real community spirit.
- Volunteering: Newham’s Community Builders initiative is recruiting and training local volunteers as community ambassadors, engaging directly with their local neighbourhood by facilitating events, starting initiatives and advocating for their local community. A key aim of the initiative is to promote people’s participation and inclusion in their community by building trust, resourcefulness, respect and connectedness. In 2016/17 there were more than 1000 active volunteers.
- Community activity: encouraging people to take responsibility and get involved in improving their local area. With leadership from local councillors, activities have ranged from hosting community clean up days to fundraising events for Syrian refugees, where people from all backgrounds come together to make a difference in their area.

The council also works proactively to bring people together, acknowledging that regular social contact between people from different backgrounds helps to reduce prejudice, provide a sense of community, and prevent social exclusion. This includes hosting a programme free community events, with the Mayor’s Newham Show and the Under the Stars festival attended by around 100,000 people every year. The council’s ‘Let’s Get the Party Started’ small grants scheme also provides funding for residents to host their own community events, provided they are inclusive and open to all, and has supported almost 350 events in 2016/17.8

6. Conclusion

GREECE

From the discussions that we have had with the employees of the organizations / Municipality of Thessaloniki we came to the following conclusions:

- Greece is the first country that refugees visit and follows the International framework (Lisbon Convention). However, the migratory waves are huge and unexpected, which means that there was no prediction nor infrastructure nor available budget to absorb the incoming masses.
- The procedure for asylum seeking has been improved compared to 3 years ago; however due to the huge migratory waves it is still an extremely slow process that leads to thousands of homeless refugees.
- European values and human rights are intruded due to lack of infrastructures and funding. It is unbelievable that people are homeless, without a job, without access to free health care, without a future in Europe of 2018!
- Greece cannot support the thousands of these people. The only reason why there has not been a rebellion yet is because Greeks are characterized by hospitality and solidarity. However, no one believes that there is a future for these people in Greece, since the country suffers austerity measures and the unemployment rate is huge. The real question is: What will happen once the program from UNHCR comes to an end?

ITALY

Making a final evaluation of the survey conducted on the various target groups we can say that there were not so much differences among the situations declared by them. All the participants were engaged in the focus groups and brought their own experiences. Migrants underlined the issues faced by them, such as isolation due to the lack of social contacts outside the centres, that hampers the improvements in the Italian language. Migrants said that NGOs could cover a role to have them understand the European culture and for wellbeing. Operators working with migrants stated that one of the most important problems in migrants' integration is the lack of knowledge of the Italian language. Communication with the country nationals is easily achieved through online tools. There is a need of direct experience with the local population. The connection with public and private local stakeholders is very important. Bureaucracy is a major barrier for the achievement of integration.

POLAND

Participants of our focus groups cope up mostly with migrants who came to Poland for work or for studies. Their role is to support foreigners in settling down in Poland (organizing help with legalization of stay, support in finding accommodation and contacts with employers or help in legal issues) and assistance in integration migrants with local community (by organizing intercultural events, special trainings or educating Polish society).

However, all of them have a deep belief that a lot of efforts must be done to improve situation of migrants in Poland, besides already conducted activities. They know that the number of migrants who are not informed about possibilities of getting any kind of support is still large.



In conclusion what we can say is that through this project we demonstrated that Romanian is a tolerant people and in the most of the situations does not make any differences between the nations.

With this study we can strongly demonstrate that we are trying to grow and to increase the methods to help the refugees and migrants, even we are not very prepared with well laws and policies, we still can do a great job together, and to help those who want to be helped.

It was a satisfaction to know, that the activities made by these organisations are really useful for those who came in our country, and they really enjoy it. Also everybody must know, as well, that they want to offer to the community, what they can, not only to receive. The only problem is that in Romania are not enough centers, and it would be better if every city should have at least one.

Spain has now transitioned into a second phase of immigration, with a stabilisation of the immigrant population, most of which has either acquired Spanish nationality or permanent resident status. Eight out of 10 non-EU immigrants without Spanish nationality have permanent leave to remain, according to figures published by the OPI immigration observatory.¹⁰ The growth of the immigrant population is now basically accounted for by families reuniting, a phase that other European countries with greater experience of immigration reached years ago and that brings its own challenges, such as the greater rate of dependence among the newly-incorporated family members compared to the migrants who arrived originally.

Spain can congratulate itself for having successfully incorporating into its society an immigration wave of singular intensity and size in this period without witnessing significant social conflicts, or the emergence of xenophobic movements, even at a time of high unemployment when there is keen competition for jobs. It still has a long way to go, however, before catching up with countries where first-generation immigrants and their offspring have succeeded in playing a prominent role in public life, such as the recently-elected mayor of London, Sadiq Khan, son of Pakistani immigrants, the Spanish-born French Prime Minister, Manuel Valls, and the Moroccan-born Najat

Vallaud-Belkacem, the French Education Minister. For now, the integration of immigrants hailing from countries poorer than Spain takes place in the lower reaches of the occupational and social hierarchy, with an almost complete absence of high-profile figures to offset this lack of public protagonism. It remains to be seen whether the Spanish model is capable of producing such successful outcomes of integration as the ones cited above, a process in which the education system bears a major responsibility.

Overall, all the charities that were interviewed are playing a huge part in helping the welfare of refugees and asylum seekers.

The official desks are continuously helping to increase justice and tackle poverty, provide help and advice for refugees and asylum seekers on issues including the asylum process and how to access support.

In addition many of the charities help to provide Support and resources for organisations working with refugees, asylum-seekers and migrants across the UK.

Overall, all the charities that were interviewed are playing a huge part in helping the welfare of refugees and asylum seekers. The charities are continuously helping to increase justice and tackle poverty, provide help and advice for refugees and asylum seekers on issues including the asylum process and how to access support.

In addition many of the charities help to provide Support and resources for organisations working with refugees, asylum-seekers and migrants across the UK. The charities are helping guide refugees on vital decisions such as, access to private housing, getting into employment, health access, making homelessness applications. The main priorities of the charities are;

- ESSENTIALS Toiletries, clothing and home comforts
- WELLBEING Food security, care and engaging activities
- OPPORTUNITIES Responsive to what people need

7. Recommendations

One recommendation is to be discussed in this section and it clearly refers to EU. Whoever decides on the treatment of refugees needs to provide a sustainable future; both for the refugees and the hosting countries!

All the participants had a great faith in the value and aims of the European Union and they considered as fundamental the opportunities given by all the community programs.

The participants underlined that the European programs contribute a lot:

to fight discriminations

to facilitate integration and inclusion

to give job opportunities to the target group and are essential for the development of a Europe based on its own fundamental values.

Ensuring the basic life conditions and integration of migrants and refugees in Poland is one of the primarily tasks of the state at various levels of its administration. The central governmental authorities are responsible is to provide adequate financial resources under a well-thought-out migration and integration policy of the country. Municipal offices should be responsible for planning and implementing local integration policy.

The state cannot pass this responsibility into society, NGOs or other institutions, expecting it to replace the administration in carrying out the tasks entrusted to it. However, the inclusion of society or NGOs in aid is advisable and helpful. It is often such activities that turn out to be invaluable and particularly effective. Therefore, work and activities of institutions, which assist migrants daily, should be supported and promoted in a broad range.

- One recommendation we already received is about the jobs, to increase the employment rate, it was thought that maybe if there will exist a special program for employers who can benefit from certain tax cuts, then they may also be more interested to have foreign employees.
- Surely in this area we must not forget about certain methods to qualify those foreigners who are able to work, and are very good in that, but with no possibility to demonstrate the studies they have.
- Another recommendation is about educational system, that has no special programs for the foreign children, and as an example, in Romania the school starts on 15th September, and if there are families who arrive in December, the child cannot benefit from any form of education, only to be present at the activities from the after school centers.
- As the Roumanian language is the main problem they face, would be ideal to have some courses offered by the School Inspectorate, as we do not have a center in every city, in where they can benefit from intensive Romanian language courses.
- As well as a proposal from them is, when they apply to the visa to receive also a general presentation about what they will encountered and what they have to do, the fact that they do not have the hole informations they don't know what the procedures are.

Traditionally, Spain has been considered a country of territorial cultural diversity, instead of a country with a diversity of cultural minorities. In fact, Spain is a metaphor for Europe, where multiculturalism at the social level has not been affirmed.

Governments must recognize the reality of cultural diversity and should focus on social integration and the inclusion of immigrants and minorities. This has to be done, to a large extent, under the auspices of their Education Plans on Social Inclusion. Respect for and value for diversity must be learned from school and integration must be part of our natural way of life.

From your findings and the conclusions, you drew in the previous section, attempt to offer recommendations on how to improve, enhance or change the topics discussed in this focus group. Recommendations may include, but are not limited to: behavioral modifications, structural improvements, changes in workflow, and/or new program suggestions. Your recommendations should derive solely from your findings in this focus group. While findings from other research efforts may help you build your discussion topics & questions, you will want to propose any changes based on your findings in this focus group as not to taint the outcomes received.

List of best practices;

- Respect for cultural identity and experiences of migration
- Non-discrimination and promotion of equality
- Promotion of social inclusion and independence
- Providing accessible information
- Ensuring effective communication
- Clear and appropriate eligibility criteria for services

Good practice in social care for refugees and asylum seekers. The official organizations and charities are trying to integrate and adapt the immigrants for the social life. The bodies have counselling services and help people to understand and share with the asylum seekers. Especially the cultural background and children's needs are taken into consideration while providing the services. The health system in Turkey and social funds are allocated for the use of public bodies so as not to let them have problems in the social welfare.

List of best practices;

- A humane, person-centred, rights-based and solution-focused response to the social care needs of asylum seekers and refugees
- Respect for cultural identity and experiences of migration
- Non-discrimination and promotion of equality
- Decision-making that is timely and transparent and involves people, or their advocates, as fully as possible, in the process
- Promotion of social inclusion and independence
- A holistic approach
- Providing accessible information
- Ensuring effective communication
- Clear and appropriate eligibility criteria for services. Good practice in social care for refugees and asylum seekers
- Social care services should use a rights-based approach, considering the person as an individual and assessing their need thoroughly, rather than viewing them solely through the lens of status and eligibility
- Some groups may be less visible – for example older refugees, asylum seeking children and young people in families, asylum seekers with disabilities and women who are victims of domestic violence
- It is important to develop specialist expertise and capacity within the workforce and build strong multiagency partnerships for working with refugees and asylum seekers
- Social care services need to develop, sustain and engage with refugee and community organisations, involving refugees and asylum seekers in the design and delivery of services
- Social care services should provide access to culturally sensitive advocacy and to a robust sensitive culturally interpreting service
- Equalities monitoring systems need to include refugees and asylum seekers.
- A rights-based approach
- Organisational commitment
- Development of strong multi-agency partnerships
- A strategic approach
- Involving refugees and asylum seekers
- Workforce development
- Clear and appropriate eligibility criteria for services
- High quality culturally sensitive service provision
- Promoting social inclusion, integration and independence



Michael Shaw, DASH stated that “My view is that an equal society is a pre-requisite for an integrated society. In an unequal society, certain sectors are more likely to scapegoat other sectors as being responsible for society's ills than in a society with greater equality. The UK currently has the 7th most unequal distribution of income of the world's 30 richest countries: the top 10% of earners receive 24 times as much as the lowest 10%”... “. Further, recent changes mean that many adult asylum-seekers are barred from study. The Home Office's declared “hostile environment” illegal immigrants (their terminology) creates fear in those who are in the country legally, wondering if they are also being targeted. Measures such as the recent introduction by Police forces to take fingerprints to check legality of residency, checks by landlords, schools and the NHS do not encourage integration”.

8. Appendices

Focus Group Questionnaire for NGOs

Dear Participant,

Thank you very much for agreeing to talk with us. We are conducting this interview within the Erasmus+ project called STRATE.GEES funded by European Union with partners from various countries.

The overarching aim of this questionnaire is to better understand the contribution of local NGOs for immigrant integration in your country. There is specifically need to focus on the role of NGOs work in facilitating immigrant integration in our partner countries. Your answers will be anonymous and will only be used for the project.

Interviewer:

Date:

Time:

Note: use as much space as you need for answering the respective question

Your Organisation

1. Name
2. Field of Activity
3. Country of your organisation

Questions?

1. Do you think there are specific groups (e.g. rejected asylum seekers, persons who have been residing illegally in the country for long periods of time etc.) that should be specifically targeted? If so, please specify on which groups:
2. What are the problems you think the migrants are facing in your country and what is your planning and course of action for the resolution?
3. What are the current policies and procedures of immigrant integration in your county?
4. What is the role of your NGO in such policies and procedures?



5. How do your NGO create platforms for immigrants to meet native people in home country?
6. What role do you play educate and make aware of local culture and traditions to migrants?
7. What kind of help are they getting in order to integrate faster into the local society?
8. Do you think the existing legal framework and the instruments available to deal with migrants in an irregular situation in your country are sufficient? If so, please specify: If you think they are NOT sufficient, please specify:
9. Does your organisation cooperate with other stakeholders in regard to integration of migrants? (e.g. other NGO's, trade unions, business interest organizations, religious organizations/ churches) If applicable, please specify with whom and in which way you cooperate:
10. What role your NGO is playing to cope up with Language barriers faced by Migrants
11. What role your NGO is playing to cope up with Employment issues faced by Migrants
12. What role your NGO is playing to cope up with Housing issues faced by Migrants
13. What role your NGO is playing to cope up with Education integration of migrants in the society?
14. What role your NGO is playing to cope up with health care, legal advice and access to mental health or social services for the Migrants
15. What role your NGO can play to introduce migrants into Labor market?
16. What role your NGO can play in assisting migrants in obtaining and guiding through the citizenship process?
17. What strategies can be used in improving equal rights and opportunities regardless of ethnic and cultural background for migrants? How are you dealing with discrimination or racial issues of migrants? Do you conduct any excursion activities or Social programs to promote and strengthen migrants integration?

