# FOCUS Deliverable Work Package 2:
# Mapping of Host-community/Refugee Relations


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# Glossary

| Abbreviation / acronym | Description |
|---|---|
| AMIF | Asylum, Migration & Integration Fund |
| BAMF | Bundesamt für Migration und Flüchtlinge |
| CHS | Core Humanitarian Standard on Quality and Accountability |
| DGHOME | Directorate General for Migration and Home Affairs |
| DRC | Dansk Røde Kors (Danish Red Cross) |
| EASO | European Asylum Support Office |
| ECRE | European Council for Refugees and Exiles |
| EIN | European Integration Network |
| EMAB | European Migrants Advisory Board |
| EMN | European Migration Network |
| ENAR | European Network Against Racism |
| ESF | European Social Fund |
| ESF+ | European Social Fund Plus |
| EU | European Union |
| EWSI | European Web site on Integration |
| FC | Final Collection |
| FOCUS | Forced displacement and refugee-host community solidarity |
| FRA | Fundamental Rights Agency of the European Union |
| HC | Host Community |
| HIC | High Income Country |
| H2020 | Horizon 2020 |
| IASC | Inter-Agency Standing Committee |
| IMISCOE | International Migration, Integration and Social Cohesion (Research Network) |
| IOM | International Organisation for Migration |
| LIC | Low Income Country |
| MAU | Malmö Universitet |
| MHPSS | Mental Health and Psychosocial Support |
| MIPEX | Migration Integration Policy Index |
| MIC | Middle Income Country |
| NGO | Non-governmental Organisation |
| OECD | Organisation for Economic Co-operation and Development |
| PICUM | Platform for International Cooperation on Undocumented Migrants |
| PTE | Potentially Traumatizing Event |
| RIA | Research and Innovation Action |
| RWO | Right Wing Orientation |
| URM | Unaccompanied Refugee Minors |
| UNHCR | United Nations High Commissioner on Refugees |
| USA | United Stated of America |
| WP | Work Package |
| Q4 | Q4 PR Limited |
| SDO | Social Dominance Orientation |
| VAR | Vector Autoregression |

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# 1. Executive Summary

This deliverable consists of five tasks which were designed to gain an in-depth and broad understanding of the state-of-the-art on research, policy and practice on integration of refugees and host community relations. This was undertaken to form a foundation upon which to build Work Packages focusing on the field work (WP 3 and 4), the development of a refugee and host community toolbox (WP5 and 6) and the dissemination of all of these (WP7). To achieve this, WP2 has been divided into five separate, though highly interrelated Tasks. This includes; Task 2.1. a state-of-the-art review of the literature and research on the socio-economic integration of refugees. Task 2.2. a state-of-the-art review of the literature and research on the socio-psychological integration of refugees. Task 2.3 Part I. a comparative analysis of integration policies in Croatia, Germany, Jordan and Sweden. Task 2.3 Part II. a qualitative study of professionals' views on integration practices in Europe. Task 2.4 a state-of-the-art desk review, interviews with key informants and a workshop with practitioners on the tools and solutions for successful integration of refugees. Finally, Task 2.5, a state-of-the-art review on the flows and patterns of asylum migration from Syria to, and sometimes through, Croatia, Germany, Jordan and Sweden.

The findings of these tasks showed the following. First, there are significant gaps in our knowledge about aspects of integration of refugees beyond labour market integration. This is especially apparent with regards to the understanding of socio-psychological integration. In addition, WP 2.4 also highlighted that practitioners noted that they were unable to keep up to date with the latest research on integration of refugees and that while general tools and solutions exist, they were often difficult to navigate anat d implement on the ground in different contexts. Therefore, the challenge is not just to fill this knowledge gaps, but also to disseminate the findings in an impactful way to key stakeholders and end users. Our new understanding of these knowledge gaps has already been drawn on to shape the methodology of the field research (WP 3-4), I the hope of addressing them in part at least. The results of WP3-4 will, in turn, inform the development of the toolbox in WP 5-6, as will the engagement of end users with the research findings.

Second, when looking at the integration policies of the four research sites, as well as the views on integration policies more generally by key actors in Europe, we can see there are shared approaches and foci. For example, how integration is understood, and the focus on achieving it by granting access to the labour market in all states, or more activity encouraging and facilitating this access (which can be seen in the European states and Jordan). While EU laws may have an impact here, as identified in WP 2.3 Part II, this is also a result of many organisations reliance on the EU's AMIF funding, which key stakeholders and practitioners reported as having a significant impact on integration policy and practice.

Finally, with the exception of a few cases in Sweden, most of the refugees from Syria have been issued temporary residence permits in the four states. While the nature and duration of these vary considerably, securing permanent residency requires that the refugee has 'integrated' to some degree (except in the case of Jordan where acquiring permanent residence is not possible). The demand of the three European states vary, but, for example, all require the refugee has either secured employment or has reached a certain level of language proficiency etc. In general, with the

exception of Sweden (who mainstreamed migration in all state activities), there is a lack of state-run public awareness raising initiatives or activities to encourage the host community to fulfil their part of the integration process. Here the findings of WP 2.4 provide a valuable resource in reflecting on small- and large-scale integration policies and the tools that have been used to bridge this gap between the two communities.

# 2. Introduction

Forced migration has reached unprecedented levels in recent years. Globally, 22.4 million people have fled their countries of origin as a result of persecution, conflict, violence, or human rights violations.1 The Syrian crisis, as one of the main contemporary drivers of forced displacement globally, has resulted in 5.6 million refugees seeking protection in neighbouring countries as well as in Europe. In 2015 and 2016, the EU experienced an unparalleled influx of more than 1 million refugees and migrants from Syria and other countries. This situation impacted the life trajectories of displaced persons2 and poses multiple challenges for public services as well as labour markets and social cohesion in host communities.

In response to this situation, the vision of the FOCUS Consortium is to increase the overall understanding of, and provide effective and evidence-based solutions for, the challenges of forced migration within host communities and thereby contributing to increased tolerance, peaceful coexistence, and reducing radicalisation across Europe and the Middle East. FOCUS provides state-of-the-art research on host community-refugee relations based on which solutions for the successful coexistence of host communities and refugees can be developed.

The discourse on immigrant incorporation into host societies has shifted from assimilation to integration: which is understood as a two-way process in which both immigrants and the long-term residents of host societies adapt to each other. Yet, there is a lack of empirical studies that analyse the theoretical concept of integration. This project contributes significantly to filling this knowledge gap by looking at the socio-economic outcomes and socio-psychological experiences of refugees from Syria in host societies, their impact on host societies and the responses of host societies to refugee migration at the local level. It does so by drawing on a range of methods in a comparative analysis.

With regard to how integration is understood in this project, we draw on the framework set out by Ager and Strang (2004, 2008)[3]; identifying four means and markers among core domains of integration; employment, housing, education and health. These means and markers can be both facilitators and indicators/outcomes of integration. These means and markers are also in line with three out of the four policy areas of integration listed by the European Commission's (2011) pilot study that resulted from the Zaragoza Declaration.[4] These areas of integration are employment, education and social inclusion (which includes indicators of income, poverty, housing and health).[5]

1 UNHCR., 2018, Figures at a Glance, Available at: https://www.unhcr.org/figures-at-a-glance.html
2 While the project focuses on 'refugees from Syria' and the 'host community', other terms are used to reflect these population in the text, most notably in section 2.1 and 2.2. This is the result of these terms, are comparable, but also have nuances and technical meaning that would be lost or confused if we were to impose FOCUS definitions onto scholar, interviewees or other participants' terminology.
3 Ager, A. and Strang, A. (2004) Indicators of Integration: final report. London: Home Office and Ager, A. and Strang, A. (2008) "Understanding Integration: A Conceptual Framework", Journal of Refugee Studies 21(2): 166–91.
4 The Zaragoza Declaration was adopted in April 2010 by EU ministers responsible for immigrant integration issues and approved by at the Justice and Home Affairs Council in June 2010. European Commission, (2011), The Global Approach to Migration and Mobility. Available at: https://ec.europa.eu/home-affairs/what-we-do/policies/international-affairs/global-approach-to-migration_en
5 The last policy area of integration mentioned in the Zaragoza Declaration, active citizenship, concerns long-term residents of host countries and is not as relevant for the present study concerning newly arrived Syrian refugees.

This deliverable compiles the results of the following five tasks; Task 2.1. a state-of-the-art review of the literature and research on the socio-economic integration of refugees, Task 2.2. a state-of-the-art review literature and research on socio-psychological integration, Task 2.3 Part I. a comparative analysis of the integration policies in Croatia, Germany, Jordan and Sweden, Task 2.3 Part II. a qualitative study of professionals' views on integration practice in Europe, Task 2.4 a state-of-the-art desk review, key informant interviews and workshop findings on the tools and solutions for successful integration and Task 2.5 a state-of-the-art review on the flows and patterns of asylum migration from Syria to the four states being research (Croatia, Germany, Jordan and Sweden).

The findings of these tasks showed 1) where there are gaps in our understanding of the integration of refugees, most significantly on aspects beyond socio-economic integration, 2) the similarities and differences between the current integration policies of the four states as well as how practitioners working in, as well as beyond these states, view the national and regional integration policies in practice, 3) how the fieldwork and the development of the tool kit can be adapted to fill this knowledge gaps, as well as the requirements of end users.

The findings of this Work Package provide the theoretical and empirical foundation for the others that are to follow. Specifically, the design and implementation of the field research looking at the integration of refugees from Syria in the four states (WP3 and 4), the development and implementation of policies and tools (WP5 and 6) and the dissemination the findings and the toolkit (WP 7).

In the following, the results of the five tasks are presented as separate chapters that may be read as a whole, but that also hold strong value as independent pieces of knowledge for researchers, policy makers and practitioners alike.

# 3. Review of the Literature on Socio-Economic Integration (Task 2.1)

## 3.1 Introduction

The socio-economic incorporation of refugees and, in particular, their introduction into the labour market is the first step towards full participation in host societies. Scholars use various ways to measure socio-economic incorporation of newcomers such as their housing situation, educational attainment and labour market achievements. Refugee migration and their participation in different areas of society has, in turn, an impact on host societies in general and local communities in particular. This impact can be measured by looking at the potential effect of refugee migration on public expenditure on reception and introduction programmes, the employment and income of long-term residents of host societies, the use of public services, the availability of housing, etc. FOCUS extends the literature on socio-economic integration by looking at different dimension of the socio-economic integration of refugees in host countries beyond employment - such as their housing situation and educational attainment - and their socio-economic impact on host communities.

In combination with task 2.2 below, this task covers objective 1 of WP2 by conducting a review of the literature on (1) the socio-economic integration of refugees in host societies and (2) the socio-economic impact of refugee migration in host societies. The state-of-the-art knowledge gained through this literature review will inform WP3 on how to design the empirical study of this project.

## 3.2 Methodology

Given that the socio-economic integration of refugees and other new comers is an area that has received significant amounts of interest from migrations researchers, a more streamlined methodology than 2.2 can be adopted. In addition, socio-economic integration of migrants is the authors area of expertise. As such there was no need to undertake a systematic literature review. However, thematic analysis was used to provide a state--of-the-art on this research and to highlight gaps in or understanding.

## 3.3 The socio-economic integration of refugees in host societies

The substantial international migration to Europe and to other Western countries over the last four to five decades has raised some concern about its socio-economic impact, including the labour market integration of newcomers. The economic structural changes that occurred during that time period together with changes in migration policies in many of these countries since the 1970s have gradually resulted in lower levels of immigrant economic integration. The growing gap in employment rates between natives and immigrants is, in fact, partly a product of a shift from labour migration-oriented policies towards others favouring family reunification and humanitarian migration. Moreover, as a result of the large migration flows of humanitarian migrants to Europe

since the beginning of the Syrian war, the reception and integration of this population has become a priority issue in the agendas of scholars and policy makers in host countries.

International migration to Western countries has, in fact, contributed towards the establishment of a dual labour market with natives employed in the primary and immigrants working in the secondary labour market withlower wages, poorer working conditions and less job stability than in the primary labour market. Among the latter, non-economic migrants like humanitarian and family-reunion migrants base their decision to migrate, in part, on a different set of intentions and are therefore less positively selected for labour market inclusion (Borjas, 1994; Chiswick, 2000). The significant growth of the foreign-born population in a number of European and other Western countries – and the consequent employment gap between natives and immigrants – has also lead to migration policy reforms. The main goal of this turn towards more restrictive immigration, integration and citizenship policies has been to facilitate the labour-market integration of immigrants in general and refugees in particular.

In the next section we present a series of figures describing world trends in migration, education and labour market participation of refugees and other migrants.[6] This draws on the analysis of the data undertaken by the Organisation for Economic Co-operation and Development's (OECD) International Migration Outlook 2018 and the Eurostat database.

## 3.4 World trends in humanitarian migration, education and labour market participation

The increase in unemployment and the fear of social tension and further recession after the first oil-price shock in 1973 caused a number of Western European governments to cease their active recruitment of migrants. Structural changes in Western European economies following the oil crisis prompted capital exports and investment in the establishment of manufacturing industries in underdeveloped areas like the Gulf States, South Korea, Taiwan and Singapore in the 1970s and 1980s which led to both lower rates of GDP growth and a lesser demand for labour. Moreover, the micro-electronic revolution reduced the need for low-skilled labour, which was typically the preserve of many immigrants in traditional manufacturing. As a reaction to this new economic situation, immigration policies became more restrictive, thus affecting labour migrants. Even if the idea was that labour migration, especially to those countries that used the guest worker system, was temporary, the return to the countries of origin of migrants was slow or non-existent. Instead, relatively liberal family reunification policies induced the migration of spouses and marriage migration.

The signing by many countries of the 1951 Geneva Refugee Convention has over time paved the way for asylum-seekers – many of whom came from Asia, Africa and Eastern Europe, especially in the 1980s and 1990s – to gain refugee status and residence permits. Since then, Germany, Sweden, Denmark, Norway, Austria, Switzerland and the Netherlands have taken large numbers of refugees. Armed conflict, as well as limited and failed development strategies, have led to greater inequalities both within and between regions and increased internal and international migration. Starting in

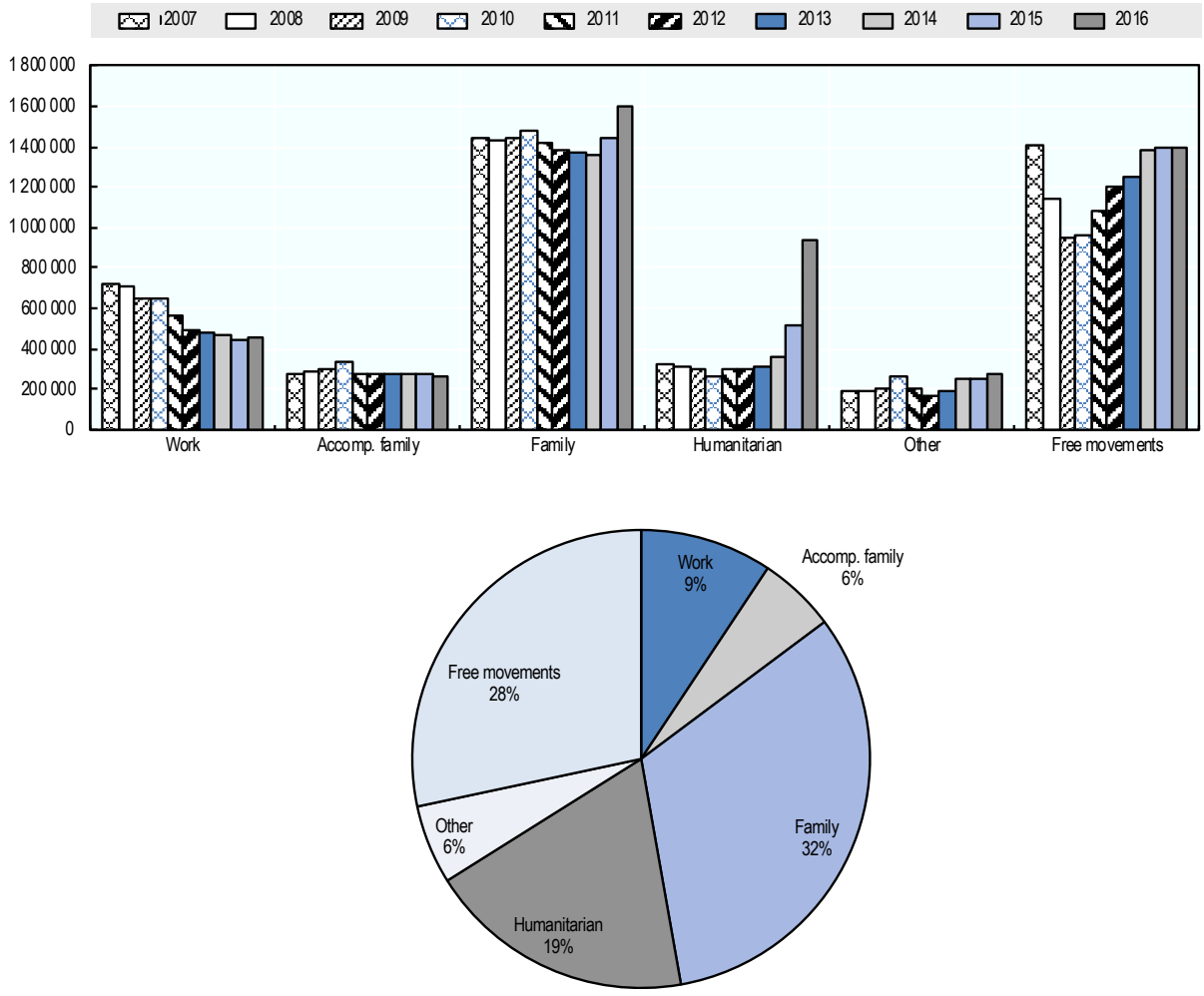
6 Note that we could not find statistics on housing for immigrants and therefore, this section is not included here.

2000, asylum applications from the Middle East have predominated in Europe, with a peak in 2014-2016 caused by the Syrian war.

### 3.4.1 Humanitarian Migration

Figure 1 shows the trends of permanent international migration by category of entry to OECD countries over time. Family-related migration has been the primary migration channel to OECD countries between 2007 and 2016, while humanitarian migration was the least common entry route until 2015-2016, when many Syrians were granted asylum in Europe. The number of labour migrants decreased over time whereas the number of family and humanitarian migrants increased. Among migrants who received permanent residency status in OECD countries during 2016, 38 per cent had followed the family migration path, 28 per cent constituted free movements, 19 per cent were humanitarian migrants and 9 per cent had moved for work.

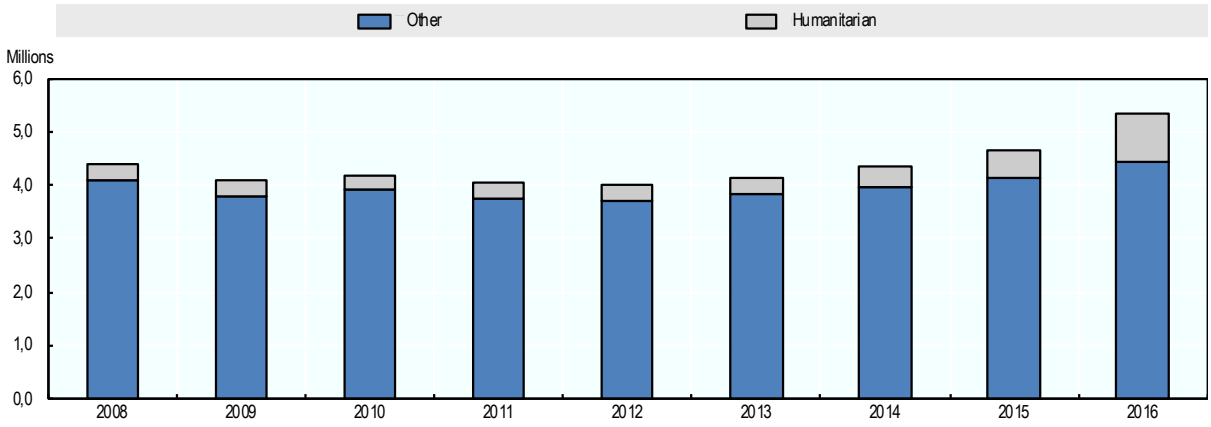
*Figure 1: Permanent migration flows to OECD countries by category of entry. Source: International Migration Outlook 2018.*




The next figure illustrates the share of humanitarian migrants out of all permanent migration flows to OECD countries within the period 2008 to 2016. Driven by humanitarian migration, international migration to the OECD increased by 15 per cent in 2016, the most significant increase since 2007.

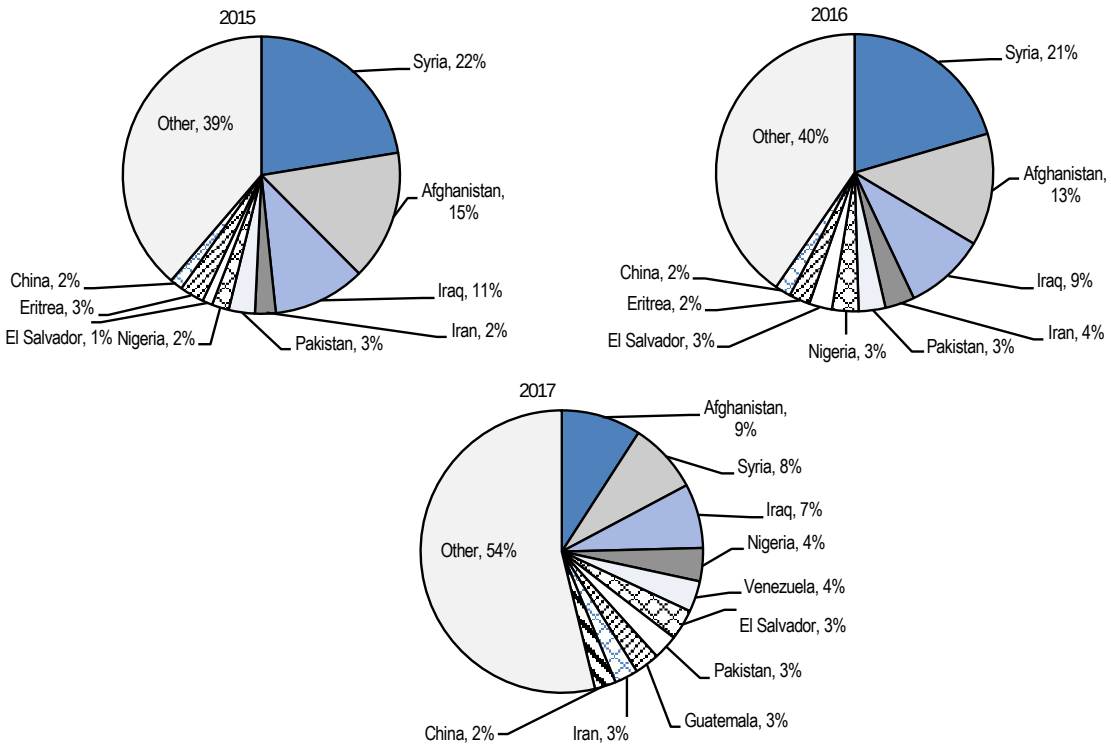
The top five destination countries for asylum seekers over the last ten years have been the United States, Canada, Australia, Sweden and Germany, with Germany jumping to the top position after granting asylum to 434,329 people in 2016 (OECD, 2018).

*Figure 2: Permanent migration flows to OECD countries (2008-2016). Source: International Migration Outlook 2018.*



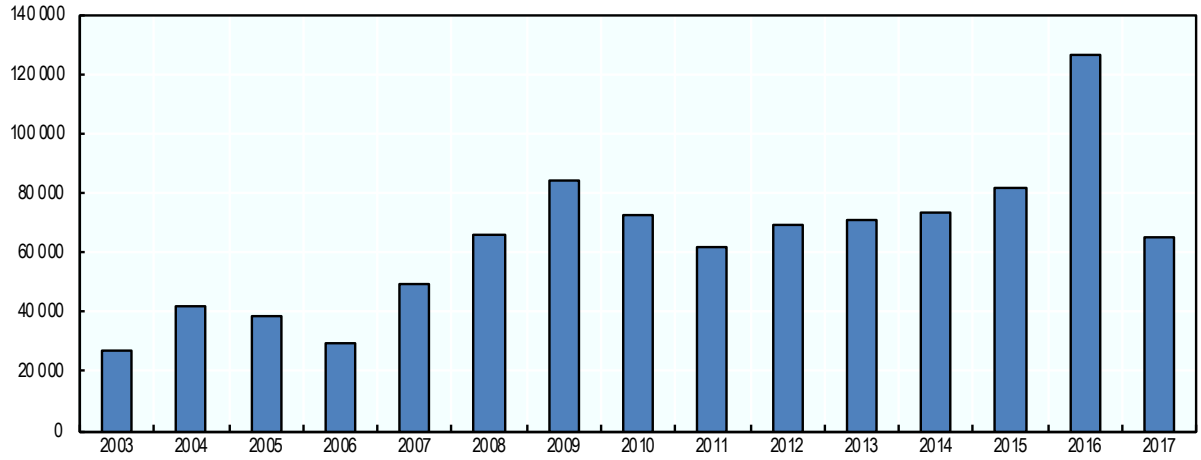

As for the number of asylum applications by source countries, Figure 3 shows that Syrians were the main applicants in 2015 and 2016 with over 20 per cent of all applications received in OECD countries. They were followed by Afghans, Iraqis, Iranians and Pakistanis. In 2017, as the number of applications from Syrians decreased, Afghanis became the main applicants, followed by Syrians, Iraqis, Nigerians and Venezuelans.

*Figure 3: New asylum applications in OECD countries by country of origin (2015-17). Source: International Migration Outlook 2018.*



Resettling programmes constitute an alternative way for humanitarian migrants to gain permanent residency in foreign countries. Figure 4 shows the number of refugees admitted under such programmes in OECD countries between 2003 and 2017. The most significant increase in the number of resettled refugees happened in 2016 as a result of the expansion of resettlement quotas during the humanitarian crisis during the previous couple of years. (OECD 2018). The United States, Canada, the United Kingdom, Australia and the Nordic countries were the top resettlement countries. In 2017 the number of resettled refugees decreased sharply and was comparable to the 2011 level.

*Figure 4: Refugees admitted under resettlement programmes in OECD countries. Source: International Migration Outlook 2018.*




### 3.4.2 Educational attainment of immigrants

Education is a key factor for the labour market integration of immigrants, including refugees. While the latter are not selected based on their human capital endowments the same way as labour migrants, the literature shows that highly educated refugees have better employment outcomes than those with lower education.

The next three figures depict the educational attainment of EU and non-EU immigrants. In the absence of statistics on the educational level of refugee and non-refugee immigrants, we will rely on this classification based on the assumption that refugees are largely represented by the group of non-EU immigrants.

The more salient difference in the level of education among the three groups, as shown in Figure 5, is observed between non-EU immigrants and the rest. Natives and EU immigrants have higher education than people born outside Europe. About 30 per cent of non-EU migrants possessed a tertiary or university level education, that is, some four percentage points less than the natives and five less than EU immigrants. On the contrary, the share of individuals with less than secondary education is almost twice as large among non-EU immigrants as it is among natives. These figures suggest that non-EU immigrants, including refugees, will be in a disadvantageous position in the labour market relative to EU immigrants and natives.

*Figure 5: Educational attainment of EU and non-EU immigrants aged 25-64 in the EU-28 (2017) (%). Source: Eurostat 2018.*

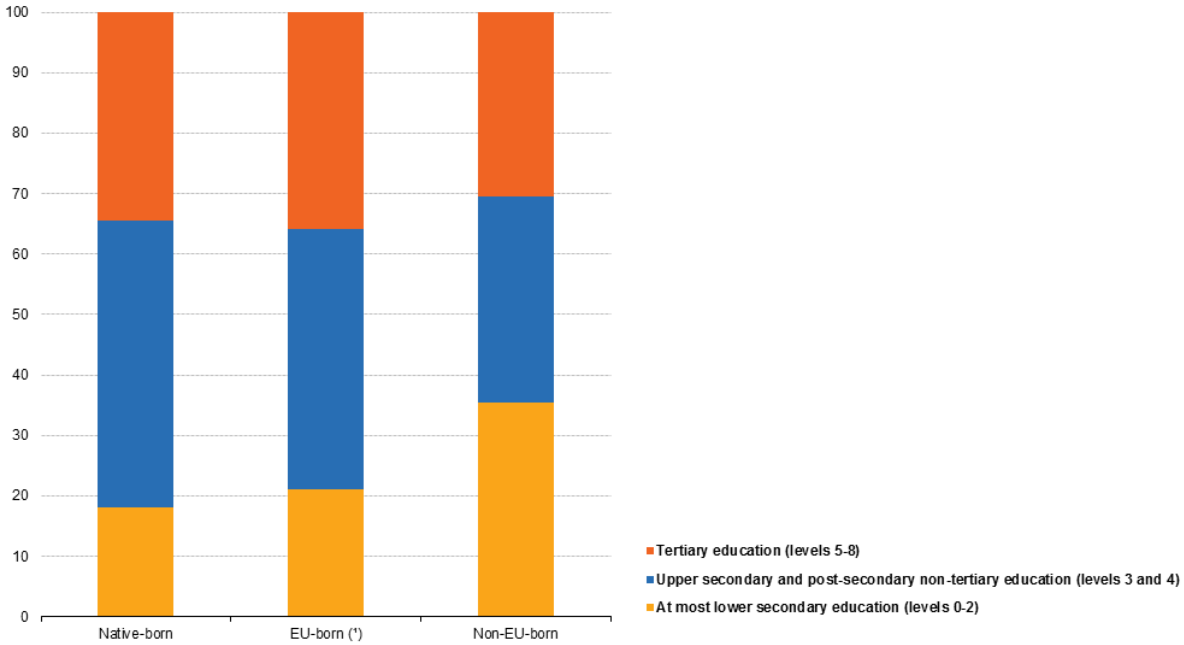
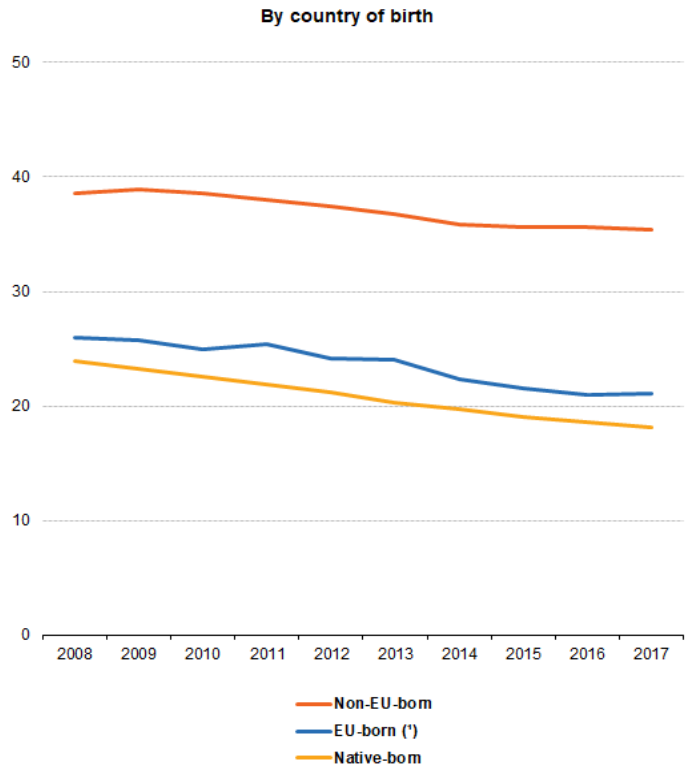


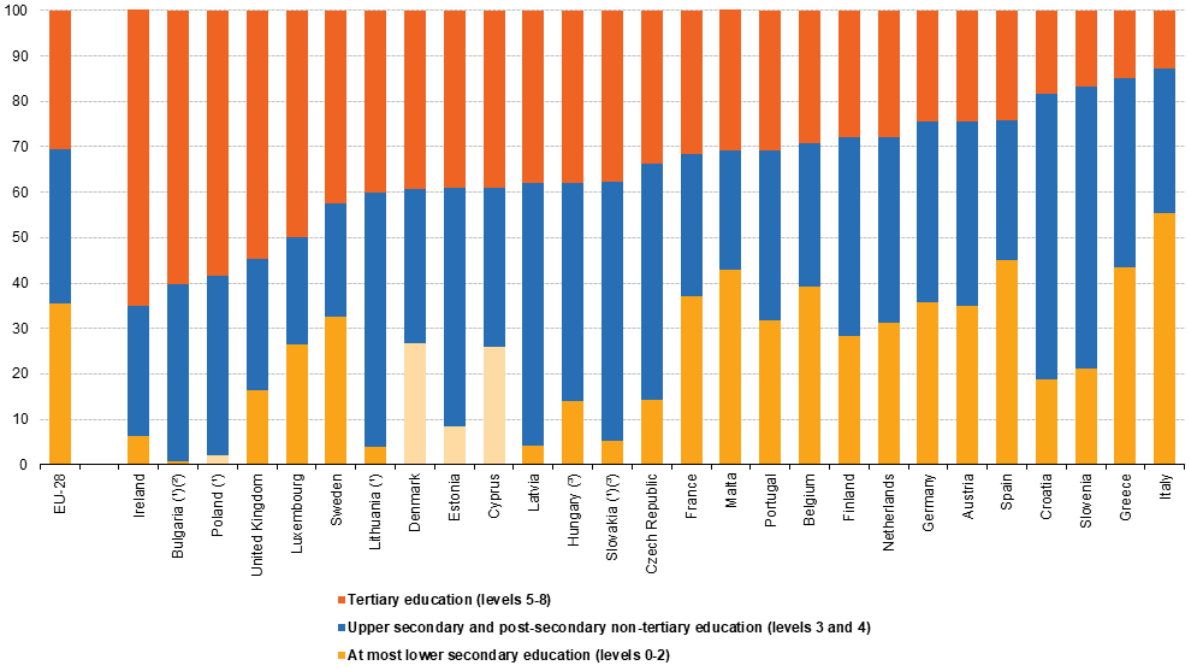

Figure 6 represents the evolution of the share of EU and non-EU immigrants with low education between 2008 and 2017. As we saw in the previous figure, the biggest gap is observed between non-EU migrants and the other two groups, with the share of individuals with low education being larger among the former than the latter in all the years analysed. While this share reduces over time for the three groups, the difference between non-EU migrants and the other two groups remains fairly stable over time.

*Figure 6: Share of the population aged 25-64 with at most a lower secondary level of education by country of birth in the EU-28 (2008-2017) (%). Source: Eurostat 2018.*




The last figure describes the educational level of non-EU immigrants by EU country of residence in 2017. More than half of the core working-age immigrant population born outside the EU who lived in Ireland, Bulgaria, Poland and the United Kingdom had a university education, this share peaking in Ireland at 65 per cent. In contrast, in Italy, Greece, Slovenia and Croatia, less than 20 per cent of non-EU immigrants were highly educated. The share of non-EU immigrants with low education was the highest among southern European countries, followed by refugee-receiving countries like Sweden, Germany, Austria or Belgium, than among the rest.

*Figure 7: Educational attainment of non-EU immigrants aged 25-64 in EU-28 countries (2017) (%). Source: Eurostat 2018.*[7]

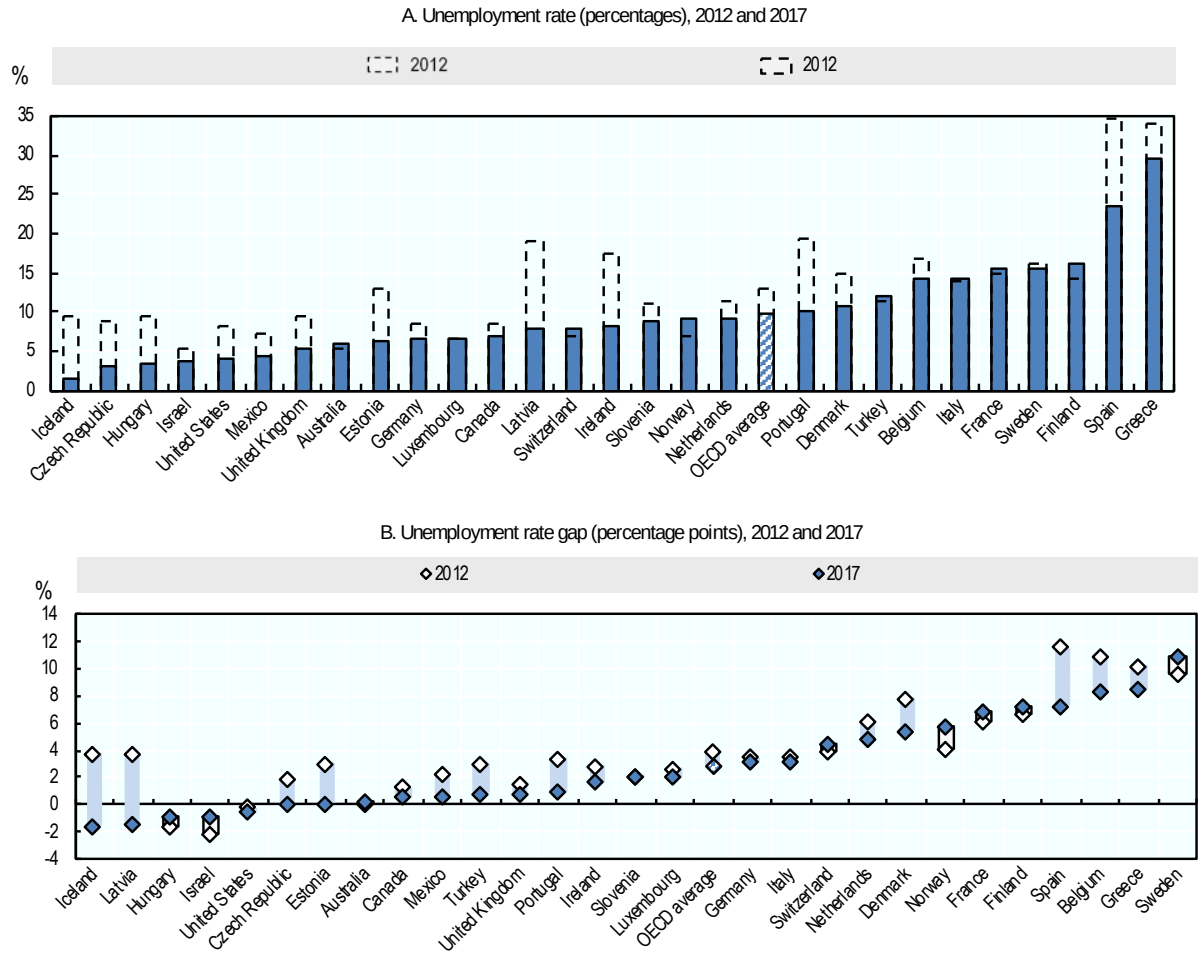



### 3.4.3 Employment of immigrants

The last two figures included in this section refer to the employment situation of the foreign-born population in general and humanitarian migrants in particular. Figure 8 shows a decrease in average unemployment rates of the foreign-born who are residents of OECD countries from 13 per cent in 2012 to 10 per cent 2017. It is interesting to note that even in countries that received a large number of asylum seekers after 2014, like Sweden or Germany, the average unemployment slightly declined. However, the unemployment gap between immigrants and natives did increase by one per cent point in Sweden within the same time period. In Germany this gap decreased by 0.4 per cent points whereas in the OECD it also did from 4 to 3 per cent points as an average.

7 The "At lower secondary education (levels 0-2)" for Denmark, Estonia, Cyprus and Poland are recorded a different colour that the other states. However, this is an error from the Eurostat website and could not be corrected here.

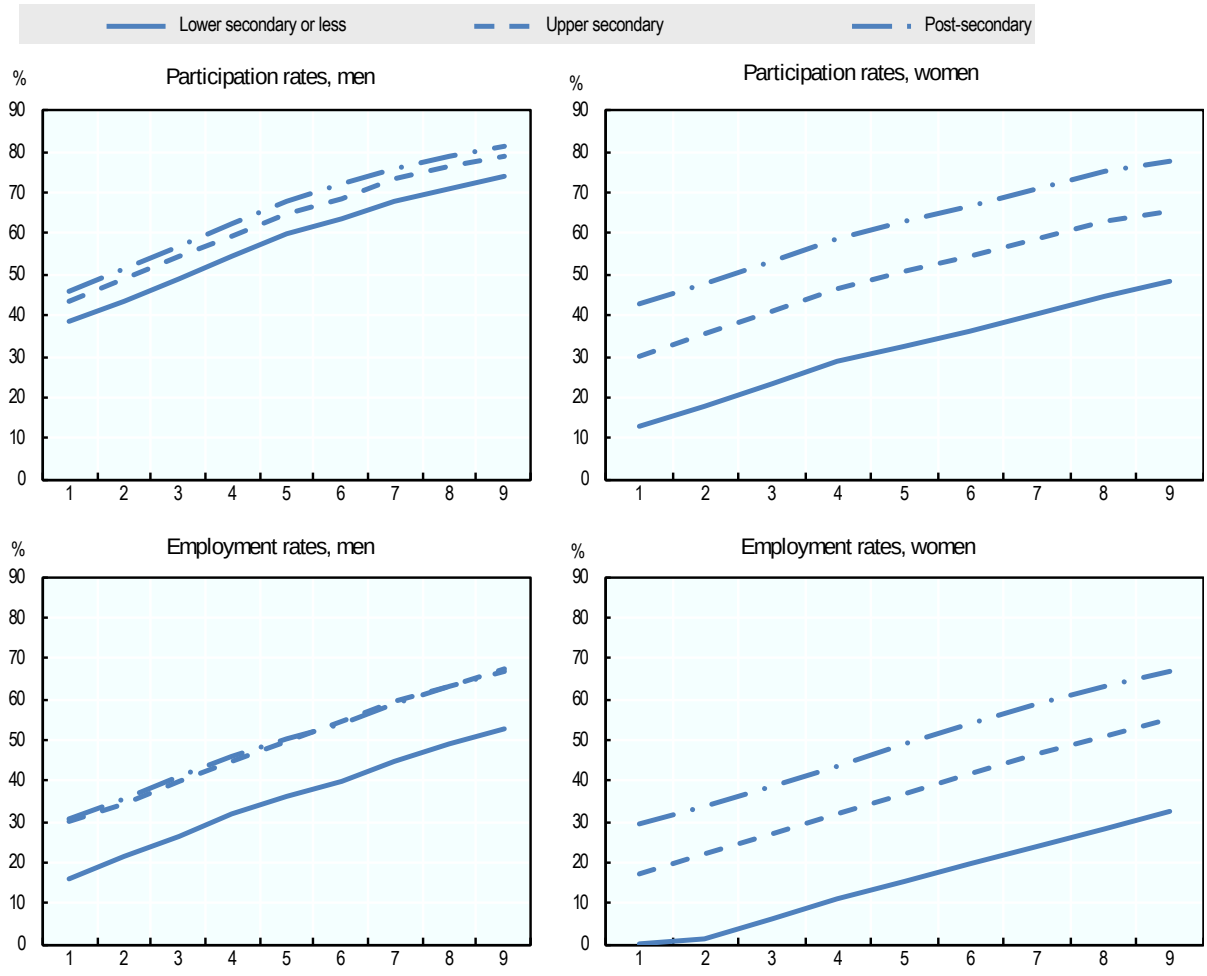
*Figure 8: Unemployment rates of the foreign-born and unemployment rate gaps between the foreign-born and native-born active population aged 15-64 in OECD countries (2012 and 2017). Source: International Migration Outlook 2018.*




According to the classic literature on labour market participation, human capital attributes are key determinants of economic performance (see Becker, 1972). In the case of immigrants, not only education but also time spent in the host country contributes to enriching their host-country specific human capital. Figure 9 depicts the association between these factors and a key indicator of labour market integration, employment, and shows employment rates of refugees in European countries by years of residency and education for men and women[8]. While the correlation between participation (i.e. those of working age an either currently employed or seeking employment) and employment rates, and time spent in the host country seems to be similar for men and women, notable differences are observed in employment among genders depending on their educational attainment. The impact of education on both participation and employment rates is more significant for women than it is for men. At the same time, both rates are closer between highly educated men and women than they are between men and women with lower education.

8 Estimates for Figure 6 are based on the 2014 European Labour Force Survey, ad-hoc module on the labour market situation of immigrants and their descendants.

*Figure 9: Participation and employment rates of refugees in European countries by years of residency, gender and education. Source: International Migration Outlook 2018.*




This section provided a brief overview of world trends in humanitarian migration and the labour market participation of refugees. After the signing of the Geneva Refugee Convention in 1951, humanitarian migration to OECD countries increased over time with a peak in 2015-2016 as a result of the Syrian war. Yet, humanitarian migration is the least commonly used channel that leads to permanent migration. The Nordic countries, Austria, Switzerland, the Netherlands and the United Kingdom in Europe, plus the United States, Canada and Australia have been major receiving countries of asylum seekers and resettled refugees over the years. The average unemployment rate among the foreign-born population decreased from 2012 and 2017 and so did the gap between the foreign-born and the native-born. Participation and employment rates of refugee men and women in OECD countries increase steadily by years of residency whereas education seems to have a bigger impact on women than it does on men.

## 3.5 Previous studies on the socio-economic integration of humanitarian migrants

### 3.5.1 Educational Attainment of Humanitarian Migrants

In standard labour-market supply studies it is hypothesised that the probability of employment, higher earnings and job-match are determined by the level of human capital (Becker 1975). This includes formal education, labour-market experience and skills acquired at work. However, when it comes to migration, education and skills may not be perfectly transferable between countries. These skills could be labour-market information, destination-language proficiency and occupational licenses, certifications or credentials, as well as more narrowly defined task-specific skills (Bevelander 2000; Chiswick et al. 2005). The lesser the international transferability of the skills, the wider the gap in native–immigrant employment and earnings. The difficulties in the transferability of credentials are often greater for humanitarian migrants (Hatton, 2011).

Non-economic migrants like humanitarian and family-reunion migrants base their migration decision, in part, on a different set of intentions and are therefore less-positively selected for labour-market inclusion (Borjas 1994; Chiswick 2000). Moreover, Aydemir (2011) argues that there are many unobservable factors not measured in the data that make up the quality and relevance of immigrants' human capital and may result in skill transferability problems or a mismatch between demand and supply. This should entail a higher labour-market integration of highly skilled immigrants, as well as differences in integration between admission categories.

According to other studies, family migrants often have access to kinship networks in the host country which can facilitate their access to crucial information regarding the labour market and may initiate investments in human capital prior to arrival that are valued in the host-country labour market (see, for example, Bevelander 2011). These types of networks may also help them to overcome barriers in the labour market through job contacts or a better knowledge of processes leading to the recognition of credentials.

Finally, in certain countries like Sweden, humanitarian and family migrants have access to different services. While all humanitarian migrants who are grantedrefugee status in Sweden have the right to a 24-month introduction programme, among family reunion migrants only the families of humanitarian migrants have the same right. This programme includes language training, civic orientation and labour-market services and is administered by the Public Employment Service (Emilsson 2014). However, most services in Sweden are also available to family and labour migrants – for example, free language training (See, Task .2.3 which compares the services available to refugees in the four states being researched).

While the effect of formal education on immigrants' employment, earnings and job-match has been positive, especially if some of this education is obtained in host countries (Bevelander 2000; Dahlstedt and Bevelander 2010), differences in formal education do not completely explain the employment, earnings and job match differential between native and foreign-born workers (Eriksson

2010). Below we discuss other factors that have been identified in the literature as being correlated to refugee's labour market outcomes.

### 3.5.2 Labour Market Integration of Humanitarian Migrants

From an economic perspective, the labour market integration of immigrants can be explained by selectivity on the supply-side – that is, by the characteristics of the migrant – or by the opportunities and restrictions on the demand-side, such as labour market needs and immigration policies in the receiving country. One of the standard propositions in the economic migration literature is that migrants tend to be favourably self-selected on the basis of their skills, health and other traits. However, with a growing diaspora, there is a diminishing selection of new emigrants (Ferrie and Hatton, 2015). In addition, this self-selection among non-economic migrants, such as family reunion and humanitarian migrants, is less common, which leaves them in a more vulnerable position in the labour markets of receiving countries (Chiswick, 2000).

Barry Chiswick's (1978) groundbreaking paper has been both the starting point and the trigger for numerous studies on the labour-market integration of immigrants in host countries. Over subsequent decades, research on this topic has grown massively. Increased migration worldwide, public and political discourse, and better and more-available statistical information were key to this increase in research. As we discussed in the previous section, the majority of the studies on immigrant economic integration are conducted in line with the human capital model (Becker 1972; 1975); however, over the most recent decades social capital propositions, as well as institutional factors like admission status and discrimination, are included in explanatory models of immigrant labour-market integration (see, among others, Behtoui 2007; Bevelander 2000, 2011; Carlsson and Rooth 2007).

A number of studies in the US, Canada, the UK, the Netherlands, Denmark, Norway and Sweden have specifically focused on the labour-market integration of refugees. This research shows that, compared to other immigrant groups, refugees generally have lower employment rates, particularly soon after their arrival in the host country. However, over time, refugees 'catch up' and show similar employment levels as other non-economic immigrant categories (Bevelander, 2011; de Vroome and van Tubergen, 2010; Hatton, 2011), although they have lower levels compared to economic migrants (Yu *et al.,* 2007). Moreover, studies analysing the income attainment of refugees indicate similar income trajectories for them compared to other non-economic immigrant groups (Bevelander and Pendakur, 2014). Again, refugees lag behind labour migrants in terms of earnings development (Connor, 2010).

As refugees, like other non-economic immigrants, are less favourably selected compared to labour (economic) immigrants (Borjas, 1987; Chiswick, 2000; Dustmann *et al.,* 2017), a number of countries have introduced integration policies that enhance refugee labour-market integration. However, it is noteworthy that very few refugee integration policies have been evaluated. The fact that refugees arrive under different, and often difficult, circumstances, have not primarily migrated for labour-market reasons and are admitted according to other criteria (non-economic), appears to affect their labour-market integration. Moreover, as both the migration and the admission processes can be lengthy and cumbersome, health issues and the loss of human capital can hinder individuals'

adaption to the labour market of a new country. Whether refugees and family-reunion migrants obtain permanent or temporary residence can also affect their investment in the host language and receiving-country-specific human capital and their labour-market integration process (Dustmann *et al*., 2017; Hainmueller *et al*., 2016).

Research on economic outcomes by category of entry (i.e. under which category they entered the country) is often quite sketchy due to the lack of availability of the relevant data. In order to assess the labour-market integration of refugees, detailed statistical information relating to immigrant categories is of crucial importance. This is not always easily accessible, given that some countries have very few registered data and that the only reliable sources in other countries are survey information or proxies by country of birth and cohort of arrival. For example, the national datasets in Scandinavia contain information about entry class whereas, in general, those in North America do not. Thus, quantitative assessments of outcomes by category of entry are much more common in Northern Europe than in the United States or Canada.

In addition to national-level datasets, a number of special surveys have been carried out that support the relation between immigrant entry category and economic outcomes. In the case of the Netherlands, de Vroome and van Tubergen (2010) found that host-country-specific education, work experience, language proficiency and contacts with natives were positively related to the likelihood of obtaining employment and occupational status. In another study on the Netherlands, Bakker *et al*. (2013) showed that post-migration stress or trauma affects refugees' labour-market integration. Survey data from a sample of 400 refugees in the United Kingdom point to the fact that policies which restrict access to the labour market also have a negative impact on refugees' employment probabilities (Bloch, 2007).

Using the *Longitudinal Survey of Immigrants to Canada* to compare the labour-force participation and earnings of differing categories of immigrants two years after their arrival, Aydemir (2011) concluded that refugees have lower participation rates than family-reunion immigrants but that their earnings are about the same. Assessments of economic outcomes in the United States have shown that refugees have lower earnings than other categories of intake, but that this difference can at least partially be explained by differences in language ability, schooling, levels of family support, mental health and residential area. However, a gap remains even after controlling for these factors (Connor, 2010). Studies for Norway and Denmark show that refugees and family members have an initial promising increase in labour-market integration but a subsequent levelling out and even a reverse process after about 10 years (Bratsberg *et al.,* 2017; Schultz-Nielsen, 2017). These studies underscore the heterogeneity within admission class and country-of-origin schooling as explanatory factors for labour-market success.

Overall, the majority of the studies cited above conclude that refugees are in a disadvantaged position when it comes to their labour market integration in receiving countries. However, there are also discrepancies among such studies: while some report that the performance of refugees is comparable to that of other migrants, others argue that the differences between them are substantial.

Whereas most of these studies were conducted in single-countries and therefore, lack a comparative perspective among different contexts of reception, Bevelander and Pendakur (2014) present a comparative study of the economic integration of the same admission class (asylum migrants, resettled refugees and family reunion migrants) and source country groups in Sweden and Canada. They report that, after controlling for other variables, the probability of being employed is roughly the same in Canada and Sweden, whereas the difference in earnings between the countries is greater and favours Canada. Differences between admission categories are smaller in Sweden than they are in Canada. The authors argue that this could be due to the fact that all these categories are entitled to receive the same services and to participate in the same introduction programmes, whereas in Canada only resettled refugees have access to such services and programmes.

Several policy initiatives have been taken in different European countries to improve the labour market participation and outcomes of refugee men and, in particular, those of women. In Sweden, for example, such initiatives are covered by introduction programmes targeted to refugees and their reunited families who have been in the country for two years or less. The latest reform of the programme was implemented in 2010 with the aim to strengthen the focus on labour market integration. As explained by Bevelander and Emilsson (2016), the reform introduced two new instruments designed to speed labour-market integration: a new economic compensation and the support of "introduction guides" (see 2.3 part 1 for more details). Preliminary evaluations of the programme show limited positive effects of these ambitious introduction programmes and the guides where abolished in 2014 (for a more extensive overview see Bevelander and Emilsson, 2016).

### 3.5.3 The Housing Situation of Humanitarian Migrants

Psycho-social factors associated with conditions of displacement, finding and holding on to appropriate housing is one of the most critical factors for and indicators of successful integration for refugees (Ager and Strang 2004; Phillimore and Goodson 2008; Ziersch et al. 2017). Secure housing is not only a human right but also an important social determinant of health (World Health Organization 2011; Ziersch et al. 2017). Three of the most cited themes in the literature on housing that concern immigrants (including refugees) are accessibility, housing conditions, and the consequences of such conditions and geographical location for immigrants' health and their integration vs. segregation.

Poverty and discrimination have been cited in the literature among the main factors affecting residential settlement patterns and, more specifically, segregation (Finney 2013; Harrison and Phillips 2003). Evidence also suggests that minority ethnic groups – including refugees – are largely affected by these factors and therefore, have fewer and less attractive housing choices than native majority groups (Perry 2007; Robinson 2005). There is also a large body of literature associating housing policies and practices to ethnic discrimination. These practices include racial steering by state agents, diminished access to mortgage lending and preferences by private landlords for majority group members as potential tenants (Beider and Netto 2012; Bowles et al. 1998; Jeffers and Hoggett 1995; Phillips and Harrison 2010); and might hinder the integration between majority and minority groups (Robinson 2005).

However, not only challenges faced by minority ethnic groups in accessing suitable housing promote segregation but choices made by majority groups might also do. Several studies show that preferences for certain neighbors over others along ethnic lines or the fear of moving to neighborhoods with a bad reputation despite the lower prices of housing affects residential choices and, ultimately, ethnic segregation (Bouma-Doff 2007; Harrison and Phillips 2003).

In addition to the above-mentioned issues, The Refugee Council of Australia (2013) reports that newly arrived refugees face additional challenges in finding housing due to: a lack of rental history in Australia, a lack of social and community capital in Australia, language barriers, difficulties in navigating the private rental market and the non familiarity with rental processes, a shortage of affordable housing in the rental market and, finally, the often larger size of families among humanitarian migrants. While these difficulties concern the overall population of refugees regardless their residency status, the housing situation is even more challenging for those who do not have permanent residency who – due to their uncertain future in the country – are not able to enter long-term leases.

Scarcity of resources does not only affect choices and accessibility to adequate housing and desirable residential areas but also housing conditions. Bonnefoy (2007) describes the World Health Organization's understanding of adequate housing as a place one can call home and that "protects privacy, contributes to physical and psychological wellbeing and supports the development and social integration of its inhabitants" (p. 413). Furthermore, according to the United Nations HABITAT Declaration of 1996 "adequacy" should be determined together with the people concerned and often varies from country to country, since it depends on specific cultural, social, environmental and economic factors (Bonnefoy 2007). For example, in the case of refugees coming from countries where the use of the different rooms in the house is not the same as that in Western countries (e.g. when there are other male or female guests in the house), a rearrangement of the space could be needed in order to make the dwelling adequate for them.

Precarious housing, on the other hand, has been conceptualized as that which has at least two out of three key elements: not being suitable, affordable or not offering secure tenure (Mallet et al. 2011). The factors that they consider when defining suitable housing are as follows: the physical features of the house, the relationship between the size and the number of people living in that space, privacy, and the characteristics of the neighborhood such as green areas, street lighting and the social environment.

Previous research on housing experiences of refugees mentions physical elements of dwellings (such as their overall poor condition and a lack of space or unsuitability of the layout), not having an adequate social environment in the neighborhood (including safety, having friendly and respectful neighbors, proximity to amenities and public services, and being close to their community, family and friends) and insecurity of tenure as major challenges related to the suitability of housing (Beer and Foley 2003; Fozdar 2009; Hadjiyanni 2009; Ziersch et al. 2017). Several of these conditions have, in turn, been associated with negative physical and, in particular, mental health outcomes (Miller et al. 2002; Papadopoulos 2004; Warfa 2006).

To sum up, access to suitable housing is not only an indicator – or marker as defined by Ager and Strang's (2004) – of socio-economic status and integration for refugees but also a fundamental condition or mean towards their well-being and successful socio-psychological and socio-economic integration.

## 3.6 The socio-economic impact of refugee migration in host societies

A key point of concern for refugee host countries is the socioeconomic impact of the reception and integration of refugees. Economists have measured the economic impact of immigration by looking at the contributions and costs generated as a result of it (see, for example, Borjas, 1994). On the positive side, immigration boosts the host economy by increasing the labour force, the consumption of good and services, as well as treasury contributions. Among the costs, the host country would have more people to provide services for - this cost being particularly high in countries with generous welfare provisions - and, depending on the local economy, the wages of long-term residents in the country might also be negatively affected by the new and potentially cheaper labour force.

In the case of refugees, we also need to add the cost of specific policy initiatives such as introduction programmes in countries that have adopted them to facilitate the integration of refugees. Karakas (2015: 2) summarises the economic impact of refugee migration flows to Europe as follows: in the short term, transit and destination countries have to assume the cost of proving basic needs such as food, shelter and first aid to refugees. In the medium term, destination countries have to deal with processing asylum applications and the costs of social and economic integration (including social benefits, healthcare, and costs for education and occupational training). In the long term, however, he argues that the refugee influx might be positive for the European economy as refugees might improve the ratio of active workers to non-active persons, whilst also contributing to innovation, entrepreneurship and GDP growth.

A recently published report by the European Commission also stresses the importance of integration for the medium and long-term impact of refugee migration (European Commission, 2016). According to this report, if well integrated, refugees are expected to help address demographic challenges and improve fiscal sustainability. Lowering barriers for the employability of refugees is highlighted as a key element to facilitate their early access to the labour market and therefore, to have a positive impact on growth and public finances in the medium term.

The long-term effects of the latest Syrian refugee inflow to Europe are yet unknown. Hence, in the absence of specific studies looking into the socio-economic impact of Syrian migration to Europe and other host countries, this section will review the literature associating migration and, when available, refugee migration to socio-economic developments in host countries. In particular, the following consequences will be addressed: fiscal effects, economic growth, employment and income of long-term residents.

These effects vary across host-countries with different migration policies and over time due to cohort and period effects. Cohort effects might be caused by possible differences in the skill level of immigrants as a result of changes in immigration policy, economic or political developments in source

countries that may result in an increase or decrease in the number of arrivals from different countries, and non-random return migration (Borjas 1985). Period effects, on the other hand, could be explained by several factors such as structural changes in the type of economy or changes in the wage structure over time. Therefore, an assessment of the economic impact of immigration requires an understanding of the factors that motivate persons in the source country to emigrate and the consequences of pursuing particular immigration policies by host countries (Borjas 1994).

### 3.6.1 Employment effects of migration

The employment effects of migration, and especially refugee migration, is difficult to measure due to a lack of data as well as other factors. According to Friedberg and Hunt (1995), theoretical predictions of the impact of immigration on the wages of natives depend upon the model used, with one of the main modeling criteria being the degree of substitutability between immigrants and natives. In other words, if immigrant workers fill labour shortages in the host economy, immigration will not impact the employment or wages of local workers. On the contrary, if immigrant workers have similar qualifications to those of local workers and therefore compete for the same positions, then immigration is expected to affect the employment opportunities and wages of local workers. Furthermore, the negative impact on native employment and salaries will be more pronounced (i) if immigrants are prepared to work for less than natives and (ii) in less regulated labour markets such as the US one than in more regulated ones like, for example, the Swedish job market.

Empirical evidence associating migration to the displacement of native workers is mixed. Borjas et al. (1992) were some of the first scholars who analysed the macro-economic impact of immigration. They found that in the 1980s the wage gap between workers with a high and a low education in the US increased by 10 per cent; and they concluded that one third of this increase was a result of low skilled immigration flows.

A decade later Angrist and Kugler (2003) address the question of how immigration affects native employment, focusing on the extent to which potential displacement effects are mitigated or amplified by cross-country differences in institutions – measured as labour and product-market flexibility (e.g. firing costs, high replacement rates, rigid wages and business entry costs). According to their estimates, an increase in the foreign share of 10 per cent would reduce native employment rates by 0.2 to 0.7 of a percentage point depending on the method used (Ordinary Least Squares versus Instrumental Variables). They also conclude that restrictive economic institutions, rather than playing a protective role for natives, increase the negative impact of immigrants on native employment.

Based on an extensive literature review, Friedberg and Hunt (1995) contradict the studies presented above by concluding that empirical evidence does not support the existence of any major impact of migration on native employment and wages. Most of the studies reviewed by them were conducted in the US or Europe and report that a 10 percent increase in the fraction of immigrants in the population reduces native wages by at most one percent (see, for example, Altonji and Card 1991; Goldin 1994; Lalonde and Topel 1991; Pischke and Velling 1994). Some of these studies also include natives who have similar skills to those of immigrants and compete for the same jobs.

Dustman et al. (2003) and Dustman et al. (2005) also look at the effect of immigration on the displacement of existing residents from the British labour market. They conclude that there is no strong evidence that immigration has any large adverse effects on employment prospects, participation, unemployment or wages of existing residents, even when the overall skill distribution of immigrants is remarkably similar to that of the native-born workforce.

Interesting mixed results were obtained by Ruist (2013) from his longitudinal analysis of the unemployment effect of refugee immigration to Sweden between 1999 and 2007. Based on spatial variation in immigrant inflows and labour market outcomes, he estimated that refugee immigration had a substantial negative impact on earlier immigrants from low- and middle-income countries, but no significant effect on natives or immigrants from high-income countries. Since he found no significant effect of refugee immigration on the total unemployment rate, he concludes that it may have positive effects on other subgroups that complement newly arrived refugees in production.

It is worth noting that several of the above-reported studies discuss problems in empirical estimations aimed at establishing causal effects of immigration on native displacement from host labour markets. Dustman et al. (2003) provide a good summary of such challenges and alternative strategies to overcome them. First, they suggest that levels of immigrant concentration and labour market outcomes may be spatially correlated because of common fixed influences such as economic prosperity. One of the alternatives recommended to avoid this bias is estimating the correlation using differences or changes in immigrant concentration between two points in time to changes in economic outcomes.

Second, measures of immigrant concentrations may suffer from measurement error due to small sample size. This would lead towards finding no effect even when one is present in reality. They recommend the use of instrumental variables correlated with the true inflows but not otherwise associated with labour market outcomes.

The third issue is simultaneity or the uncertain direction of causality between immigrant inflows and labour market outcomes. For example, immigrants may be attracted to economically prosperous regions, in which case immigrant inflows to different areas would be driven by regional differences in labour market outcomes and not the other way around. As in the case of measurement errors, they suggest the use of instrumental variables such as pre-existing immigrant concentrations (as a proxy for coethnics networks and historical settlement patterns) that would attract new immigrants but would not the correlated with current economic cycles if measured with a sufficient time lag to avoid simultaneity.

The last estimation problem discussed by Dustman et al. (2003) is related to flows of current resident workers. If immigration has an adverse effect on the employment and wages for certain skill groups among current residents, the latter might move to a different city or region where higher wages are offered to them. As a result, the impact of immigration on the national economy would be dispersed and would not be as negative as if there was no internal migration response from local workers. The most desirable solution to this issue would be to include the outmigration of long-term residents into the estimation, when available. However, such outflows are also likely to be correlated with changes to local economic conditions for the same reasons as immigrant flows, creating a further simultaneity

issue as the one discussed above. Dustman et al. (2003) conclude that while these outflows would therefore also need instrumenting, it is theoretically less clear what would serve as a suitable instrument.

### 3.6.2 Macro-economic effects of migration

While the costs and benefits of migration vary considerably depending on the type of migration and host countries, previous studies found a positive association between migration and economic growth – most commonly measured as variations in GDP – in host countries.

Based on a panel vector autoregression (panel VAR) approach using data of 22 OECD countries over the period 1987 to 2009, Boubtane et al. (2013) examine the interaction between immigration and host country economic conditions. They explain that the VAR approach addresses the endogeneity problem between different variables (in this case, immigration flows and economic conditions of host countries) by allowing for the endogenous interaction between them. In other words, it takes into account the fact that migration can have an impact on the economy of a host country; while, at the same time, migration can be influenced by host country economic conditions. Their results provide evidence of a positive bidirectional correlation between immigration and host country GDP per capita, even in countries with non-selective migration policies. More specifically, they report that migration explains approximately 5 per cent of changes in GDP per capita. They also conclude that this positive contribution of migration inflows to host country economic prosperity reflects the high skill levels of migrants in recent decades.

Boubtane et al. (2013) are not the only scholars who consider the human capital endowments of immigrants as a key factor that explains differences in the correlation between immigration and host economic growth across countries or over time. Already in the 1990s, Dolado et al. (1993) analysed the role and dimension of the human capital accumulated by immigrants before migration9 for the output and growth rate of the 23 OECD countries during the time period 1960-1985. Departing from the neo-classical theoretical assumption that population growth has negative effects in per capita terms on economic growth, they argue that the effect of population growth caused by immigration is not comparable to that caused by newborns. Among other differences, immigrants often arrive as educated adults with labour market experience and can, therefore, start contributing to the host economy earlier than newborns do. They conclude that because of this reason, a migration inflow has less than half the negative impact of a comparable natural population increase (2 per cent instead of 4 per cent). It should be noticed, however, that the estimation of the human capital content of migration flows are based on the assumption that these are non-selective. Furthermore, their conclusions are reach based on the idea that immigrants contribute to the host economy only with the skills that they have accumulated in the country of origin, without considering any potential further developments in the host country. It is possible that these assumptions lead to underestimating immigrants' contribution to host economies.

The studies presented so far include all migrants regardless their reasons for migration. However, we have already discussed differences (i) in labour market outcomes between economic and non-

9 Note that, in the absence of more detailed information on the human capital of immigrants, this as estimated by including yearly measures of schooling in the countries from which migration flows were originated.

economic migrants, including refugees and family migrants, as well as (ii) in the fiscal effects of migration flows depending on their composition. Based on these, the impact of refugee migration on host economies' growth is also expected to be different than the impact of, for example, labour migration. Hence, it is worth looking at the few studies that focus on the economic costs and contributions of refugee migration.

Milner (2016) comments on a number of indicators that have been commonly used to measure the relative burden borne by various refugee host countries globally, namely: (i) the total number of refugees in a host country; (ii) the number of refugees relative to the national population (refugees per capita); and (iii) the number of refugees relative to the wealth of the country (refugees per capita GDP). He argues that these indicators provide a highly simplified representation of the refugee burden in any one country, because of the following reasons: they do not specify how the presence of refugee populations might have a differentiated impact on different parts of a host country; if the presence of refugees has a negative impact on particular aspects of a country's economy, environment, social services system or security; and do not explain the extent to which the presence of refugees constitutes a burden or a benefit. Based on previous research, Milner summarises the situations in which refugee migration can have a positive impact on host communities as follows (2016: 3):

- When large refugee programmes are implemented, additional services, facilities and economic and employment opportunities can be made available to the local population.
- In situations where refugee integration policies and programmes include specific initiatives to benefit the local population, both to alleviate local burdens and to foster good relations with the local population. For instance, when local water sources, schools and hospitals are rehabilitated.
- When refugees are allowed to engage in gainful employment, they can significantly contribute to the local economy.

There are, however, empirical studies that provide a more detailed assessment of the association between refugee migration inflows and their impact on host economies. Based on a scenario analysis with a general equilibrium model for the whole EU, which they implement at the regional level, Kancs and Lecca (2017), for example, assess how different refugee integration policies can affect the economic growth of EU member states in the medium- to long-run. They conclude that while providing welfare benefits and training for refugee integration is costly for host EU countries, the medium- to long-run economic growth associated refugee immigration may significantly outweigh integration costs. Furthermore, the higher the initial investment in refugee integration programmes, the higher the net benefits of such investment are. Depending on the integration policy scenario and financing method used, they estimated that annual long-run GDP effect would be between 0.2 and 1.4 per cent above the baseline growth and that the full repayment of the integration policy investment would be achieved after 9 to 19 years.

### 3.6.3 Fiscal effects of migration

Most studies analysing the fiscal impact of migration are based on cross-sectional data. These studies estimate the net fiscal contribution of immigrants by estimating the difference between the taxes

they pay and the amount of government expenditure they absorb in a given period of time, typically a year. The literature (Borjas 1985; 1994; International Monetary Fund 2016; Rowthorn 2008) explains that this contribution depends on the type migration, the level of skills of immigrants and their participation in the local economy, with the impact being larger for highly educated migrants, economic migrants and those who are gainfully employed. However, not only highly educated or skilled immigrants normally make a positive fiscal contribution, but unskilled immigrants also do, provided they have employment, do not displace local workers and they do not put a lot of pressure on the welfare state. At the other end of the spectrum we would find unemployed immigrants who receive welfare benefits, which is often the case for newly arrived refugees or the children and aged relatives of working immigrants.

In traditionally immigration countries such as the US, Canada, the UK or Australia, the immigrant population tends to be very diverse in terms of age, skills and reasons for migration. The positive contribution of some immigrants is offset by the negative impact of others and this explains, according to Rowthorn (2008), why the net fiscal contribution of immigrants in these and many other countries is quite small (typically +/- one per cent of GDP). Empirical studies from several countries support this statement (see, for example, Borjas (1994), Huddle (1993), Lee and Miller (1998) and Passel (1994) in the US, Sriskandarajah et al. (2005) in the UK, Weber and Straubhaar (1996) in Switzerland or Roodenburg et al. (2003) in the Netherlands).

Even in Sweden – one of the major destination countries for refugees and a welfare country that offers a two-year introduction programme to refugees – the fiscal cost of refugee migration was estimated to be one per cent of GDP in 2007 and 1.35 per cent in 2015, a year when Sweden registered the highest annual per capital refugee immigration in Europe in 30 years (Ruist, 2015). He explains that about 80 per cent of the net redistribution to the refugee population in 2007 was caused by lower per capita revenues from refugees – whose employment rates were 20 percentage points lower than the general rates among all adults – and 20 per cent by higher per capita spending on them.

Other factors to take into account when estimating the fiscal contribution of immigrants include demographic issues such as changes in the age-structure, the temporariness of migration, average age at migration, number of years as tax-payers and country of retirement (see, for example, Borjas 1994; Rowthorn 2008). Most immigrants to Western countries arrive as young adults or at a younger age (as unaccompanied minors in the case of asylum seekers or children of immigrants, including refugees). This alleviates the fiscal cost of supporting aging populations by rejuvenating the population and providing additional workers and taxpayers. According to a recent report on the economic challenges of recent refugee migration flows to Europe published by the International Monetary Fund (2016), the net fiscal impact of migrants is mostly driven by their success in the labour market and therefore, this impact is stronger for working-age migrants than for the young and old. Furthermore, immigrants often arrive at a childbearing age from countries where families are larger and therefore, increase birth rates in host countries. This rejuvenating effect, however, is expected to fade as immigrants and their children assimilate to local customs.

Temporary migration might also have a rejuvenating effect on host countries' populations without affecting their age-structure in the long-term. The fiscal impact of this type of migration also depends

on additional factors such as the skill level of migrants, their employment situation and the effect of this on the local work force, their tax contributions and those of their employers, and their entitlements to welfare benefits.

Finally, the place of retirement and the number of years as taxpayers also matters when estimating the net fiscal effect of immigration. Immigrants often retire in their home countries and do not always collect their benefits in host countries. However, because they enter the labour force later than natives, their tax contributions over their lifetimes are also lower (Borjas 1994; Rowthorn 2008).

To sum up, while empirical evidence supporting or rejecting a fiscal effect of immigration is mixed and depends on a variety of factors such as immigration policies, reasons for migration, type of migration and the temporariness of migration, the welfare scheme of host countries and the skill level of immigrants, most studies suggest there is no strong fiscal case for or against sustained large-scale migration (Rowthorn 2008). However, Borjas (1994) argues that even when immigrants' contribution to the public treasury exceed their welfare costs, we should be cautious in concluding a positive fiscal effect of migration unless the marginal cost of providing public goods (such as more crowded parks, schools and roads) to immigrants is taken into consideration. He concludes that it is very difficult to estimate this "user fee" and therefore, to provide a real answer to this question.

## 3.7 Summary and conclusions

The aim of Task 2.1 was to provide a state-of-the-art knowledge on the socio-economic integration of refugees and on the impact of refugee migration and integration on host societies. We started by giving an overview of world trends in humanitarian migration and the labour market participation of refugees. After the signing of the Geneva Refugee Convention in 1951, humanitarian migration to OECD countries increased over time with a peak in 2015-2016 as a result of the Syrian war. We showed that the Nordic countries, Austria, Switzerland, the Netherlands and the United Kingdom in Europe, plus the United States, Canada and Australia have been major receiving countries of asylum seekers and resettled refugees over the years. The average unemployment rate among the foreign-born population in OECD countries decreased over the last few years and so did the unemployment gap between the foreign-born and the native-born. Finally, participation and employment rates of refugee men and women increased steadily by years of residency.

Due to a scarcity of studies on the socio-economic integration of Syrians in host communities, our review of the literature on socio-economic integration and its impact on host societies focused on the experiences of migrants in general and, when available, on humanitarian migrants in particular.

The socio-economic status of immigrants is often measured based on their educational attainment, their position in the labour market and their housing situation. The majority of the studies included in the review conclude that refugees faced additional challenges that put them in a disadvantaged position when it comes to their labour market integration in receiving countries. Some of these challenges can be summarised as follows:

- Unlike economic migrants, refugees are not commonly selected on the basis of their skills, health and other traits. This leaves them in a more vulnerable position in the labour markets of receiving countries.
- The difficulties in the transferability of credentials are often greater for humanitarian migrants.
- Since the migration and the admission processes can be lengthy and cumbersome, health issues and the loss of human capital can hinder individuals' adaption to the labour market of a new country.
- Finally, whether refugees obtain a permanent or temporary residence can also affect their investment in the host language and receiving-country-specific human capital and their labour-market integration process.

Several policy initiatives have been taken in different European countries to improve the labour market participation and outcomes of refugee men and, in particular, those of women. While it is still early to make robust conclusions on the results of these programmes, especially regarding Syrian refugees, preliminary evaluations in countries like Sweden show limited positive effects.

Refugees not only experience difficulties in entering the labour market but also in finding suitable accommodation. Access to suitable housing is not only an indicator of socio-economic status and integration for refugees but also a fundamental condition towards their well-being and successful socio-psychological and socio-economic integration. Three of the most cited themes in the literature on housing that concern immigrants (including refugees) are accessibility, housing conditions, and the consequences of such conditions and geographical location for immigrants' health and their integration vs. segregation. First, refugees are affected – to a larger extend than other groups – by a number of factors that make them have fewer and less attractive housing choices than other migrants and natives. Some of these factors are as follows:

- Poverty and discrimination.
- A lack of rental history and social capital in host countries.
- Language barriers, difficulties in navigating the private rental market and the non-familiarity with rental processes.
- The often larger size of families among them.
- Difficulties in entering long-term leases among those who do have permanent residency.

The main challenges related to the suitability of refugee housing as identified in the literature, on the other hand, can be summarised as follows: their overall poor condition and a lack of space or unsuitability of the layout, not having an adequate social environment in the neighborhood (including safety, having friendly and respectful neighbors, proximity to amenities and public services, and being close to their community, family and friends) and insecurity of tenure. Several of these conditions have, in turn, been associated with negative physical and, in particular, mental health outcomes.

The migration and socio-economic integration of refugees has, in turn, an impact on the economy of host societies. Economists have measured the economic impact of immigration by looking at the contributions (e.g. an increase in the labour force, the consumption of good and services, as well as

treasury contributions) and costs (e.g. more people to provide services for or a potential negative effect on the employment and wages of long-term residents) the host country would have.

Furthermore, countries that receive large number of refugees have additional expenses such as: the cost of proving basic needs such as food, shelter and first aid to refugees upon arrival, the cost of processing asylum applications and the costs of social and economic integration (including social benefits, healthcare, specific policy initiatives such as introduction programmes in countries that have adopted them). In the long term, however, the refugee influx might be positive for host economies as they might improve the ratio of active workers to non-active persons, contribute to innovation, entrepreneurship and GDP growth.

For this review, we have focused on the literature that addresses the fiscal, macroeconomic impact and employment impact of (refugee) migration.

While the empirical evidence associating migration to the displacement of native workers is mixed and it largely depends on the skill composition of the immigrant population and host immigration and integration policies, the most recent studies find no strong evidence that immigration has any large adverse effects on employment prospects, participation, unemployment or wages of existing residents. As an exception, a Swedish study concludes that refugee immigration to Sweden in the period 1999 to 2007 had a substantial negative impact on earlier immigrants from low- and middle-income countries.

While the costs and benefits of migration vary considerably depending on the type of migration and host countries, previous studies found a positive association between migration and economic growth – most commonly measured as variations in GDP – in host countries. As for the impact of refugee migration, since providing welfare benefits and training for refugee integration is costly for host EU countries, this positive impact is only appreciated in the medium- to long-term. Furthermore, research shows that the higher the initial investment in refugee integration programmes, the higher the net benefits of such investment are.

Finally, we have shown that the empirical evidence supporting or rejecting a fiscal effect of immigration is also mixed and depends on a variety of factors such as immigration policies, reasons for migration, type of migration and the temporariness of migration, the welfare scheme of host countries and the skill level of immigrants. However, most studies suggest there is no strong fiscal case for or against sustained large-scale migration, including refugee migration. Furthermore, the main factor affecting the fiscal impact of refugee migration seems to be their employment situation. Hence, policies facilitating the labour market integration of refugees are key to increase the positive economic impact of refugee migration in host societies.

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# 4. Literature Review on Socio-Psychological Integration (Task 2.2)

## 4.1 Introduction

Refugee integration is a multidimensional, dynamic two-way interaction process between refugees and host community10 members. Theoretical framework of integration indicators advocates several core dimensions of integration (Ager and Strang, 2008). *Rights and citizenship* represent the foundation upon which all other dimensions are built. On the second level, *language and cultural knowledge*, as well as *safety and stability* represent facilitators of integration. Social connections are the next level of this framework, defined as *social bridges*, *bonds* and *links*. Finally, markers and means construct the top level and structural aspects of integration: *employment*, *housing*, *education* and *health*. This highly cited and used theoretical framework11 indicates that socio-psychological dimension is, together with dimensions of culture, policy, rights and socio-economy, a key part of migrant integration into the host society.

Migration results in societal changes in both groups, and these changes are indicated by various between-group reactions such as attitudes, relations and tensions, behavioural intentions, contact quality, relationships, etc. In combination with task 2.1 above, this task covers objective 1 of WP2 by conducting a review of the literature on (1) the socio-psychological integration of refugees in host societies and (2) the socio-psychological impact of refugee migration in host societies. The state-of-the-art knowledge gained through this literature review will inform WP3 on how to design the empirical study of this project.

In the following sections, the literature search and review process is described in detail, and results are presented starting with refugee perception of integration into the host community as well as the presentation of factors found to influence said integration. Following, the integration from the viewpoint of host community members is presented, together with a set of socio-psychological constructs found to be related to the integration of refugees and asylum seekers.

## 4.2 Methodology of Literature Review

Systematic literature review is an extensive process that follows well-defined steps to methodologically insure the strength and validity of findings. It is characterized by clear formulation of research questions, identification of all relevant studies and appraisal of their quality followed by a summary of findings. Because of its rigorous methodological approach, systematic review was chosen as the method for creating a base of current evidence on socio-psychological integration of refugees. As mentioned, two research questions were defined as starting points: (1) What are the

10 In this report, the terms host community and host society are used as synonyms. Other terms used in the same context are the general public, host nationals and locals as these were also used in the scientific research reported on here.

11 Ager and Strang (2008) has overall been cited 310 times (https://oxfordjournals.altmetric.com/details/9023187/citations, accessed 10/03/2019).

factors and indicators of socio-psychological integration of refugees in the host societies, and (2) What are the impact factors of refugee migration on the host societies.

A systematic literature review research plan was designed including the following steps:

1. Identifying relevant literature databases;
2. Defining key search words and phrases (key search terms);
3. *Review stage 1:* Conducting an initial search and choosing relevant publications based on the title and abstract;
4. *Review stage 2:* Review of found publications and discarding those with the topic unrelated to research questions of this review;
5. *Review stage 3:* Extensive review of each article / book chapter / report kept in the analysis and entering the information into the pre-defined protocol;
6. *Review stage 4:* Choosing articles / book chapters / reports for inclusion in the Final Collection (FC) based on the information in the protocols;
7. Using the snowball technique to identify additional relevant publications referenced in the Final Collection and assessing their information usefulness for inclusion in the FC through the review stages 3 and 4;
8. Addressing other sources of information, such as web sites on integration and assessing their information usefulness for inclusion in the FC through the review stages 3 and 4;
9. Content analysis of the publications in the Final Collection;
10. Writing the report.

Socio-psychological integration is a topic primarily theorised and researched in psychology, sociology, anthropology and political science. To ensure the identification of all relevant sources of information on socio-psychological integration, four databases were researched: PsycINFO, SocINDEX, Social Science Premium Collection, and PubMed. First three databases were chosen because they are most prominent as data sources in psychology, sociology and political science, respectively. PubMed was chosen as a wide source of scientific publications, especially of large-scale studies. Apart from scientific databases, publications presented on web sites related to integration were also considered relevant, most important being the European Web site on Integration (EWSI) where practice-oriented reports are published, and were useful addition to the findings from scientific studies.

To ensure inclusion of largest possible number of relevant studies, 18 key search phrases were defined based on the definition of socio-psychological integration. These phrases were individually searched for in each database. These key search phrases are:

*Key search phrases*

| | |
|---|---|
| Refugees | Public opinions on refugees |
| Forced migration | Refugee attitudes towards host communities |
| Forced migrants | Solidarity with refugees, forced migrants |
| Asylum seekers | Relations between refugees and host communities |

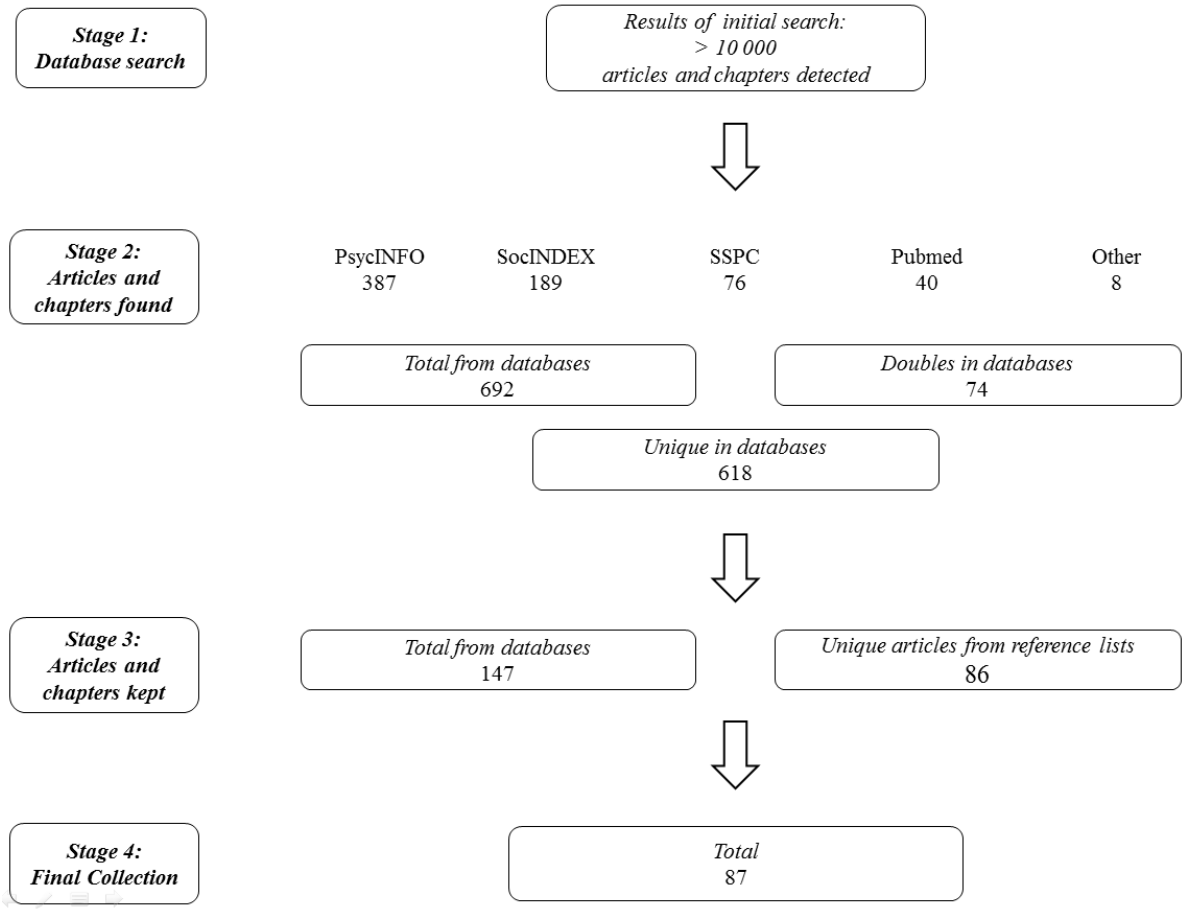
| | |
|---|---|
| Host communities | Tensions between refugees and host communities |
| Refugee (social) integration | Reactions to forced migration influx |
| Refugee social-psychological integration | Host community reactions to forced migrants |
| Refugee psychosocial integration | Refugee-host community social network |
| Attitudes towards refugees, forced migrants | Refugee social capital |

The graphic representation of the review process is shown in the Figure 10. After initial identification of relevant work in each database (stage 1), and additional review of identified publications (stage 2), articles12 that were assessed as relevant for the research questions were fully reviewed and information were filed in the protocol for each publication. The protocol was defined beforehand and, apart from basic information about the article, included data about the article type (e.g. study article, report), overall goal, employed methodology, characteristics of the sample, constructs measured and instruments used, together with their psychometric characteristics, type of statistical analysis used and main findings. The article was then rated for its information usefulness and reasons for its inclusion in the Final Collection were noted. Such an extensive protocol allowed a thorough review of each article and tabulating all relevant information that were used later in the analysis of findings.

In the first search of key terms and phrases, around 10 000 articles, dissertations, books, book chapters and reports were found. After reviewing their titles and abstracts, 692 were retained as relevant. Out of these relevant articles, 74 were doubles found in more than one database. In total, 618 unique publications were identified in the four databases. Eight articles retrieved from other sources were included as well.

12 In this report the terms “articles” and “publications” are used for all types of scientific and professional publications and reports.

*Figure 10: Flow diagram of the systematic review process resulting in 86 articles retained in the Final Collection of publications relevant for the socio-psychological integration of refugees.*




After the second stage review of the found articles, 147 were kept as appropriate for the study. For each these publications, information were filed in the protocol and 69 were chosen for the Final Collection. A snowball technique was then used to identify additional relevant articles referenced in the retained publications. This resulted in 148 articles, out of which 62 were already noted in searched databases, meaning that additional 86 unique articles were identified. They were reviewed based on their characteristics and 10 were included in the Final Collection together with 8 articles found from other sources rendering the total number of included articles at 87.

Most of the relevant work utilized quantitative methodology with 54 survey designs and 23 experimental and quasi-experimental study designs13. Out of fourteen qualitative studies, four used focus groups and ten were based on interviews. There are ten mixed methods designs included in the Final Collection. The ratio of host community and refugee participants in the studies is quite unbalanced, with 80 studies having adult host community members as participants and 13 articles included refugees as participants.

13 A number of papers reported more than one study and the design of each was noted separately.

The instruments used in the studies which had good psychometric characteristics and were most frequently used are listed in the Appendix A.

## 4.3 Socio-psychological integration of refugees in host community

In this section, results of research with refugees and asylum seekers as participants are presented. Starting with the way refugees perceive integration, the section also highlights the importance of intergroup contact, as well return wishes refugees might have, feeling of being discriminated by the host community members and attitudes towards them.

**Refugees' concept of integration**

Ager and Strang (2004b) conducted a qualitative study aimed to investigate the way refugee and non-refugee community members in Ireland constructed the concept of integration and thought of elements important for the integration process. The results of the interviews showed that the sense of integration was primarily related to the relationships between refugees and the host community, and this was reported equally by refugees and host community members. Interestingly, participants14 of both groups agreed on the characteristics of what they believed an "integrated community" is: having the feeling of security from threats posed by other people, toleration, welcoming climate and friendliness, belonging, feeling part of the community and having friends. Additionally, refugees found the opportunity to do the same things and go to the same places as other people very important. It is clear that both the host community members and refugees perceive socio-psychological factors central to the *sense* of what integration is. Authors also found a wide range of expectations for the way relationships should function in an "integrated community". They described these expectations on a continuum from "no trouble", trough "mixing" to "belonging". It seems that the level of perceived integration is influenced primarily by different aspects of socio-psychological integration. As such, "no trouble" stood for peace between communities, personal safety and, especially from the refugees' perspective, no active discrimination. This state of integration can be described as peaceful coexistence, but without the intention to interact between the groups. "Mixing" was more frequently mentioned, and higher expectations were held to achieve this state of integration, mainly the acceptance of differences and diversity, friendliness, and participation in shared activities. Finally, "belonging" was characterized by relationships with family members, committed friendships and shared values. These characteristic of an "integrated community" were shared between refugee and host community participants alike, emphasizing the similarities between groups in constructing the meaning of integration. "Belonging" is described as the highest state of integration which includes positive thoughts, emotions and behaviours in the interactions between groups and is much more than their mere coexistence.

As for the supporting factors of integration, both refugees and host community members reported several key issues that, when resolved, contribute to the process of integration. These key issues are: safety and stability, English language skills, advice and cultural understanding. Language was perceived as a bridge in forming positive relations between groups and of great importance for the communication with institutions, services and shared activities. It was also seen as an important

14 Persons participating in qualitative and quantitative studies are noted as participants. Those in quantitative surveys as respondents.

factor of well-being, education and feeling of belonging. Interestingly, language skills were also considered beneficial for reduction of hostility expressed by the host community who might interpret the use of English as a sign that refugees are willing to socially integrate into the society. Other elements noted as important for the integration were education, housing and employment, which have already been addressed as part of the literature review presented in Task 2.1 of this work package.

**Intergroup contact**

Intergroup contact is well studied socio-psychological construct which has been recognized as a possible means to the improvement of relations between opposing groups. Allport (1954) hypothesized that when groups which have a negative relationship (prejudicial and discriminative) establish a positive contact, the groups would improve their relations, leading to the reduction of negative attitudes and behaviours between them.

De Tezanos-Pinto, Mazziotta and Feuchte (2017) explored how direct and extended15 cross-group friendships predict attitudes towards specific ethnic groups in a sample of refugees in Libya. It was found that both direct and extended cross-group friendships were significantly related to positive attitudes towards each out-group. In other words, for positive attitudes, is it not only important for refugees to *personally* have positive relations with members of other groups, but also that *other members of their group* have with members of out-groups. Contact between groups was a significant predictor of positive attitudes towards other groups, and attitudes significantly predicted higher levels of intergroup trust, empathy and forgiveness.

Another study with refugees looked at the influence of intergroup contact. Saab, Herb and Moughalian (2017) investigated the effect of quantity and quality of contact on violent and non-violent collective action tendencies among advantaged (host community) and disadvantaged (refugee) group in the context of economic crisis in Libya. They found an association between quality of contact and positive outgroup attitudes among both Lebanese nationals and Syrian refugees. Syrian refugees held more positive attitudes towards Lebanese than vice-versa. Frequency of positive contact was linked to decrease in collective action tendencies in Syrian refugees, but had no significant effect on Lebanese nationals. When observing violent action tendencies, *frequent* and *positive contact* was linked to decrease of support for violence in both groups. In this study, quality of contact achieved higher significant correlations with attitudes and action tendencies as opposed to quantity of contact suggesting the importance of the experience valence for intergroup interaction and this finding has been replicated in other studies reported on later.

**Refugees' return wishes**

Di Saint Pierre, Martinovic and De Vroome (2015) hypothesized that refugees' wishes to return to their home country are influenced by perceived discrimination and lower identification with the host society. Their results for the Netherlands show that perceived discrimination was positively related to the educational level and Dutch language proficiency of refugees. It also positively predicted

15 Authors defined direct contact as one that the refugees themselves have with the members of other groups, while extended contact as contact that other members of refugees' group have with members of other groups De Tezanos-Pinto et al., 2017).

return wishes, as was expected. As for the national identification, refugees who showed better Dutch language proficiency and had contact with the Dutch locals were more likely to be identified with the host country. This identification has also proven to be linked to return wishes – refugees that identified more with the host community and those who perceived themselves as less discriminated were less likely to express wishes to return to their home country.

Similarly, the educational level of refugees and proficiency in the host language had direct and opposite effects on return wishes: refugees with a higher level of education were more likely to wish a return, while refugees with better language proficiency were less likely to do so. In contrast, contact with the host community and employment did not show direct effects on return wishes, though the results imply an indirect effect of contact on wishes to return to the home country through the effect of identification with the host society.

Wilson et al. (2017) found that the need for security and life satisfaction were significant predictors of migrants' and expatriates' intentions to stay in the host country. Similar to the results of Di Saint Pierre et al. (2015), perceived discrimination was marginally significant in predicting intentions to leave. Additionally, the acquisition of cultural competencies significantly predicted migration intentions. Language proficiency and socio-cultural adaptation positively predicted the intention to settle permanently in a host country.

Taken together, findings of these two studies imply that not only economic, but socio-cultural and socio-psychological factors influence the plans to stay in the host country and that relations to host community are influential in forming of refugees' wishes and intentions to return to their country of origin.

**Perceptions of attitudes and discrimination**

Regarding the factors related to the outcomes of resettlement, Cheah, Karamehic-Muratovic and Matsuo (2013) explored the experiences of Bosnian refugees during the resettlement process in the United States of America. They found that refugees' perception of Americans' attitudes towards their group was positively related to refugees' functional fitness and psychological health, U.S. cultural identity salience and ethnic identity salience. These results imply that refugees who perceived the attitudes of the host community towards them as *positive* were also more likely to show better everyday functioning, mental health status, stronger identification with host society and involvement in their own ethnic group. This shows that not only attitudes towards refugees, but also refugees' perceptions of these attitudes contribute to their overall psychological state and integration process, pointing to the importance of inclusion of both of these views in future research.

Perception of discrimination has also been shown to be a factor in refugees' health and willingness to maintain relationships with the host community. Wilson et al. (2017) found that socio-cultural adaptation of immigrants and expatriates was significantly related to better subjective adjustment, satisfaction with life and psychological health. Social interaction between migrants and host community members was positively related to proficiency in host language, social support and satisfaction with life. Migrants who reported higher levels of social interaction were also more likely to report lower levels of perceived discrimination and closer cultural proximity to the host culture.

Cheah et al. (2013) explored the distinction in perception of personal and group discrimination and reported that perceived *personal*, but not *group* discrimination, was negatively related to refugees' psychological health. On the other hand, perceived group discrimination was negatively related to the identification with the host community culture. It seems that discrimination at the personal level ("me") influences one's psychological well-being, while the perception of discrimination of the refugee group as a whole ("us") has an effect on the group identification, negatively impacting identification with the host society.

Di Saint Pierre et al. (2015) found that perceived discrimination was positively correlated to refugee's educational level and host language proficiency and negatively to the contact with Dutch locals. Refugees with higher educational level and those with higher proficiency of the host language were also more likely to perceive discrimination by the host community. This is contrary to the finding of Wilson et al. (2017) who showed a small but significant negative correlation between host language proficiency and perceived discrimination. However, in line with the findings of Wilson et al. (2017) regarding connection between social interaction and perceived discrimination, Di Saint Pierre et al. (2015) found that refugees who experienced more frequent contact with host community members were less likely to perceive being discriminated by them. Supporting these findings, Haase, Rohmann and Hallmann (2019) examined the connections of positive and negative contact with the perceived discrimination, and found that more frequent negative contact had a significant relation to the perceived discrimination. Positive contact was not significantly related to the perception of discrimination in this instance. Additionally, psychological health was found to be negatively correlated to the perception of discrimination, thus supporting the findings of Cheah et al. (2013) and Wilson et al. (2017).

Parker (2018) examined refugees' and asylum seekers' experiences of racism and discrimination in Wales. The results of discourse analysis of conducted interviews showed that the refugees presented cases of discrimination as trivial and downplayed the feeling of racism experience. They were reluctant to express accusations of discrimination and racism and avoided making criticism of the host society, even though they described experiences of everyday and banal forms of racism.

**Gender and age differences**

Gürsoy and Ertaşoğlu (2018) explored the experiences of Syrian refugees in Turkey and found gender differences both in the socio-economic and socio-psychological aspects of integration. Males reported feeling less isolated and better fitted in the new society and expressed fewer difficulties in completing everyday tasks on their own, such as grocery shopping or visiting the hospital. They were also less likely to be unemployed – 77% of unemployed refugee respondents were females. Female Syrian refugees reported avoiding speaking Turkish more than their male counterparts, as well as considering Turkish to be a difficult language to learn.

Age differences were also found so that the younger participants (18-25 aged) were more willing to learn Turkish language than older age groups. Younger refugees also showed more effort to understand Turkish and use it in social interactions. Regarding the language, employed refugees perceived Turkish language as more important for their everyday functioning and social life, and,

interestingly, reported being less bored than the unemployed refugees while listening to others speak Turkish.

**Summary**

Findings strongly suggest that refugees perceive their relations with the host community as a crucial aspect of the integration process. Results imply that the well-being of refugees is related to a number of factors such as language proficiency, closer proximity to the host culture and perception that hosts hold positive attitudes towards them. Perception of discrimination and frequent negative contacts between groups is related to wishes to leave host country and higher mental health issues. Conversely, frequent positive contact was related to desired outcomes, such as decrease in violent behavioural tendencies of both host community and refugee groups and support for identification with the host nation. Overall, results of studies show that social interactions and perceptions of these interactions play a key role in refugee socio-psychological integration.

### 4.3.1 Attitudes towards refugees and asylum seekers: general findings

Attitudes are complex organisations of beliefs, emotions and behavioural tendencies directed towards someone or something socially relevant to us (Hogg & Vaughan, 2005). Not only are attitudes related to the way we think about relevant others, but also to the way we feel and behave (or plan to behave) towards them, making attitudes highly influential in the building and maintaining relationships between refugees and host community. Host community members' attitudes towards refugees and asylum seekers have been explored more frequently than the refugee attitudes towards host community members. Attitudes towards refugees were studied in relation to other constructs such as perception of threat (e.g. Berndsten, Thomas & Pedersen, 2018; Hartley & Pedersen, 2007; Hercowitz-Amir, Raijman & Davidov, 2017), quality and quantity of contact (e.g. Barlow et al., 2012; Healy, Thomas & Pedersen, 2017; Kotzur, Schäfer & Wagner, 2018), intergroup emotions and empathy (e.g. Kotzur, Forsbachand & Wagner, 2017; Pedersen & Thomas, 2013) and political affiliations and ideologies (e.g. Koc & Anderson, 2018; Morris & Haven, 1986).

A Eurobarometer study conducted in 2001 addressed the attitudes towards migration in a series of focus groups with host community members conducted in 27 Member States, and with migrants of first and second generation together with six in-depth interviews in 14 Member States (European Commission, 2001). Taken together, qualitative data was collected from more than 500 EU citizens and 200 migrants. In general, participants from all Member States expressed both positive and negative attitudes towards migrants. Both groups agreed that the media plays an influential role in creating and sustaining negative attitudes towards migrants.

As well as general attitudes, opinions on the influence on economy were mixed in host community participants. Some perceived that migrants help economy by taking on jobs unwanted by the locals, but also stated that there are not enough opportunities for employment of the locals either. Migrants believe, on the other hand, that they are not taking jobs from locals as they felt they are filling positions that the host community members do not want. Both groups agreed on the areas of employment in which migrants should work in, mainly in healthcare as helpers, construction and domestic cleaning.

General public and migrants pose different views on the ways migrants contribute to the society. To the general public, paying taxes is the migrants' main contribution, while migrants believe they contribute not only trough paying taxes, but also by consuming and spending in the host country and by taking jobs unattractive to the hosts. Importantly, both groups stated that migrants can contribute to the national culture in both social and cultural aspects (European commission, 2001).

In 2017, a special Eurobarometer study was conducted in 28 Member States with the goal to investigate the attitudes and opinions on integration of immigrants in the EU (European Commission, 2018). Around 28 000 respondents participated, both EU and non-EU citizens. The findings suggest that only a small portion of Europeans perceive themselves as well informed on the topic of immigration and integration, and this is common among most countries. It was also found that perception of the number of non-EU immigrants residing in the country of respondents was greatly overestimated. Interestingly, that overestimation was related to the educational level and experienced economic difficulties insofar that more educated and economically better standing respondents provided more accurate estimations of the number of immigrants in their country.

Croucamp et al. (2017) investigated what predicts attitudes of the host community towards asylum seekers by asking participants to list feelings, thoughts and past experiences they have in relation to asylum seekers. They found the thoughts (cognition) to be the best predictors of overall attitudes towards asylum seekers. These results imply that the way host community members *think* about asylum seekers – their *beliefs* – is most effective in influencing overall attitudes towards asylum seekers.

In line with the results of Croucamp et al. (2017), Khera, Harvey and Callan (2014) also found that beliefs in a just world16 were important predictors of attitudes towards refugees in a sample of people working with refugees. They compared beliefs in a just world for *others* with beliefs in a just world for *self* and found that both types significantly predicted life satisfaction and attitudes towards refugees. Interestingly, belief in a just world for others was a negative predictor of life satisfaction and attitudes towards refugees, meaning that participants working with refugees who perceived world to be just to others were less likely to express life satisfaction and had more negative attitudes towards refugees. Participants who expressed stronger beliefs that the world was just to them personally were also less likely to report being stressed, more likely to be satisfied with life and positive towards refugees. Another study addressed the attitudes of social workers working with asylum seekers (Tartakovsky and Walsh, 2016) and found that social workers appraised asylum seekers as more beneficial than threatening to the host community, and they showed strong support for asylum seekers' rights.

Pedersen, Attwell and Heveli (2005) found that false beliefs about asylum seekers positively correlated to negative attitudes towards them. Additionally, a positive relationship was found between self-esteem of Australian participants and their negative attitudes towards asylum seekers. In sum, males, those who expressed more false beliefs, had higher self-esteem, were more identified

16 Beliefs in a just world stem from Lerner's Just world theory (Khera et al., 2014, cited Lerner, 1980), and can be defined as cognitive protective mechanisms where "people need to believe that the world is a just place in which individuals generally get what they deserve and deserve what the get" (Khera et al., 2014, pp. 433).

with their nation, older and oriented towards right-wing political parties were also more likely to express negative attitudes towards asylum seekers.

DeVaul-Fetters (2014) manipulated threat to beliefs in a just world in order to examine the way host community students respond to refugees. She found that participants were more likely to hold refugees responsible for their condition when they were influenced by a story about a political refugee ("something refugees *can* change") than a racial refugee ("something refugees *cannot* change"). Strong believers in a just world were more likely to assign responsibility to refugees than the participants who had weaker beliefs in a just world. Interestingly, when presented with the racial refugee condition, strong and weak believers did not differ in assigning refugee with responsibility implying an interaction between these variables.

Louis et al. (2007) longitudinally explored the factors influencing the tendency for host community's exclusion of asylum seekers in Australia. Their results showed that respondents showed motivation for reduction of number of asylum seekers when they perceived relationships with asylum seekers as structurally threatening, and national status of Australians (host community) and as legitimate. Respondents were also more likely to act against asylum seekers (vote to oppose asylum policy and speak out against asylum seekers) when they perceived the tough treatment of asylum seekers as procedurally fair and believed asylum seekers were over-benefited. This willingness to oppose asylum policies of inclusion was predicted by intergroup hostility and prejudice. Additionally, when examining the correlation between the support for hierarchical versus egalitarian social structures and behaviours towards asylum seekers, respondents who supported conservative, hierarchical social system were more likely to report behaviours against asylum seekers, such as speaking out and voting for restriction of access to Australia.

In order to investigate attitudes of Latvians towards refugees during the "refugee crisis"[17], Murašovs et al. (2016) conducted a study on a representative sample of Latvian host community members. They found that respondents generally had prejudice towards refugees, as over 70% scored above mid-point of prejudice scale. Females, employed respondents, those who were interested in media in Russian language, loyal to Latvia, liberal and younger showed less negative attitudes towards refugees. When two models of attitude prediction were tested, being a student and supporting left-wing parties were positive predictors of both positive and negative attitudes towards refugees, implying contradictory results. The authors conclude that being a student and supporting left-wing parties cannot be considered universal predictors of negative attitudes, as they showed significant prediction of both types of attitudes. More positive attitudes towards refugees were likely to be reported by more educated respondents and those who perceived their opinions not shared among the public. In line with these findings, Pedersen, Griffiths and Watt (2008) also found that the more respondents perceived their attitudes to be common and supported by the community, the more negative stands about asylum seekers they expressed and that this relationship was linear. Interestingly, respondents regularly showed overestimation of support for their attitudes towards asylum seekers.

17 This refers to the increased number of migrants, many of whome were asylum migrants, entering Europe during 2015 and 2016.

Some results suggest that the attitudes shape the way people interpret photographs of refugees. Van Gorp, Vettehen and Beentjes found that upon presenting subjects with one of three frames (condition) – refugees as intruders, refugees as victims and mix of the two – subjects differed in the interpretation of a photograph of refugees as positive, neutral or negative. Subject groups exposed to the victim and mixed frames showed more positive interpretation of photographs than group exposed to the intruder frame. No significant difference was found between victim and mixed frame situations. Additionally, subjects who originally had more positive attitudes towards refugees interpreted the photograph in a more positive way. These findings suggest the effect of external influences in shaping of attitudes towards refugees, as well as the influence these attitudes have on the way interpretations of refugees are formed, implying a complex back and forth relation between attitudes and perceptions of the out-group.

Shteiwi (2017b) conducted a comprehensive study on representative samples of Jordanian host community members and Syrian refugees in order to examine attitudes of these two groups towards relevant socio-psychological and socio-economical questions. Generally, relations between Syrians and Jordanians proved to be positive and their contact occurred relatively often. Respondents stated that they do not mind having members of the other group as neighbours – 55% of Jordanians stated that for Syrian neighbours, while 83% of Syrians said the same about Jordanians. Both Jordanian and Syrian respondents reported they have not been involved in any disagreements or arguments with members of the other group (90%), and both groups believed that law enforcement is capable of resolving any conflicts between the groups.

The survey also showed that attitudes of Jordanians towards Syrian refugees were becoming increasingly negative as the "refugee crisis" went on, with 73% of respondents with positive attitudes towards Syrians at the beginning of the crisis, compared to 33% at the time of this survey. These numbers could be explained by economic and security concerns once the resettlement of a large number of refugees in Jordan began. The majority of Jordanians held pessimistic attitudes in regards to economic and political impact of Syrian refugee influx (73% and 98%, respectively).

A great difference between Syrian and Jordanian views was found in the opinions on housing of refugees, with three-quarters of Jordanians believing refugees would be better off in refugee camps and 9% of Syrians thinking the same. When thinking about the social welfare consequences after the refugee influx, Jordanians reported they perceived a decline in social services' performance. A majority of Jordanian respondents stated that these changes had impact on them or their families personally.

Syrians generally expressed satisfaction with life in Jordan, with more than a half reporting medium to large degree of satisfaction, and 20% were not satisfied at all. Additionally, 97% of Syrians expressed wishes to return to their country. As was described in the previous section, return wishes are related to the individual characteristics of refugees and the relationships between the groups.

**Summary**

Studies presented in this section showed that beliefs host community members have about refugees have a great impact on their attitudes. False beliefs, therefore, can shape attitudes in a negative way.

General differences were found concerning age, sex, education and perception of attitude consensus – males, older participants, less educated and those who believed their opinion to be shared among the public were more likely to express negative attitudes towards out-groups. Indications are that the opinions of host community members and refugees differ with regards to the housing solutions and sharing the neighbourhood between the groups, with hosts showing more restrictive attitudes, at least in the case of Jordan.

### 4.3.2 Perception of intergroup threat

The relationship between the perception of threat and attitudes towards refugees and asylum seekers has been thoroughly studied. Stephan and Stephan (2000) described four distinct kinds of threat which have a causal role in the forming of prejudice: realistic threats, symbolic threats, intergroup anxiety and negative stereotypes. Two of these – realistic and symbolic18 – were often used as predictors of attitudes towards refugees. In the context of integration, realistic threat would be related to the level of socio-economic integrity, while symbolic threat would be associated with the socio-psychological integration.

A study by Schweitzer et al. (2005) showed that realistic and symbolic threats predict prejudicial attitudes towards refugees, and that both types are related to responses according to their social desirability. Together, these three variables accounted for 85% of the variability in prejudice attitudes, and realistic and symbolic threats independently significantly predicted prejudice. Realistic threat has shown to be a better predictor of prejudice than symbolic threat. Gender differences were also found: male respondents scored higher both on prejudice towards refugees and on measures of realistic threat. Significant associations between attitudes, threats and social desirability implied that respondents who answered according to what they thought was socially desirable were also more likely to show *less negative* and *more positive* attitudes, as well as *less of both types of threat*. It is important to note that contradictory results were found regarding the association between social desirability and attitudes: Crowell (2000) found no relationship between socially desirable answering of students and their attitudes towards asylum seekers, and Anderson (2017) reported that students who answered more desirably were also more likely to show explicit (but not implicit) positive attitudes towards asylum seekers.

Stephan et al. (2005) experimentally tested the causal role of threats in the attitudes towards immigrants from war-torn areas of Rwanda and East Timor19. The results imply that the *interaction* between symbolic and realistic threat leads to the most negative attitudes toward refugees. In this study, neither one type of threat had an isolated effect on the attitudes towards refugees. These findings suggest that when host community members perceive refugees to be a threat not only to their structural (economic) state, but also to their cultural and socio-psychological views, they express strongest prejudice towards refugees.

18 Stephan and Stephan define realistic threats as “threats to the political and economic power of the in-group and threats to the physical or material well-being of the in-group or its members” (2000, pp. 25). Symbolic threats are those that involve “perceived group differences in morals, values, standards, beliefs, and attitudes” (pp. 25).
19 In the description of the immigrant group respondents expressed attitudes to, it is clear that the intention was to measure the attitudes towards immigrants from a war affected area. Therefore, term “refugees” will be used in the description of these findings.

Sunhan, Pedersen and Hartley (2012) explored the relationships between prejudice against asylum seekers, prejudice against people smugglers, false beliefs and perceived threat. They found that Australian respondents who held prejudice against asylum seekers were also more inclined to be prejudicial towards people smugglers and that the perception of threat was positively associated with prejudice towards both groups. Interestingly, the correlation between perception of threat and prejudice was a lot stronger for asylum seekers group. The results of this study also showed that host community members who held more prejudice, also expressed more false beliefs towards both groups, and this relation was again stronger for the asylum seeker group than people smugglers. Prejudice against people smugglers, perceived threat and false beliefs accounted for 64% of variance in prejudice against asylum seekers, with all three predictors being individually significant.

Ajduković et al. (2019) found regional differences in threat perception posed by persons granted asylum in Croatia, showing not only that differences between countries are important for understanding host communities' perceptions of refugees, but also that intra-country differences must be taken into consideration when measuring attitudes. In this instance, Dalmatian region showed the highest threat perception, both symbolic and realistic. In line with this finding, respondents from Dalmatian region were also expecting negative changes in their community due to integrating refugees and these expectations were significantly more negative than in other regions of the country. A possible explanation of these findings is the perceived impact of refugee resettlement the host community members might have with regards to tourism, the greatest source of income in Dalmatia.

The 2001 Euroberometer (European Commission, 2001) showed that host community members expressed concern and perceptions of threat, as well as the view that migrants take jobs and opportunities from the locals.

In Eurobarometer conducted in 2017, the attitude towards immigration as either a problem or an opportunity. 38% of respondents believe that immigration is more of a problem, 20% see it as an opportunity, and 31% take the centre position stating that immigration can be both. As said, this percentage varies among Member States. More educated respondents were more likely to perceive immigration as an opportunity. Importantly, this finding varied significantly between the countries included in the analysis.

Pedersen, Watt and Griffiths (2007) were interested in the perceptions of threat from terrorism and its correlation with the attitudes towards asylum seekers in Australia. They found a significant and moderate, positive correlation between negative attitudes towards asylum seekers and fear of terrorism.

Several studies addressed the antecedents and/or predictors of intergroup threat. General findings suggest that the realistic threat perception is higher when residents think about irregular migrants (Murray and Marx, 2013). Erisen and Kentman-Cin (2017) found that, when presented with the Muslim cue, subjects report more threat than in a case of a generic immigrant cue presentation. This result was found for the German, but not for the Dutch sample of host residents which showed no difference in threat perception related to the type of cue. Other findings point to the religious

fundamentalism as a predictor of symbolic threat as both are related to one's beliefs, values and morals (Kang, 2018).

**Summary**

Perception of threat is strongly and consistently related to negative attitudes towards refugees. Symbolic threat was shown to be a better predictor of attitudes, but, when interacting, both types of threat were found to be strongly associated with negative attitudes.

### 4.3.3 Attitudes and perception of acculturation

Attitudes towards forms of acculturation were shown to be related to overall acceptance of refugees, and host community members differ in the preferred acculturation strategy they believe should be employed in the process of migrant resettlement.

Eurobarometer survey conducted in 1997[20], showed that integration was the preferred form of acculturation of immigrants, but within certain limits. 16,154 people from 15 Members States of the EU were asked about their opinions on racism, xenophobia, minority acculturation preference and immigrant rights. In this study, integration was defined as a process in which minority groups abandon those aspects of their religion or culture that might be conflicting with the law of the host nation (European Commission, 1997). 36% of the respondents support this form of acculturation as a condition under which minorities can be accepted into their country. 25% of respondents were more rigorous and stated that minorities should abandon their own culture altogether. Such view was defined as preference for assimilation (European Commission, 1997). Importantly, this distinction in opinions was more pronounced in countries with a long-term experience of immigration and less so in those countries which recently had an inflow of refugees or had an experience of emigration.

Results also showed that 39% of respondents supported neither assimilation nor integration in the way they were defined in this study. Additionally, 60% of respondents stated that the minority groups differ from the majority so much "they can never be accepted members of society" (European Commission, 1997, pp. 5). Around 66% also stated that the inclusion of a minority depended on the group that person belongs to. Same percentage of respondents also believed that with the passing of two or three generations the minorities will more likely become equal to other members of the society.

Another Eurobarometer study explored the ways host community and migrants of first and second generation perceive integration (European Commission, 2001). Host community members regarded integration to be important for the functioning of their country. They perceived language and lack of willingness of migrants to integrate as main challenges for the integration process and stated that separation of migrants disrupts integration. Migrants agreed on integration as very important part of resettlement. They also believed that language, differences in culture and religion, and perceived negative attitudes towards them from the hosts to be main negative factors for integration.

20 While this is quite a dated source, which uses concepts that have since been further developed, it remains relevant as it provides a longitudinal element to the analysis.

Host community and migrants agreed on facilitating factors: language proficiency, employment, respecting local culture and having legal status. Migrants also highlighted respecting of their rights and security as very important.

Interestingly, host community participants believed changing the attitudes of the general public to be important and most influencing factor of migrant integration. They also thought welcoming and helping behaviours to be important. Migrants believed the change of their own attitude was something that would improve integration and emphasized learning the host language. On the other hand, they felt that the general public had great responsibility in facilitating integration.

In Eurobarometer from 2017, language proficiency was considered to be very important for successful integration by 95% of respondents. They also stated that, for successful integration, immigrants should pay taxes and accept values of the host society. Majority of the respondents believed that integration is "a necessary investment for their country in the long run" (European Commission, 2018, pp. 7). They found that lack of migrants' effort to integrate, difficulties in finding work and discrimination can be major factors of hindering the integration process.

In accordance to the concept of integration as defined in this systematic literature review, most respondents (69%) though of integration as a two-way process in which both immigrants and host community have the responsibility of establishing positive interactions and environment (European Commission, 2018). A group of researchers explored the relationship between support of two types of acculturation (assimilation and integration), attitudes towards refugees and threat perception (Silva et al., 2018). They found that the lower subjects perceived threats, the less they agreed with assimilation and were leaning towards integration strategy. This effect was even stronger when they assessed lower realistic threat. Authors also compared the reactions of participants who were presented with an assimilation policy, an integration policy or no inclusion policy at all, and found that in the no-policy situation participants perceived higher threats and more prejudice, than in the case of assimilation or integration policy.

Geschke et al. (2010) longitudinally investigated the association between host community members' acculturation goals for migrants and their attitudes and behaviours towards migrants in the German context. They found that acculturation goals concerning maintenance of migrants' culture were related to lower levels of prejudice, less negative emotions and fewer discrimination intentions. Respondents who thought migrants should preserve their own culture were overall more positively oriented towards them. Host community acculturation goals (maintenance/adoption) were strong predictors of attitudes and behavioural intentions towards migrants. Respondents who thought that migrants should keep their culture and language and those who believed host community should adopt some aspects of migrant culture showed less prejudice, fewer negative emotions and fewer discriminant behaviour intentions. At the same time, those who thought migrants should adopt host community culture and that host community should preserve their culture intact, showed more negative attitudes and behavioural intentions towards migrants. Additionally, the strongest and positive association was found between supporting migrants to keep their culture and for the host community to adapt to migrant culture. Same association, but in different direction was found between the support for migrants' preservation of their culture and adaptation of host community

culture: respondents who believed migrants should keep their culture were less likely to believe migrants should adopt German culture. Interestingly, clear connections between causes and effects were not found, implying that the link between acculturation attitudes and general attitudes, emotions and behaviour towards migrants is complex and not a simple causal relationship. These findings confirmed those of Geschke (2007) who also found no clear one-sided causal effect of acculturation orientation on attitudes. The findings of this study imply that acculturation orientation can be both predictor and effect of intergroup attitudes and behaviour.

Haase et al. (2019) found that positive relations between the host community and refugees negatively predicted the desire of refugees to maintain their culture, meaning that positive contact between the groups can influence refugees to consider adopting the host community culture. Same study showed that the context of welcoming refugees positively predicted refugees' desire to maintain intergroup relations. It seems that positive welcoming climate and contact between the groups encourage refugees to interact with the host community and adapt their culture, without negating their own.

A study by Ajduković et al. (2019) found that host community respondents who held positive attitudes towards refugees were also more likely to support preservation of the refugee culture and less likely to endorse assimilation. They were also more likely to support increased number of granted asylum cases.

A qualitative research was conducted in a city in the US with a long tradition of refugee resettling, with participants who work with refugees (Smith, 2008). Three ecological factors were found to be important for successful refugee resettlement process: historical background and social norms, socioeconomic climate and the organisational structure of agencies working with refugees. Emphasis was placed upon the flexibility of host community and agencies to adapt to the current needs of refugees, both on the structural level (socio-economy, education, welfare, employment), but also in the socio-psychological and cultural aspect, with the history of refugee experience and norms being a key part of the refugee accommodation as a bidirectional process21.

**Summary**

Support for different types of acculturation is associated with the attitudes towards refugees, as well as with inter-group threat perception and contact. Host community members who feel less threatened also have more positive attitudes towards out-group members and are more supportive of retention of their culture. At the same time, they believe their community should show effort to adapt to the refugees as well. For refugees, positive contact with host community members can lead to adoption of host culture. Language proficiency has proven to be perceived as an important facilitating factor of integration by both host community members and refugees. Together these findings imply that integration as a desirable acculturation outcome is welcomed by both groups.

21 In this instance, accommodation of refugees was described very similarly to how integration is defined in this paper – a bidirectional process of successful inclusion of refugees into the host society (Smith, 2008).

### 4.3.4 Contact between refugees and host community

Contact has proven to be an important factor influencing the attitudes, emotions and behavioural intentions host community and refugees can have about each other. Reviewed scientific work regarding contact between hosts and refugees is greatly based on Allport's contact hypothesis and intergroup contact theory (1954).[22] In this section, findings of the studies of contact between the groups and the way contact influences interaction between host community and refugees are presented.

Barlow et al. (2012) explored the interaction between contact quantity and its relations to prejudice towards out-groups in a meta-synthesis of a number of studies. Authors were interested not only in the frequency of contact the host Australian community members had with different out-groups (Black Australians, Muslim Australians and asylum seekers[23]), but also in the valence, or quality of contact. Regarding the asylum seekers, the effect of quantity of contact did not predict prejudice among host community members towards the asylum seekers. Contact quality, however, was shown to be a significant predictor of prejudice in a negative direction – respondents who had more positive contact with asylum seekers were less likely to express prejudice towards them. Additionally, quantity and quality of contact were in a significant interaction – respondents who reported more negative contact (high quantity, negative quality) also reported more prejudice towards asylum seekers. Contact quantity, when positive, was moderately predictive of decreased prejudice. In general, findings of this study suggest that positive contact (quality) was associated with lower levels of prejudice towards all out-groups (Black Australians, asylum seekers and Muslim Australians). The relationship between quantity of contact and prejudice is stronger when such contact is negative in nature.

Geschke (2007) found that personal and extended contact were significantly related on a moderate level, meaning that German host community respondents who stated that they had personal contact were also more likely to state that their friends and/or family had contact with refugees. Both types of contact were negatively related to prejudice, discrimination and negative intergroup emotions. Interestingly, no significant correlations were found between either type of contact and perceived cultural differences, as well as with realistic threat.

Similarly, Van der Linden et al. (2017) conducted a study in 22 European countries and found a negative relationship between having cross-group friendships and support for anti-immigrant sentiments. In other words, host community members who had more friends from other ethnic groups were also more supportive of immigrants overall.

Healy, Thomas and Pedersen (2017) found that Australian host community participants who reported higher levels of prejudice were also more likely to report higher levels of moral exclusion of asylum seekers and negative contact experiences. As was found in other studies, quantity of contact was not a significant predictor of prejudice, but quality of contact was, adding to the evidence of importance of quality of contact over its quantity. Same finding emerged in the study

22 Under four specific conditions, Allport (1954) claimed that interpersonal contact can prove to be a very effective ways to reduce prejudice between majority and minority group members.
23 These groups are addressed in the same way they were named in the original research (Barlow et al., 2012).

conducted by Turoy, Kane and Pedersen (2013) who found that the effect of contact quantity was overrun by contact quality in prediction of prejudice. Same study showed that prejudice negatively predicted legislation support which in turn positively predicted the willingness to act on behalf of refugees.

The results of a study by Hercowitz-Amir et al. (2017) also showed the significance of positive intergroup contact on host community members' support for asylum seeker rights, but the effect of contact was only significant through mediation of threat perception which was lower in the case of positive contact Israeli host community members had with asylum seekers.

Kotzur, Schäfer and Wagner (2018) explored the effect of intergroup contact on host community's evaluations of asylum seekers warmth and competence. As expected, they found that contact related positively to the perception of asylum seekers as warmer and more competent. Additionally, the effect of contact on emotions felt for asylum seekers was found. Positive contact significantly influenced emotional reactions trough the perception of warmth of asylum seekers. In sum, respondents who interacted with asylum seekers more were also more likely to evaluate them as warm and expressed specific emotions towards them (less contempt and envy and more pity and admiration). They were also more likely to support solidarity-based collective actions in favour of asylum seekers.

Schultz and Taylor (2018) found that the quality of contact host community had with the primary out-group was related to the support for a new out-group entering the current intergroup context. More specifically, the quality of contact hosts had with the primary minority group in their society was related to the way they felt about the Syrian refugee newcomers. The more quality contact hosts had with the primary minority group, the more they expressed support of Syrians.

Healy, Thomas and Pedersen (2017) were interested in differences of prejudice towards different stigmatized groups (Lesbian, Gay, Bisexual, Transgender, Queer or Questioning, and Intersex and refugee group) in Australia with regards to polyculturalism orientation and contact. Negative correlation was found between prejudice and polyculturalism, a well as between prejudice and openness. Prejudice towards refugees was associated with moral exclusion and quality of contact – respondents who expressed more prejudice were also more likely to find refugees as immoral and reported more negative contacts with them. Additionally, quantity of contact was not significantly related to prejudice towards any of the target groups. Polyculturalism was, however, a predictor of contact quality, which in turn negatively predicted prejudice towards all groups.

A study by Ajduković et al. (2019) explored regional differences in contact with refugees and how this contact was related to attitudes and behavioural intentions of residents living in different regions of Croatia. As mentioned before, differences were found regarding support for asylum rights and threat perception, and were also significant in the frequency and quality of contact with refugees. Most frequent contact, even though generally rare, was in Central and Littoral regions, followed by Dalmatian and lastly Eastern region which had least contact with refugees. These findings suggest that generalizability of certain findings to the whole population of a host community can be questionable when possible regional differences are taken into account.

Verkuyten and Steenhuis (2005) explored the way Dutch preadolescents perceive asylum seeker peers and friendships with them. They found that host community preadolescents described asylum seekers mostly in terms of their living conditions, followed by their clothing, cultural differences and stereotypical attributes (behaviours and personality traits). Authors also found that participants living near the asylum seekers' centre made more references to their physical appearance and fewer references to their living conditions. Interestingly, the prototypical asylum seeker was described more negatively by participants who came into contact with them because of living next to the asylum centre, than by those who did not have such contact. More than a half of respondents noted that they did not want asylum seekers as friends. Preadolescents explained this answer by stating negative characteristics of asylum seekers. In addition to their negativities, respondents also said that friendships would be hard to manage due to the language and cultural differences. Culture was perceived to shape personality, which was defined as very important for friendships.

the Eurobarometer study conducted in 2001, which included both host community and migrants of first and second generation, work was found to be the place where the adult general public and migrants were most likely to come in contact, with school as the second most frequent opportunity for interactions as parents. The identified barriers for interaction differed between host community members and migrants, with hosts reporting language and the lack of desire to interact with migrants as main issues, and migrants stating that cultural differences, stereotyping and the lack of understanding disrupt interaction between the groups (European Commission, 2001).

A recent Eurobarometer study revealed that, 57% of respondents stated that they felt comfortable in social interactions with immigrants. Neighbourhoods and workplaces were most often listed as places of these interactions. Frequency of contact was directly related to the proportion of immigrants residing in a specific country. Additionally, contact was related to age and education – younger and more educated respondents were more likely to report frequent contacts with immigrants. Residents from the urban areas were more likely to have contacts with immigrants. Forty percent of respondents stated that they have friends or family members who are immigrants, but this finding varied greatly depending on the Member State (European Commission, 2018).

**Summary**

Not only is contact a powerful influence of cognitive aspect of attitudes towards refugees and asylum seeker (in terms of prejudice), but it is also important for emotions and behavioural intentions, as these components of attitudes are also affected by the quality of contact with the out-group. Quality of contact has is a much stronger predictor of attitudes towards refugees and asylum seekers than contact quantity, but the interaction between them was noted. In conclusion, frequent positive contact between groups is associated with desirable outcomes – positive thoughts, emotions and behaviour in interaction between members of different groups.

#### 4.3.5 Social distance between host community and refugees

Several authors explored social distance as an indicator of readiness to accept refugees into different social circles of host community members. Bruneau, Kteily and Laustesen (2018) found that blatant, open dehumanization prejudice towards refugees significantly and individually predicted social distance. Prejudice was the best predictor of social distance: respondents who expressed more

prejudice were also more likely to feel comfortable with greater social distance between themselves and refugees.

In a study of South Koreans' attitudes towards North Korean refugees, Kim, Yoo and Chung (2015) found that social distance was significantly related to education of respondents, national identity, monthly income and support for expanding the social welfare. More educated and strongly identified South Korean respondents were more likely to feel distant towards North Korean refugees. Host community members with higher monthly income and those who supported the expansion of social welfare were more likely to express readiness to accept refugees into their closer social circles.

Right-wing authoritarianism, intergroup anxiety and religiosity were found to be significant predictors of social distance towards Syrian refugees in the United States (Koc and Anderson, 2018). Interestingly, respondents perceived less social distance towards assimilated refugees than integrated ones, meaning they were ready to establish closer relationships with refugees that let go of their own culture in favour of the host community culture. The strongest predictor of social distance was found to be intergroup anxiety which is often viewed as a form of intergroup threat (Stephan and Stephan, 2000). Additionally, vicarious contact24 was found to be effective at reducing prejudice towards Syrian refugees through the reduction of intergroup anxiety.

Ajduković et al. (2019) found that respondents from certain regions of Croatia differed in their social proximity to refugees. Respondents from the Littoral and Central region endorsed highest level of social proximity, followed by the Eastern region. Dalmatian residents, who also showed highest threat perception and least support for the rights of refugees, had the more social distance. Overall readiness for closer social proximity was associated with more positive attitudes towards refugees, lower perception of threat and higher support for their rights. Respondents who reported readiness for closer social proximity were also more likely to expect fewer negative changes in the community and were more ready to personally assist asylum beneficiaries. The attitude towards the number of refugees and acculturation strategies were found to be the best predictors of the readiness for proximity with them. Other important predictors were the practice of religion, symbolic threat and perception of negative change in a community.

**Summary**

Social distance is significantly related to negative attitudes and prejudice, political orientation and threats insofar that host community members who have more prejudice towards refugees, are more oriented to right wing political parties and feel more threatened also prefer greater social distance between the groups.

#### 4.3.6 Support for the rights of refugees and asylum seekers and asylum policy

**Refugee and asylum seekers' rights**

24 Vicarious contact is a form of contact in which a person is not directly interacting with another person (in this case with a refugee), but is observing someone else's positive contact with that person (refugee) which in turn influences his/her attitudes, emotions and behavioural intentions.

Hercowitz-Amir, Raijman and Davidov (2017) explored the attitudes towards asylum seeker rights in Denmark and Israel with relation to positive and negative contact, perception of refugees as non-legitimate and support for humanitarian policy. They found differences in the level of acceptance of asylum seeker rights with Danes being more open to grant asylum rights and showing stronger support for a humanitarian policy. No differences were found in the perception of asylum seekers as "genuine" or legitimate between the groups. Positive and negative contact was related to the overall threat perceptions only in the Israeli sample, with Israelis who held more negative contact being more likely to perceive greater threat, as opposed to those who had more positive contact with the asylum seekers. Perception of asylum seekers as non-genuine positively predicted threat perception in both samples, with the effect being stronger in the Danish sample. As expected, support for a humanitarian policy negatively predicted threat perception in both samples, implying that host community members who showed more support for an open asylum policy were also less likely to feel threatened by the asylum seekers. The agreement to grant asylum rights was predicted by both threat perception and support for humanitarian policy – lower threat intensity and stronger support for humanitarian policy positively predicted granting rights in both samples, with threat being a stronger predictor in the Israeli sample and support for humanitarian policy being a stronger predictor in the Danish sample.

Verkuyten, Mephan and Kros (2018) explored the relationship of public attitudes towards the support of migrants with the perception of voluntary and involuntary migration. They found that the support for immigrant rights was positively related to the perception of migration as involuntary, civic citizenship (any legal person residing in the host country is a "real" citizen) and common belonging (the feeling of cohesion that surpasses the differences between ethnic groups). On the other hand, respondents who perceived migration as voluntary expressed higher identification with own country and believed that citizenship is strictly related to the host ethnic group. They were also less likely to support immigrant rights.

Ajduković et al. (2019) found regional differences in Croatia with regards to support for legal rights of persons granted asylum. In line with other findings, respondents from Dalmatian region were least likely to express support of refugees' rights. Respondents from Littoral region and then from the Central and Eastern regions expressed more such support. These findings are related to the ones of threat perception which suggest that respondents from Dalmatia were most likely out of all respondents to perceive refugees as a symbolic and realistic threat. As was mentioned, one possible explanation is the perceived threat on the tourism, greatest source of income for the Dalmatian region.

**Asylum policy support**

Hartley and Pederson (2007) explored socio-psychological processes shaping the host community opinions on asylum policy in Australia. They found that evaluating the issue of asylum from two positions – the Australian community and asylum seekers themselves – is important in predicting opinions on asylum policy, as both self-focus and other-focus perceptions were found to be significant predictors of policy support. When respondents did not perceive asylum seekers as a threat to the Australian society, and saw government's policy as legitimate, they were less likely to support harsh asylum policies. Respondents who saw asylum seekers as legitimate, their situation in

detention as unstable, and were empathic, were also oriented towards lenient policy. Additionally, when over-estimating the community consensus with their own opinion, respondents supported harsher asylum policy.

**Summary**

Taken together, these findings suggest that the support for refugees to hold and utilize their rights and for asylum policies were related to overall humanitarian nature of respondents, their perception of threat and was influenced by the perception of migrants as voluntary or involuntary. Additionally, national identification and the views of what constitutes a citizen were significantly related to the support for migrant rights. It seems that both socio-psychological and factors of nationhood play an important role in forming and holding the attitudes towards basic human rights when viewed in the context of migration.

#### 4.3.7 Emotions and solidarity

In this section emotions felt towards refugees and asylum seekers, both positive and negative are addressed. Findings of research on solidarity with refugees are reported, as well as dehumanization as a diametrically opposite stand towards members of the out-group.

Bračić (2018) conducted a study of altruism towards refugees on a specific sample of host community members – Serbs who formerly experienced displacement. She found no change in altruism towards a Syrian refugee family when displacement identity was primed. Interestingly and contrary to predictions, participants who witnessed someone being hurt during conflict (war) reacted negatively to displacement identity and thus contributed significantly less monetary donations. This finding was explained by the nature of war Serbs were a part of, in which differences between religious identities of Bosnians, Croatians and Serbs were very prominent. In general, female subjects, those with higher income, who felt closer to Syrian and Afghan refugees and those who felt they were doing better than refugees sent more money to the refugee family in need. Results of this study imply that attempts to influence host community members' attitudes towards refugees should be carefully thought through, as drawing a parallel between own experiences of war, hardship and displacement might have the opposite effect of intended.

Empathy has proven to be an important emotion related to more positive perceptions of asylum seekers in Australia. Pedersen and Thomas (2013) found that affective and cognitive variables independently predicted prejudice towards asylum seekers, meaning that both empathy and perceived similarity between groups were important in explaining prejudice. As expected, participants who had more empathy towards asylum seekers also held less prejudice towards them. Interestingly, when *similarities* between host community and asylum seekers were seen as important, prejudice was significantly *higher* than in a case where similarities were seen as less important. In contrast, *differences* between groups were related to less prejudice when were found to be *very important*. It seems that host community participants hold *more prejudice* towards out-group when they believe in similarities between groups and that these similarities are of importance. Such findings could be explained by realistic threat and threat to positive distinctiveness (the need to feel positively different from other groups) (Pedersen and Thomas, 2013).

Verkuyten (2004) found that feelings of sympathy and anger towards asylum seekers had independent effects on positive immigrant policies. Participants who held more positive emotions towards asylum seekers were also more likely to support positive policies, while subjects who showed more anger also showed less support for such policies. Anger also partially mediated the negative relationship between national identification and support for immigrant policies. The effects of sympathy and anger were stronger when participants were presented with the stories of asylum seekers as political refugees (having no choice) than economic refugees (in this study defined as leaving due to their own wish, what is elsewhere defined as an economic migrant). Sympathy was a significant predictor of support for policies in the former case, and anger in the latter.

Politi, Gale and Staerklé (2017) found that solidarity with refugees expressed by host community students was under the influence of both source and type of message they read. When source of appeal for refugees was a member of student in-group (Swiss) and the message was multicultural in nature, solidarity was significantly higher than in a case of a refugee-assimilationist message combination. No difference in solidarity was found between two conditions in which refugee was the source of information and messages were either multicultural or assimilationist. Those participants who were less identified with their nation also showed more solidarity in the multicultural condition, than assimilationist one. Interestingly, when participants who were highly identified with Switzerland were presented with the message from a refugee supporting assimilation, they showed more support for refugees, than when the same message was presented by a Swiss source. Additonally, participants who were highly identified with Switzerland were more likely to support refugees when they heard a message implying multiculturalism coming from their own group (Swiss source) than from a refugee (refugee source).

#### 4.3.8 Dehumanization

Dehumanization of refugees, most often as a perception of refugees as without morals, has shown to be related to attitudes towards refugees and influenced by political orientation. Dehumanization has a mediating role between social dominance orientation[25] and negative emotions and attitudes towards refugees (Esses et al., 2008). Additionally, dehumanization was predicted by right-wing authoritarianism and social dominance orientation. Related to dehumanization, emotions of contempt and lack of admiration towards refugees negatively predicted attitudes towards refugees.

Similarly, Greenhalgh and Watt (2015) also found a strong association between prejudice and dehumanization of asylum seekers. In their study, respondents who expressed stronger conservation and self-enhancement values and perceived dissimilarity to asylum seekers, also dehumanized them more and, ultimately, expressed much more negative attitudes towards asylum seekers.

Gómez-Martínez and Moral-Jiménez (2018) explored the relations between perceptions of refugees and Muslims in samples of young (15-18 years old) and older (over 60 years old) respondents in Spain. They were also interested in the levels of islamophobia, dehumanization and infrahumanization of Muslims and refugees. Overall, younger participants scored lower on the levels of islamophobia, dehumanization and infrahumanization. Respondents who were not religious or

25 A measure of individuals' support for group based hierarchies.

were only slightly religious were less likely to be islamophobic. Additionally, those who believed refugees to be the victims were less likely to dehumanize them.

**Summary**

Results imply that emotions towards refugees are related to the characteristics of respondents and of the migrants they are expressing emotions towards. Generally, economic migrants induced more negative emotions, while empathy and sympathy were more likely felt towards refugees. Dehumanization as a form of affective-cognitive expression towards the members of out-group was found to be related to right wing authoritarianism, social dominance orientation (SDO) and negative emotions, as well as prejudice.

#### 4.3.9 Behavioural intentions towards refugees and asylum seekers

Intentions to behave a certain way towards members of another group are commonly referred to as behavioural intentions. The way host community members believe they would behave towards refugees and asylum seekers has been investigated in the context of integration as part of attitudes, as behavioural intentions are related to the way we think, feel and actually behave towards others.

Ajduković et al. (2019) explored prosocial behavioural intentions and found the readiness to assist refugees to be positively predicted by support for admitting more refugees in the country and frequency of contact. It was negatively predicted by perceived intergroup threat. Other important predictor of readiness to assist was political orientation – right wing oriented respondents were less ready to assist.

Yitmen and Verkuyten (2018) explored the relation between behavioural intentions of Turkish host community residents towards Syrian refugees and their national identification as Turks, perceived threat and humanitarian concerns. Authors made a distinction between positive and negative behavioural intentions and found that Turkish respondents had neither positive nor negative behavioural intentions towards refugees in general. They found that threat perception mediates between national Turkish identification and both positive and negative behavioural intentions. Respondents were more likely to express positive behavioural intentions when they perceived low threat, and those who endorsed humanitarian concerns showed significantly more positive behaviour intentions, than participants who did not show humanitarian concern. Likewise, negative behavioural intentions were also affected by both humanitarian concerns and perception of threat. Turkish respondents overall expressed less negative behavioural intentions when they perceived low threat. When they had low endorsement of humanitarian concern, they expressed more negative behavioural intentions, especially when they felt very threatened. Taken together, these findings imply that host community members show different behavioural intentions towards refugees related to their degree of national identification through the perception of threat and humanitarian concern.

Badea et al. (2017) were interested in the differences host community members showed when thinking about their own personal behavioural intentions towards refugees and behavioural intentions of French people (host community) in general. They used an experimental manipulation to prime subjects to think of themselves either as a person in general or as a French citizen, thus conditioning them to be self-affirmed or group-affirmed. When asked about *their personal*

*behavioural intentions*, those participants who were self-affirmed showed more positive behavioural intentions than subjects whose national identity has been primed. Additionally, participants who were presented with the left-wing values and then asked about their behavioural intentions showed more supportive stands than participants in the right-wing value condition. Interestingly, if political wing condition was congruent with the political orientation of the participants, they were more likely to show positive behavioural intentions towards refugees. Left-wing participants were more supportive regardless of the political values condition they were placed in, while right-wing participants showed *more support* only when placed in the *right-wing* value (congruent) condition. When responding *on behalf of the French population in general* (and not about their personal behavioural intentions), participants reported less positive behavioural intentions towards refugees. These results imply a social desirability effect also noted in other studies on attitudes towards refugees (Anderson, 2017; Schweitzer et al., 2005).

Böhm et al. (2018) explored how costs, needs and perceived integration efforts shape prosocial behavioural orientation of host community members towards refugees. They defined participants as pro-socials or pro-selfs based on the prosocial orientation measure and used economic game developed for this study to test their willingness to help refugees in different conditions. Pro-socials and pro-selfs did not differ in the intention of helping refugees when helping was cost-free. When helping was costly, pro-socials were more willing to help refugees than pro-selfs, and increased their willingness to help even more when they perceived that refugees showed effort to integrate. Refugee behaviour did not affect pro-selfs in any way. Additionally, helping intent was greater when participants had more liberal/left-wing political views or higher levels of empathy.

Bruneau et al. (2018) explored the prevalence and correlation of blatant dehumanization with anti-refugee attitudes and behaviour, political ideology, prejudice and empath in four European countries (Czech Republic, Hungary, Spain and Greece). The willingness to sign pro-refugee petitions was significantly predicted by blatant dehumanization of refugees, prejudice and empathic concern. Age proved to be a predictor of signing of pro-refugee petition support in three out of four samples in the study (in Czech Republic, Hungary and Spain), while the same was for gender in two samples (in Czech Republic and Hungary). Overall, the more respondents blatantly dehumanized refugees and held more prejudice, the less likely they were to sign a pro-refugee petition. Females, younger respondents and those who expressed more empathic concern were more likely to support refugees.

**Summary**

Humanitarian views on the refugees have a positive relationship not only with the support for asylum rights on the cognitive dimension of attitudes, but also on the behavioural level, with host community members who are more humane oriented showing more support for the asylum rights, more positive and less negative behavioural intentions. These relations are influenced by the perception of threat posed by the refugees. Right-wing oriented host community members are generally less prepared to engage in prosocial behaviours towards migrants and behavioural intentions are influenced by the cost of helping, in interaction with social orientation to oneself or to others.

### 4.3.10 Political and national orientations and their effects

So far, the relationship between political orientation and attitudes towards refugee and asylum seeker groups was noted and the results repeatedly pointed to conclusion that the more host community members lean towards right wing political parties which promote conservatism and concreate national structures and relations, the more prejudice they hold towards out-groups and are more threatened by them. Right wing authoritarianism and social dominance orientation26 were studied as related to attitudes towards refugees and asylum seekers and those findings are presented in the following section.

Van Prooijen, Krouwel and Emmer (2018) found that Dutch respondents who were more anxious about the "refugee crisis" also reported to be more right-wing oriented. Those who placed themselves on the left side of political spectrum were more likely to support letting refugees into their country. Females were also more likely to support refugee intake than males. Interestingly, the more extreme their political views, no matter the orientation, the more respondents believed that solutions to the "refugee crisis" were simple. However, the type of solutions differed between left and right-wing oriented respondents.

Aktas et al. (2018) found that blind patriotism, religiosity and nationalist/conservative political orientation positively predicted negative attitudes towards refugees. SDO, right wing authoritarianism (RWA) and national identification have proven to be related to prejudice against asylum seekers (Anderson, 2018). Open, deliberate and unconcealed prejudice against asylum seekers was a better predictor of SDO and RWA, while conditional prejudice (form of modern and concealed prejudice), predicted national identification better than classical one (Anderson 2018). The same study showed that implicit attitudes towards asylum seekers are better predicted by conditional prejudice than classical, open prejudice. Perry, Paradies and Pedersen (2015) also found a significant relation between RWA, Christian identity and prejudice towards asylum seekers. Their results suggest that RWA is a significant moderator of the relationship between Christian identity and prejudice towards asylum seekers – positive Christian attitudes of respondents are undermined when right-wing authoritarianism is present.

Anderson, Stuart and Rossen (2015) found significant relationships between SDO, RWA, micro and macro justice27 and attitudes towards asylum seekers in a sample of students. SDO, RWA and macro justice proved to be the best predictors of attitudes with SDO and RWA positively predicting negative attitudes, and macro justice being a strong negative predictor of prejudice. SDO was also found to be significantly linked to negative attitudes towards asylum seekers through dehumanization and negative emotions (Trounson, Critchley and Pfeifer, 2015).

26 Right wing authoritarianism is a socio-psychological construct that can be described as strong support for the ideals of conservatism and authority (Altmeyer, 1991, reported in Anderson, 2018).
Social dominance orientation regards the belief that strong social order is important for the full functionality of the society leading to the endorsement of hierarchical (unequal) social constructivism (Pratto, Sidanius, Stallworth & Malle, 1994, reported in Anderson, 2018).
27 Micro justice principles refer to what is right for the individual, while macro justice refer to what is fair for the society as a whole (Anderson et al., 2015).

Anderson (2016) explored the differences between implicit and explicit attitudes towards asylum seekers in Australia and found that males expressed more of both explicit and implicit negative attitudes than did females. In expression of explicit attitudes, no effect of religion was found, but non-religious individuals were more likely to have positive implicit attitudes. As in other research, RWA and SDO were found to be strong predictors of explicit negative attitudes towards asylum seekers. Promoting macro justice was predictive of positive explicit attitudes towards asylum seekers replicating the findings of Anderson et al. (2015). Implicit attitudes were predicted only by social dominance orientation, in negative direction.

In a study of relationships between socio-political variables and attitudes, emotions and behaviours towards asylum seekers, Nickerson and Louis (2008) found that Australian respondents generally had favourable attitudes (67%) and positive feelings (75%), as well as showed positive behaviours regarding letter writing to oppose tough policies (39%). As expected, attitudes were less positive in respondents who expressed high levels of RWA and SDO. Additionally, attitudes were less positive when participants identified with their national group more and perceived national norms towards asylum seekers to be hostile. In contrast, when thinking about their identities as humans and perceiving international norms as less negative, respondents showed less negative attitudes. Same results were found for emotions towards refugees, as well as behaviour. Both RWA and SDO were found to be significant individual predictors, not only of negative attitudes, but of emotions and behaviour as well.

Morris and Heaven (1986) also found a correlation between authoritarian attitudes and prejudice towards asylum seekers in Australia. They found authoritarian attitudes to be the best individual predictor of racism towards Asians. Additionally, high levels of conformity to attitudes and behaviour perceived as socially preferred were associated with negative racial behaviour. Education was a moderator of prejudice and racist behavioural intentions – respondents with higher educational levels were less likely to hold prejudicial attitudes and have negative behavioural intentions towards asylum seekers. Additionally, monthly income and perceived economic deprivation were significantly related to prejudice. Interestingly, this study did not find differences in racial prejudice towards asylum seekers with regards to sex, age or place of living (urban-rural).

Pehrson, Brown and Zagefka (2009) investigated the role of national identification in the rejection of immigrants. In this study, national group essentialism was defined as a view that nationality is something integrated into every member of a particular ethnic group (specifically, “by blood”) and cannot be altered, and was proposed to be a predictor of rejection of out-group members. Authors found that respondents showed more negative affect when they were prone to national essentialism than when they were not. In other words, identification with one’s nation itself doesn’t necessarily lead to greater negative reactions towards out-groups, but perceiving national status as non-changeable is more likely to lead to the rejection of out-group members.

Piotrowski et al. (2019) were interested in factors related to willingness to accept refugees and found that patriotism and nationalism were positively correlated with modern and classical prejudice. Interestingly, patriotism was positively, while nationalism was negatively correlated with attitudes

towards hosting refugees. Zero-sum thinking28 has proven to be a mediator of the relation between patriotism/nationalism and acceptance of immigration.

**Summary**

Right wing political orientation, authoritarianism and social dominance orientation, as well as strong negative national identification were repeatedly found to be predictors of prejudice, negative emotions and behaviours towards refugees and asylum seekers. Some findings suggest that not only is the political orientation important for reactions towards refugees, but also that the intensity of support for political parties. Together with contact quality, results of studies of these constructs are most robust throughout socio-psychological literature reviewed for the purpose of this project, showing the stability of effect direction throughout studies referenced here.

#### 4.3.11 Perceptions of separate migrant groups

Several studies addressed host community members' perceptions of different migrant groups. The largest study on the influence of perceived differences on attitudes was conducted by Bansak, Hainmueller and Hangartner (2016) on 18,000 respondents from 15 European countries. They presented each participant with a description of an asylum seeker which they varied in 9 characteristics29 and asked whether this asylum seeker should be accepted into the country. Their main finding is that European residents do not treat all asylum seekers equally and that perception of their characteristics influences attitudes towards them. They found that preferences of asylum seekers can be structured into three categories: economic considerations, humanitarian concerns and anti-Muslim sentiment. Categories of asylum seekers who are more likely to be accepted are: those who worked in higher-skill occupations before migration (doctors, teachers and accountants), those who are fluent in host-country language, younger asylum applicants, those who migrated out of fear of persecution (as opposed to economic reasons), and those whose asylum testimony was consistent throughout. Additionally, victims of torture were more likely to be accepted as well as refugees who are Christian as opposed to Muslim. An interesting finding reflects the anti-Muslim bias: Christian asylum seekers were just slightly more likely to be accepted than agnostics, which implies that practicing Christianity itself was not as important as *not* practicing Islam.

Abeywickarma, Laham and Crone (2018) compared attitudes, emotions and behavioural intentions towards three kinds of migrants: economic migrants, refugees and asylum seekers. In an Australian sample of host community members, they found that asylum seekers and refugees posed a morality threat – threat that the treatment of these groups reflects badly on the nation. Refugees and asylum seekers also induced stronger prosocial emotions than economic migrants, while negative emotions didn't differ in regard to specific migrant groups. Aggressive behaviour intentions were also less frequent towards asylum seekers and refugees than economic migrants.

DeVaul-Fetters (2017) found that when host community students had to choose to accept or reject either immigrant or a refugee in a scholarship programme, they showed to be more willing to accept

28 A form of false belief in that the gain of one group necessarily implies the loss for other so that the sum of outcomes is always a zero.
29 These characteristics were: asylum testimony, gender, country of origin, age, previous occupation, vulnerability, reason for migrating, religion and language skills (Bansak et al., 2016).

a refugee than an immigrant. Overall, they were willing to accept described individual, but the percentage of those who would accept a refugee was significantly higher. Additionally, participants who were in the refugee condition assigned 1.5 times larger scholarship than those in an immigrant condition. Participants who were in the immigrant condition were also more likely to dehumanize target person than those who were assessing a refugee.

In a study of attitudes of Croatian host community members living in a region recently affected by refuge and war, Gregurović, Kuti and Župarić-Iljić (2016) explored the difference in perception of immigrant workers and asylum seekers in two groups: the Croat majority and Serb minority. Immigrant workers were not found to be a cultural or symbolic threat to the host society. Asylum seekers, on the other hand, were more likely to be perceived as economic and security threats. Authors found common predictors of negative perception of both immigrant workers and asylum seekers: (positively) age, conservatism, right-wing authoritarianism, social dominance orientation, social alienation and interest in politics; and (negatively) social orientation. Older respondents and those holding more conservative political values were more likely to express negative attitudes towards both groups of migrants. For asylum seekers, additional predictors of negative perception were ethnicity (Serbs were more likely to endorse asylum seekers), and anti-EU views (predicting negative attitudes). The results imply that both groups are viewed as different from the host community but little difference is made between them.

Hartley and Pedersen (2015) explored the differences in Australian host community members' perception of refugees versus asylum seekers. They found significantly higher levels of prejudice, perceived threat and anger levels for asylum seekers than refugees, as well as support for a harsher asylum policy for asylum seekers. Interestingly, prejudice was only found to be significant predictor of restrictive social policy attitude in case of resettled refugees, while political position (right), prejudice and anger all predicted restrictive social policy attitudes towards asylum seekers. It is clear that these respondents perceived refugees and asylum seekers as two distinct groups thus expressing different views towards them.

A group of authors explored the effect of various refugee labels on host society members' perception of migrants. Kotzur, Forsbach and Wagner (2017) found that refugees and asylum seekers were similarly stereotyped, but study participants held more positive emotions and behavioural tendencies towards refugees than they did towards asylum seekers. Economic migrants received the lowest ratings of warmth, meaning that the participants saw them as the coldest of the groups. Additionally, participants felt most anger towards economic migrants. It was shown that labels "war refugees" and "refugees" induced very similar reactions in participants, while "economic migrants" were viewed much more negatively.

Plener et al. (2017) explored the way the German general public perceives unaccompanied refugee minors (URM) – a specifically vulnerable group of refugees. A fifth of respondents supported acceptance of more URM, and almost a half responded negatively to such support. Advocating immediate deportation of URM was related to the region from which they originated – 35% of respondents thought of Middle Eastern URM should be deported right away, 62% for the Balkan region URM, and 51% thought the same for African URM. In general, 39% of respondents supported immediate deportation of all URM. These attitudes were influenced by islamophobic views and

general negative attitude towards asylum seekers. Overall, islamophobia, rejection of asylum seekers, RWA, political attitudes and gender significantly predicted respondents' views on both education of URM and their deportation. Of demographic variables, age and gender have proven to be significantly associated with attitudes towards URM, with males and older respondents holding more negative attitudes.

Soylu Yalcinkaya et al. (2018) explored how perceived cultural malleability mediates the relationship between exposure to different refugees and support for asylum policy. They found that child refugees were perceived to be more culturally malleable than adults or groups of refugees, meaning that study participants believed child refugees to be able to culturally change and adapt to the host society more than adults or refugee groups. They also believed other Americans (host community members) to be less threatened by child refugees than adults or mixed groups. Perceived cultural malleability positively predicted support for acceptance of refugees into the host nation.

Yitman and Verkuyten (2018) compared the feelings towards Muslim refugees and non-Muslim minority groups in Turkey and found that feelings towards all target groups were quite negative. The least negative feelings were expressed towards non-Syrian refugees, followed by the feelings for Greek minority, Syrian refugees, Jewish minority and Armenian minority. Generally, the feelings towards refugee groups were very similar and participants made a clear distinction between refugees versus minorities, as well as between groups of refugees and groups of minorities in themselves. Authors conclude that *similar* negative feelings towards *distinct* groups could be the result of different factors underlying the interactions between host community members and members of each minority separately.

Von Hermanni and Neumann (2019) explored the influences of motive of refuge and characteristics of respondents and refugees on attitudes towards refugees in Germany. Findings suggest that granting asylum for refugees fleeing from war is perceived as justifiable, while asylum for migrants escaping economic situation (poverty and natural disasters) is viewed as unjustifiable. Fear of crime was shown to be strongly related to the decision of letting asylum seeker into the country or not.

**Summary**

Results show that host community members make distinctions between migrant groups and have different attitudes towards them. Refugees induce most positive attitudes and feelings, while economic migrants are most often rejected. Asylum seekers and refugees are not often viewed distinctively, but the differences between attitudes and emotions towards these two groups and economic migrants are consistently significant. Some findings imply that the origin (home country, ethnicity) of refugees is also important for the formation of attitudes towards them.

#### 4.3.12 Interventions aimed to change attitudes

In this section results of interventions aimed to change attitudes are presented. In a study of attitude change influenced by information exposure, Crowell (2000) found that host community students in the USA had initially more positive attitudes towards refugees than was expected and did not show a significant improvement in those attitudes two weeks after informational exposure. Additionally, no differences were found in the effect of such an exposure in regard to different information sources

(vignette, video or control group – a reading comprehension vignette not regarding refugees or human rights).

Similar findings emerged from the study conducted by Bansak, Hainmuellller and Hangartner (2017) who did not find a difference in attitudes towards proportional allocation of refugees among EU countries before and after informational exposure of host participants. In a group presented with consequences of proportional allocation of refugees, participants were more supportive of proportional allocation if it meant their country benefited from it, but if their country would receive more migrants, the support decreased. However, 56% of respondents preferred proportional allocation, even if their country would receive more migrants.

Berndsten et al. (2018) investigated whether taking on perspective of out-group members can induce a negative reaction and non-compliance in host community members who hold prejudice against asylum seekers. It was expected that participants who identified more with their nation through attachment (positive national identification) and glorification (extreme national identification) would reject taking on the perspective of asylum seekers. The results showed that when instructed to stay objective, both participants who were more likely to glorify their nation and those who expressed attachment to it showed more threat, prejudice and reactance, as well as non-compliance. Participants who showed attachment to their nation did not express prejudice when instructed to take perspective. These results imply that host community members who glorified their nation expressed prejudice no matter the condition, and reacted more severally when instructed to take on perspective of asylum seekers. Participants who were only attached (but did not glorify) their nation were less likely to express prejudice when they put themselves into the position of asylum seekers. These relations were mediated by realistic threat perception.

Evaluation of interventions aimed to promote children's positive intergroup attitudes towards stigmatized groups (disabled children and refugees) was conducted by Cameron, Rutland and Brown (2007). The interventions were based on extended contact hypothesis and multiple classification skills training.[30] . Findings show that attitudes towards both stigmatized groups were significantly more positive in the condition of extended contact compared to the control condition and multiple classification condition. Attitudes in the combined condition were also better than control and multiple classification condition pointing to the effect of extended contact. Extended contact interventions were most successful in improving out-group intended behaviour among children who had high national identity as opposed to those who had low national identity. Additionally, extended contact intervention was found to be impactful for children of all ages from 6-11 years.

Another study by Cameron et al. (2006) evaluated the impact of intervention on children's attitudes towards refugees. They tested three models of extended contact among 5- to 11-year-olds: dual identity, common in-group identity and decategorization[31]. Results showed that younger children

30 "Intervention focusing on accelerating children's ability to classify along multiple dimensions led to less stereotypical views of the out-group" (Cameron, Rutland and Brown, 2007p. 455).

31 Dual identity model: „…the aim is to invoke a superordinate identity while simultaneously encouraging the retention of its constituent subgroup identities"(Cameron et al., 2006, pp.1210). In short, this model proposes that a person identifies with a higher, more general group while still holding on to his/her original identity. Common in-group identity model: proposes that the boundaries between groups are to be erased so that the identity of all members is reduced from „us-them" to „me".

held better initial outgroup attitudes than older children. Attitudes towards refugees were found to be more positive in the dual identity condition than common in-group identity and decategorization condition. In line with the other study, children with higher English (host community) identity were less likely to show positive out-group intended behaviour. Therefore, for out-group intended behaviour, age and national identity proved to be significant predictors. Behavioural intentions towards refugees were improved in the dual identity intervention condition.

Lazarev and Sharma (2017) conducted an experiment aimed at reducing prejudice towards Syrian refugees in Turkey in a sample of male host community members. Participants generally had significant prejudice towards Syrian refugees. Authors primed the participants to one of three conditions: either a religious condition (Muslim identity), ethnic condition (Sunni identity of Syrian refugees) or no identity prime. They also either introduced an economic information or did not. When emphasized, both Sunni and Muslim identity of Syrian refugees in Turkey caused reduction of prejudicial behaviour and attitudes of Turkish respondents. Muslim (religious) prime was more effective in increasing positive behaviours towards refugees (measured by charity donation), and Sunni prime was stronger in reducing overall prejudice towards Syrian refugees. Exposing participants to the information about economic cost of Syrian refugee integration reduced pro-social behavioural, even in most religious participants who, in the case without such information, donated most.

Pedersen et al. (2011) evaluated an intervention aiming to encourage positivity towards asylum seekers, Indigenous Australians and Muslim Australians. Twelve seminars in cultural and community psychology, as well as those based around prejudice were held to Australian students. A significant increase of positivity towards all three groups was found at the end of 12-week period. Percentage of participants ready for positive behaviours also significantly increased (from around 50 to around 90%) for all three groups.

Turner and Brown (2008) aimed to improve children's attitudes towards refugees using a school-based multicultural curriculum and an anti-racist intervention over the course of 4 weekly lessons. They found that attitudes towards refugees significantly shifted towards more positive values after the intervention when attitudes were measured one week after intervention. However, when seven weeks after the intervention, attitudes did not differ between Time 1 and Time 2, suggesting a short-term effect of the intervention.

**Summary**

Several experimental interventions aimed at improving attitudes towards refugees and asylum seekers. Generally, interventions which used contact intervention showed success in shifting attitudes towards positive and these findings support the knowledge about the strength of contact between the groups. Informational interventions did not prove to be so successful. The question of

Decategorization model: model that states that in order to „minimize prejudice, inter-group contact should be structured in such a way that category memberships are de-emphasized so that members are individuated and are not perceived as belonging to a group (Cameron et al., 2006, pp.1209-1210).

long time effect remains open, as only one of the reported studies tested the effects of intervention long after the intervention was completed.

#### 4.3.13 Summary

Analyses of 87 studies on factors related to socio-psychological integration were presented in this report. Social relations between host community and refugees were emphasized as crucial for successful integration by member of both groups. Attitudes, emotions and behaviours were found to be in many ways built into the relations between host community and refugees, implying that the influences between socio-psychological variables and integration outcomes are not one-sided.

Refugees perceived interactions with host community members as very important for their overall integration, and believed language, tolerance and equality to be the key factors during the integration process. Social relations were shown te be important for overall well-being of refugees, their identification with the host nation and their acculturation orientations, with better interactions with the hosts leading to positive outcomes. Female refugees have lower levels of integration and more challenges to adapt in the host community.

Large poll studies have revealed general public's concern about the economic and cultural consequences of migrant influx, but the majority of host community respondents evaluated their interactions with refugees as positive. General differences among host community members were found with females, younger respondents, liberally oriented, more educated people and those who had more positive contacts with the other group, being more likely to hold positive attitudes, accept refugees and support for their integration, as opposed to assimilation. Participants who were more humane in nature and experience lower levels of inter-group threat were also more supportive of asylum seeker rights and inclusive asylum policies. Mentioned variables of individual differences in the host community members which predict the negative attitudes might be a good starting point for the interventions, as it was shown that certain characteristics (such as gender and education) are related to more negative attitudes of host community members towards refugees.

Contact was found to be a robust predictor of attitudes towards refugees. Quality of contact consistently emerged as an important predictor, with positive contact being systematically related to positive attitudes and emotions towards out-groups. Apart from personal, extended contact was also related to positive attitudes. Interventions aimed to change attitudes were most successful when based on extended contact theory, while the long-term effects have not yet been documented.

Perception of threat was consistently related to prejudice throughout studies and symbolic threat was generally found to be strongly linked to negative attitudes towards asylum seekers and refugees. Right wing authoritarianism and SDO were regularly related to threat perception and prejudice, and rejection of refugees.

Attitudes, emotions, threat perceptions and acceptance of migrants depend on the type of migrants they are related to. Economic migrants were far more rejected than refugees and asylum seekers who were viewed in a more positive light.

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# 5. Comparative Analysis of Integration Policies (Task 2.3 Part I)

## 5.1 Introduction

Acknowledging that institutional and geographical contexts matter, Task 2.3 Part I compares integration policies of refugees in the four countries which are the focus of this project: Croatia, Jordan, Germany and Sweden. These countries cover a significant set of variations in terms of the structure of welfare states, labour markets, institutions, reception, dispersion and civic integration policies as well as diverse histories of experiences with migration. This comparative study, when read alongside Task 2.3 Part II (which explores how these policies operate in practice) advises WP3, Task 2.4., WP5 and WP6 and covers objective two of WP2; To conduct a comparative analysis of integration policies in Sweden, Germany, Croatia and Jordan.

The analysis found that there were many commonalities between the states despite the significant differences in the national contexts. For example, all states have national level strategies on integration for refugees or refugees from Syria specifically. While the scope and purpose of these varied, there was a focus on access to education, housing and the labour market in all states. In addition, refugees from Syria are generally granted temporary residence permits rather than permanent ones (with the exception of some in Sweden). However, the nature of these residence permit, how they are extended, as well as access to permanent residence and/or citizenship vary significantly between the states. In addition, when unpacking the national level strategies and the rights of refugees we see enormous variation in access to education, housing, and employment between and within the four states. Finally, the emphasis and attention paid to the host communities' role in the integration process ranged considerably.

## 5.2 Methodology

The indicators used in this comparative analysis were selected from previous research which sought to map integration policies in some of these states.32 This selection was based on the relevance of the indicators to the aim of the overall research project which is to understand and facilitate refugee-host community relations. Seven major themes were identified as particularly pertinent to making such an analyse and informing the empirical and policy relevant aspects of this project. These included; residency and citizenship, labour market integration, language training/social orientation, family reunification, education/vocational training, access to social welfare/housing and host community relations. Within each of these themes a range of indicators was used to unpack the integration policies, or lack thereof, in the four states. In total there were 30 indicators, a list of which can be found in Annex 2.

32 The project drew on indicators developed by the EU, National Integration Evaluation Mechanism (NIEM), see http://www.forintegration.eu/, as well as the UNHCR/EU 2013 'Refugee Integration and The Use Of Indicators: Evidence From Central Europe', https://www.refworld.org/pdfid/532164584.pdf.

The data collection took place between January and March 2019. The indicators were completed by the project partners who have expertise in the policy and practice in each state (CSS, FFGZ, HU and MAU). MAU conducted the overall analysis, with DRC acting as a reviewer.

While the majority of the policies impacted all refugees, partners were asked to differentiate between those who fall within the scope of this project, though have different statuses. The population who were the focus of this research were 'refugees from Syria'. More specifically people from Syria who fall under the definition of a refugee as set out in Article 1 in the 1951 Convention on the Status of Refugees (UNGA, 1954).33 As a result of different legal and policy frameworks on asylum migration in the four states the various sub categories of refugees from Syria that were included could not be completely synchronised. While acknowledging these variations, the purpose of the research was to map and compare integration policies of refugees from Syria, rather than compare how the determination/categorisation of refugee-ness takes place in the four states. Thus, a strict harmonisation of categories was not required, as long as they fell within the overarching criteria of the research. For some of the indicators information was not available, or not relevant. For this reason the analysis may seem uneven, though in reality it reflects what information was available.

In Croatia this included people from Syria granted Full Refugee Asylee Status (*Azilant),* Subsidiary Protection Status (*Stranac pod subsidijarnom zaštitom)*, Resettled Refugee Status (*Preseljene osobe)* and Family Reunion Migrant Status (*Član obitelji tražitelja, azilanta, stranca pod supsidijalnom zaštitom i stranca pod privremenom zaštitom)* (Republic of Croatia, 2018). In Germany this included those with Refugee Status (*Flüchtlingsschutz)*, Subsidiary Protection Status (*Subsidärer Schutz)*, Resettlement Refugees (*Flüchtlinge)* and Family Reunion Migrant (*Familiennachzug zu Ausländern)* (AsylVfG, 2008: § 3-4; Germany: Residence Act, 2008:§23.4, 27). In Jordan this included those with Mandate Refugee Status issued by the United Nations High Commissioner on Refugees (UNHCR) and those who had been granted Temporary Residence (*Iqama*) by the Jordanian authorities. In Sweden this includes those granted Refugee Status (*Flyktingstatus)*, Temporary Protection as Refugees (*Tillfällig flyktingstatus*34*)*, Resettled (quota) Refugees (*Kvotflyktingar)* and Family Reunion Migrants (*Familjeåterförenings*35*)* (FARR, 2019; Regeringskansliet, 2010).

## 5.3 Comparative Policy Analysis

### 5.3.1 Indicator 1: Overview of the Integration Policies

In 2013 Croatia adopted a national 'Migration Policy' for the period 2013 – 2015 as well as an 'Action Plan on the Removal of Obstacles to the Exercise of Particular Rights in the Area of the Integration of Foreigners 2013-2015' (OHRRM, 2013). These policies sought to regulate migration in order to

33 Croatia, Germany and Sweden are party to the 1951 Convention on the Status of Refugees and the 1967 Protocol, Jordan is not.
34 This does not include those granted Subsidiary Protection on humanitarian grounds who receive a 13-month residency permit.
35 This category is for all those who join family members in Sweden. This can be based on a range of reasons for residence. There is no assessment as to whether these people are refugees. Instead it is assumed that if they are the family member of a refugee from Syria, and from Syria themselves, they would also fall under the 1951 Convention definition.

contribute to economic and social development of the country through the implementation of synergic activities between governmental bodies and civil society organisations at different levels. This goal was to be achieved by regulating and working towards the full integration of third country nationals (including refugees) into society. It covered areas such as status issues, health care, social care, language learning and education, work and employment, housing and prevention of discrimination. In addition, an 'Integration Policy' (Ch. 5 of Migration Policy) was developed and an inter-agency body called the *Standing Committee for the Implementation of the Integration of Foreigners into Croatian Society* was established (OHRRM, 2013). This has since lead to the 'Action Plan for Integration of Persons Who Have Been Granted International Protection for the period 2017 – 2019' (OHRRM, 2017).

Croatia has recently guaranteed and defined its standards with regards to the integration of refugees within the Act on International and Temporary Protection (Republic of Croatia, 2018). This was a significant policy reform which was a result of EU accession and the requirement to bring asylum law and polices in line with the EU acquis.

Despite the long history of migration to Germany, in the past there was no political recognition of Germany as a country of immigration. Integration efforts were traditionally outsourced to welfare organisations and the federal government did not undertake measures to integrate refugees. This changed with the 2005 Immigration Act, which led to the restructuring of the integration landscape in Germany, with an emphasis on integration being a legal duty for which state actors are responsible (Federal Foreign Office, 2019). Though the Federal Office for Migration and Refugees, *Bundesamt für Migration und Flüchtlinge* (BAMF) became the main actor in the regulation of integration efforts related to refugees, refugee affairs remain to be embedded in a multilevel system that includes laws and regulations at the federal level, the federal-state level and the local level. The 2008 Residence Act, in addition to regulating the legal status of different immigrant groups, also defines their legal rights and responsibilities and introduced requirements for integration of immigrants, such as participation in language and social orientation course (Germany: Residence Act, 2008).

There is no integration policy in Jordan (In Jordan it is more suitable to refer to the concept of integration as 'empowerment', see Shteiwi (2017)). However, the Jordan Compact in 2016 represented a significant milestone since, for the first time, the Government agreed to long-term oriented policies aimed at regulating the protracted stay of refugees from Syria in the country (JIF, 2018). For example, following the EU agreement to provide substantial financial support to Jordan, the Government issued work permits to refugees from Syria (for some limited occupations) and increased refugees access to education (IRIN, 2017). The main goal of the Compact was to progressively build and promote self-sustainability in the short and long term for Syrian refugees in the case of repatriation, protracted stay in Jordan or relocation to third countries.

Sweden has the best integration policies according to the Migration Integration Policy Index (MIPEX, 2015). In Sweden the overarching goal of integration policy is based on the general principles of upholding 'equal rights, obligations and opportunities for all, regardless of ethnic or cultural background' (Regeringskansliet, 2009:1). As such, with certain exceptions, including some refugees, the Swedish authorities seeks to implement these principles as general measures for the entire population of Sweden: immigrants and citizens. One way this has been achieved is by

'mainstreaming' migration and migrants into all levels and aspects of the Swedish state nationally, regionally and locally.

However, it is also recognised that this mainstreaming must be supplemented with additional measures that target newly arrived immigrants (including refugees). The current policy, which was adopted in 2010, focuses on the 'Introduction Phase' of newly arrived persons, which is the first two years of their stay. Language acquisition, access to employment services and education are prioritised during this time, with a strong emphasis on labour market integration (Bevelander & Irastorza, n.d; Regeringskansliet, 2009).

#### 5.3.2 Indicator 2: Residency and Citizenship

**Residence permits issued to refugees from Syria upon arrival**

In Croatia refugees from Syria are issued temporary residence permits. These one-year permits can be renewed up to five years for those granted Refugee Status/Resettled Refugees and for three years for those granted Subsidiary Protection (Republic of Croatia, 2018: §75.2-3). While at first the costs of the initial permit are covered by the authorities, renewal of this temporary residence must be covered by the applicant themselves. Family Reunion migrants receive the same status as their sponsor and must renew their residence permit in the same way.

Similarly, in Germany all of the categories of refugees from Syria are issued with temporary residence permits. For those granted Refugee Status or Resettled Refugees this permit is for three years (Germany: Residence Act, 2008; Grotte, 2016). For both groups temporary permits can be renewed after three years for another three-year permit (*ibid*). For those granted Subsidiary Protection these permits are for one year and are renewable for a two-year permit (*ibid*). Family Reunion Migrants receive the same status as their sponsor and must renew their residence permit in the same way.

In Jordan only one-year Temporary Residence permits are issued to refugees from Syria (MOI, n.d). These are renewable for one year at a time.

Sweden differs from the other states in that permanent residence permits are still issued for some categories of refugees from Syria. Before the Temporary Asylum Law of 2015, permanent residence was granted to all categories of refugees included in this research. However, after the law came into effect, only those granted Refugee Status or Resettled Refugees were to be granted permanent residence (Regeringskansliet, 2010; Regeringskansliet, 2019). Those granted Temporary Protection as Refugees, receive a three-year residence permit, which is renewable for another 2 year (Migrationsverket, 2019c). Family Reunion Migrants receive the same status as their sponsor.

*Table 1: Temporary residence permits, duration and renewal*

| | Temporary Permit(s) duration | Renewable | Duration of renewal |
|---|---|---|---|
| **Croatia** | 1 | Yes | 1 year for 5 years |
| **Germany** | 3 | Yes | 3 |

| | | | |
|---|---|---|---|
| | 1 | Yes | 2 |
| **Jordan** | 1 | Yes | 1 |
| **Sweden** | 3 | Yes | 2 |
| | 1 | Yes | 2 |

**Access to permanent residence**

Permanent residence can be acquired by refugees in Croatia after five years uninterrupted stay, if they are economically self-sufficient, have a valid foreign travel document, health insurance, meet certain language requirements, do not pose a danger to national security and have paid the fee of €120 (Republic of Croatia, 2008).36 In Germany, all four categories of refugees from Syria can acquire permanent residence, however this is facilitated for those with Refuge Status or Resettled Refugees (Germany: Residence Act., 2008). In general, an applicant must have resided in Germany for five years, be economically self-sufficient, have paid social contributions for 60 months, must not have a criminal record, must have adequate housing and have reached a certain level of German language proficiency (Integrationskursverordnung, 2004). While those with Subsidiary Protection must meet these criteria, those with Refugee Status or Resettled Refugees see a reduction in the residency requirement if they are economically self-sufficient and have attained a C1 level qualification in German. In addition, as those with Refugee Status or Resettled Refugee have a subsistence allowance guaranteed by the state, even if they do not meet these criteria for facilitated access to permanent residence, this is facilitated later on as compared to those with Subsidiary Protection (as those with this status do not have their subsistence ensured). Family Reunion Migrants have the same permits and must meet the same criteria as their sponsor. No fee is charged for the application to acquire a permanent residence permit for any of the four categories (*ibid*).

There is no possibility for refugees from Syria to acquire permanent residence in Jordan. In Sweden, for those refugees granted temporary residence permits they can acquire permanent residence after three years uninterrupted stay in Sweden if they are economically self-sufficient (Migrationsverket, 2019d).

**Access to citizenship**

Of the four states, Sweden has the most liberal access to citizenship for refugees, with a short duration of residence requirement being the main criteria. Access to Swedish citizenship is facilitated for all categories of refugees from Syria included in this research. Citizenship can be acquired after four years residence in the country, rather than the normal requirement of five years and they are exempted from paying the application fee (Migrationsverket, 2019a). In addition, there are general criteria such as not having committed a serious crime for a certain period of time before the application, that the applicant's identity has been established and a requirement of general good conduct while in Sweden (ibid). In Jordan on the other hand, naturalisation is not possible for refugees (with a few exceptions not linked to rights stemming from their refugee status37) (Frost &

36 As of March 2019.
37 For example, a Syrian woman who marries a Jordanian man can acquire Jordanian citizenship.

Shteiwi, 2018).

In Germany refugees can acquire citizenship after eight years of residence in the country. However, this can be reduced to six years if the applicant has successfully completed an integration course and if they have shown substantial integration efforts (§ 10 German Nationality Act, see BAMF, n.d). The cost of this procedure is €25538 for an adult person and €51 for children (*ibid*). In addition to duration of residency, there is also a subsistence requirement for the applicant and their families, a requirement of German language proficiency, having passed a naturalisation test and not having committed a serious crime (*ibid*). Similarly, in Croatia, all categories of refugees from Syria included in this analysis can acquire citizenship. The residence requirement is eight years and the cost of the application is €20039 (Republic of Croatia, 1991). Further to the residence requirement, unlike Germany or Sweden, the applicant must also have renounced, or have submitted proof that their current nationality will be revoked if they acquire Croatian citizenship: with an exception made if they are stateless (*ibid*). Like Germany, they must also have passed a language and naturalisation tests, and also be deemed to have been respectful to the law and customs of Croatia (*ibid*).[40]

**Legal assistance and advice in accessing permanent residence and citizenship**

When looking at access to legal assistance or advice on acquiring permanent residence or citizenship for refugees from Syria, we see a significant variation between the four states. In Croatia, they receive legal assistance and are provided with general legal information, as regulated through the Act on Free Legal Aid (Republic of Croatia, 2013: 5). In Germany while there is no specific law or policy that sets out the provisions of legal aid for refugees, in matters related to applying for permanent residence or citizenship, as well as other refugee related matters, BAMF provides this guidance *de facto* (BAMF, 2019). Similarly, in Sweden it is the role of the Migration Agency, *Migrationsverket,* to provide refugees with information and advice on residency and citizenship (Migrationsverket, 2019a). In Jordan legal aid or advice in seeking permanent residence or citizenship is not applicable as neither can be acquired by refugees.

### 5.3.3 Indicator 3: Labour Market Integration

With regard to the right to work during the asylum application, while in Sweden it is allowed (Migrationsverket, 2019e), in Germany and Croatia more restrictions are in place. In Germany the asylum seeker cannot work for the first three months of their stay, and if they are obliged to remain in the initial reception centre, they are barred from employment beyond these three months (AsylVfG, 2008: §61. 1-2). For those not obliged to remain in the initial reception centre, after the three-month waiting period, and before 48 months, they can apply for an employment permit from the Employment Agency (*ibid*). Regional variations occur with regard to the acceptance of these applications for work permits, with some regions basing their decision on labour market needs (AIDA, 2017b). In Croatia there is a waiting period of nine months before the asylum seeker is granted the right to work (Republic of Croatia, 2018: §61.1).

38 As of March 2019.
39 As of March 2019.
40 This provides a streamlined and highly focused comparison of the criteria for naturalisation for our target population. For a constantly updated review of citizenship laws in the four states, and a platform upon which to compare the various criteria for acquisition of nationality in the four states please see the Global Cit Database, http://globalcit.eu/national-citizenship-laws/he

Following their recognition as refugees, or a variation thereof, we see more commonalties between the states in terms of access to the labour market. In Croatia, Germany and Sweden all categories of refugees from Syria have the right to work, do not face restrictions in the type of employment they can hold, have the same employment rights as nationals, have access to publicly funded employment counselling and job seeking advice and benefit from publicly funded services to facilitate and support the process of recognising their foreign qualifications and certificates (AIDA, 2017a; Arbetsförmedlingen, 2019; Bundesregierung, 2017; German Federal Republic, 2011; Germany: Residence Act, 2008: §25.2; Migrationsverket, 2019d; Republic of Croatia, 2018; Republic of Croatia, n.d).

In fact, in Germany, labour market integration was one of the pillars of the 2012 National Action Plan on Integration, within which it is clearly stipulated that the improvement of the employment opportunities of migrants (including refugees) is a central objective (Bundesregierung, 2012).41 In Sweden labour market integration is the main goal of the Introduction Phase and the main means of measuring integration. The importance of facilitating labour market integration is used to justify the break from mainstreaming, and the initial tailored and targeted support that new arrivals (including refugees) receive in the first two years in Sweden: The Introduction Phase (Regeringskansliet, 2009). In Croatia the Employment Service provide the financial support and incentives to the employers who hire refugees and other beneficiaries of international protection (MJERE., 2017).

In Jordan refugees from Syria have only been permitted to work since the agreement reached during the Jordan Compact in 2016 (Government of Jordan, 2016). This right to work is restricted to certain sectors, though refugees from Syria do receive an exemption from having to pay the permit application fee (JIF, 2018). Unlike the other states, in Jordan refugees from Syria do not receive employment rights on par with nationals and do not have access to publicly funded employment counselling/ job seeking advice. There is however a recognition of their certificates and other formal qualifications. It should be noted that this inclusion in the labour market is designed to boost economic empowerment of refugees to facilitate relocation to third countries, a more durable stay in Jordan or repatriation. As such it should not be considered as a framework to encourage *integration* into the host community through access to the labour market, as we see in the other three states.

#### 5.3.4 Indicator 4: Language Training and Social Orientation

In Croatia refugees are provided with free language classes, part time, up to 70 hours in total (Republic of Croatia, 2018). The syllabus of these classes is not standardised and the courses are

41 Beyond the programs embedded in the SGB III, the German federal government and the federal states have initiated more than 40 programs to support the market labour integration of refugees. These include programmes that target the improvement of refugees' languages as well as other counselling and qualification programs. Some of the federal projects include (Perspektive für Flüchtlinge), Integration of Asylum Seekers and Refugees -IvAF as part of ESF. As for language, it is important to note that the article 45a of the Residence Act entitles refugees to job-related language training, that should facilitate integration in the labour market. The Federal government also supports freelancers interested in opening their own start-ups. One of these programs is "Gründerpatenschaften" which brings refugees together with experienced companies for mentoring. There have also been several initiatives for those without recognized or with low qualifications.

provided by both state and non-state actors.42 Participants receive social security payments while undertaking the language courses and can also work (Ajduković *et al*, 2019; Republic of Croatia, 2018: §73). The language courses are obligatory, and if a participant fails to attend, they are liable to cover the costs of the course (Republic of Croatia, 2018: §74). Language proficiency is informally assessed for language classes, but no formalised mechanisms to tailor language courses to the refugees' various levels of educational attainment or capabilities is in place. A social orientation course is not provided by the Croatian authorities. Instead this is provided on an *ad hoc* basis by non-governmental organisations (NGOs) such as the Jesuit Refugee Service, the Croatian Red Cross, the Croatian Peace Studies as well as religious associations such as the Islamic Association in Zagreb.

In Germany, since 2005, language and social orientation classes for refugees and those granted international protection have been provided within the framework of a national 'Integration Course' programme. This is mainly focused on language learning, with those who are receiving social benefits but are not able to communicate in German being obliged to attend these courses (Integrationskursverordnung, 2004). The course is not free (the participants must cover half the costs, about €1.90 per class)43, though exemptions can be made for those receiving social assistance/unemployment benefits (*ibid*). In total they receive around 480 hours of language lessons and 75 hours of social orientation classes during the programme (BAMF 2015, 2017). These classes are tailored to the educational background and capabilities of the refugees, and special courses are offered to certain groups (for example, integration course specifically working on literacy, courses for women or parents). Refugees can work during the courses and can sign up for part time or evening classes to accommodate this (*ibid*).

In Sweden language and social orientation classes are provided for free as a central tenant of the Introduction Phase. The language classes last for a maximum of two years and are provided by non-state actors, though are funded and regulated by the state (Information om Sverige, 2019b; Regeringskansliet, 2009). While there is no standardised syllabus, in practice these courses follow the same framework as there are standardised tests, the schools are inspected by the Swedish School Inspectorate who carry out the inspection based on the same criteria and there are only a few textbooks available for the schools to use. The language course, which can be taken on a part- or full-time basis, are tailored to the educational attainment/capabilities of the refugees. The participants receive social security benefits while attending the course. However, their 'establishment funding' or the social welfare payments provided to them during the Introduction Phase, can be reduced if they do not attend these courses. Refugees can also work while attending language courses. The social orientation course in Sweden has a standardised syllabus. It is taught over 60 hours by Swedish regional or country authorities (Information om Sverige, 2019a; Regeringskansliet, 2009).

In Jordan no language training or social orientation classes are provided to the refugees.

42 Due to the waiting times for enrolment in state run/sponsored courses some NGOs provide their own language classes independent of state funding.
43 As of March 2019.

### 5.3.5 Indicator 5: Family reunification

Croatia offers the possibility of family reunification for all categories of refugees from Syria included in this analysis (Republic of Croatia, 2018: § 4.18,66; 2013a: §47-61). Family reunion applies to spouses or unmarried partners, minor children of the applicant or their partner, an unmarried adult child who is dependent on the sponsor due to health-related issues, the parent or other legal representative of a minor or a relative of the first degree who is dependent on care from the sponsor (Republic of Croatia, 2018). There are no requirements for the sponsor44, or the family reunion migrant to meet in order to benefit from family reunion.45

Sweden, like Croatia, offers family reunion to all categories of refugees included in his research (Migrationsverket, 2019b). Sweden is slightly more restrictive in who it considers to be a family member, only including spouses, registered or cohabiting partners and minor children (*ibid*). Both the sponsor and the spouse/partner must be 21 years old and have lived together before the sponsor moved to Sweden - though exceptions can be made if they have children together (*ibid*). If the sponsor applies for family reunion within three months after their arrival in Sweden there are no requirements for them or their family members to meet. However, if they apply after this three-month period, they must meet requirements including having sufficient economic means to cover living costs for themselves and their family members and having secured appropriate accommodation (*ibid*).

While in Germany family reunion is possible for all categories of refugees included in this analysis, some variation occurs between these groups (Germany: Residence Act, 2008:§29; AsylVfG, 2008: §2). For those with Refugee Status/Resettled Refugees, family members including spouses (a valid marriage to have already existed in the country of origin) or registered partners, unmarried minor children, the parents of minors, unmarried persons for the purpose of care and custody, other adults who have personal custody of the minor and unmarried siblings of minors (*ibid*). This differs slightly for those with Subsidiary Protection who can only apply for spouses or registered partners, unmarried minor children, the parents of minors and unmarried persons for the purpose of care and custody (Germany: Residence Act, 2008:§36a). It is also important to note that from March 2016 until September 2018 the right of family reunification for beneficiaries of Subsidiary Protection was suspended.

For those with Refugee Status/Resettled Refugees there are no requirements placed upon them, with the exception that, similarly to Sweden, upon being granted Refugee Status, they should apply for family reunion within three months if they wish for this to be facilitated. This application has to be made at the German Embassy in the country where the family member is residing, and the sponsor has to provide evidence of this to their local authority in Germany (Germany: Residence Act, 2008:§ 27.3 and 29). After this deadline, they can apply for family reunion, but have to meet the normal requirements, including having sufficient economic means to cover themselves and their family members and to having secured appropriate accommodation (*ibid*). For those with Subsidiary

44 The term sponsor and applicant are unused interchangeably in this paper. It refers to a refugee from Syria in either Croatia, Germany, Jordan or Sweden who is applying for their family member to join them.
45 Due to lack of data it is not possible to discern how many refugees from Syria have come to Croatia through the family reunification procedure.

Protection, family reunion is granted based on humanitarian grounds, yet, the economic resources and housing situation of the sponsor can be taken into consideration (BAMF, 2018).

In Jordan there is no law or policy on family renunciation of refugees from Syria. Further to this UNHCR Jordan does not systematically provide this service to those registered with them (UNCHR, 2018a).

#### 5.3.6 Indicator 6: Education and Vocational Training

In Croatia, Germany and Sweden, refugee children, children of refugees and adult refugees can access primary, secondary and tertiary education on par with nationals (AIDA, n.d; Germany: Residence Act, 2008; MOE, 2018; Republic of Croatia, 2018: §68.2 and 70 ; Ruisi, 2019). In Jordan this only relates to primary and secondary education, as refugees from Syria have the same access to tertiary education as other foreign nationals (MOE, 2018). The majority of refugees from Syria in tertiary education in Jordan are in private institutions and enrolment rates are very low (Addam El-Ghali *et al*, 2019).

In Croatia, Germany and Sweden refugees can access generic student allowances on par with nationals (AIDA, n.d; BaföG, 2010; EACEA, 2019), and have access to vocational training/education on par with nationals (Germany: Residence Act, 2008; EACEA, 2019). In Croatia, though they have this right under the law, there is no coherent policy on its implementation and is generally based on NGOs providing these services (OHRRM, 2017b). In Germany and Sweden refugees can benefit from special introductory programmes to help them in accessing and completing tertiary education/vocational training (BMBF, n.d; Bundersregierung, 2016; EACEA, 2019; Germany: Residence Act, 2008; JRS, n.d). In Croatia, while there is not a systematic approach to this, it can occur on a case by case basis, with several governmental authorities and NGOs assisting refugees to access and complete tertiary education/vocational training (AIDA, 2017a).

In Croatia, Germany, Jordan and Sweden there is law and policy to mainstream refugee children, or children of refugees, into primary and secondary education (OHRRM, 2017b). However, there is considerable variation in how this is realised. For example, in Croatia there is a lack of inter-agency and intra-agency coordination within the government sector which has led to institutional problems and inconsistency in the implementation of the existing national regulations and European standards (Župarić-Iljić and Mlinarić, 2015). In Sweden this policy relates to the mainstreaming of migration more generally and thus while including refugees, and children of refugees, there is no policy that can be attributed specifically to this group. In Jordan enrolment rates remain low, in 2018 only 66% of school aged Syrian refugee girls being enrolled in primary or secondary education and 62% of boys (UNHCR, 2018b). For Jordanian children the number is significantly higher, with 98% attendance in primary education and 93% in lower secondary education in 2017 (UNICEF, 2019).

#### 5.3.7 Indicator 7: Access to Social Welfare and Housing

In Croatia, Germany and Sweden refugees from Syria have freedom of movement and choice of residence within the country (Germany: Residence Act, 2008: §12a; Regeringskansliet, 2009; Republic of Croatia, 2018). In Jordan this differs slightly, as refugees from Syria living outside the camps have reportedly faced restrictions in movement due to police harassment and instances of

forced relocation to camps (JIF, 2018). The research does not include those refugees from Syria living inside the camps, as it is the relationship between the refugees and the host-community that this of interest here and camp-based refugees have limited, if any, interaction with the host community.

With regard to housing, in Croatia, Germany and Sweden refugees from Syria have access to state run/sponsored housing and housing benefits, and can access public or private housing on par with nationals (Regeringskansliet, 2009; Republic of Croatia, 2018; Sozialhilfe, 2011). In Jordan there is no public housing, however refugees do have access to private rental housing (with special conditions, such as reporting to the Police if requested).46 If they wish to buy a property, they have to be granted permission from the Ministry of Interior (which is a requirement for all non-Jordanians).

In Croatia, the right to public housing only lasts for two years and if the refugee can afford to contribute to, or cover, the entire costs of accommodation themselves, they may see this support reduce or access to public housing be restricted (Republic of Croatia, 2018).47 Further to this, it has been reported that there have been problems with refugees securing accommodation due to the language barrier, discrimination by some landlords as well as available housing being inadequate or sub-par (AIDA, 2017a). Similarly, in Germany discrimination against refugees by landlords can make securing accommodation problematic. In Sweden the main problem relates to a shortage in housing and the lack of appropriate housing in general. In Jordan, poor quality housing, discrimination and the vulnerability that stems from many of the housing agreements being verbal contracts is a significant issue for refugees from Syria (JIF, 2018).

With regard to access to healthcare, in Germany and Sweden this access is on par with nationals (Regeringskansliet, 2009). In Jordan for those with Ministry of the Interior issues refugee cards, this is on par with nationals who are not insured. For those without this card they must pay a 'foreigners fee' which makes treatment significantly more expensive (JIF, 2018). In Croatia refugees from Syria receive access to health care and coverage on par with foreign nations (Republic of Croatia, 2018: § 69.1-2). There are also practical impediments to access, most notably language. In Croatia another issue that has been highlighted is a lack of awareness amongst medical staff and refugees regarding their right health services, how they provide this and who covers the cost of treatment.

*Table 2: Access to social welfare benefits (Includes all categories of refugees)*

| | **Croatia48** | **Germany49** | **Jordan50** | **Sweden51** |
|---|---|---|---|---|
| **Income Support/Social Assistance** | Yes | Yes | Yes, but by UNHCR. | Yes |

46 Information provided by the Center of Strategic Studies, Jordan.
47 After this two-year period the refugee may retain the right to public housing under the social welfare legislation.
48 OHRRM (2019)
49 AsylVfG (2008); Bundeselterngeld- und Elternzeitgesetz (2015); Einkommensteuergesetz (2009); Sozialhilfe (1997); Sozialhilfe (2003); Sozialhilfe (2011).
50 Information provided by the Canter of Strategic Studies, Jordan.
51 Regeringskansliet (2009)

| | | | | |
|---|---|---|---|---|
| **Unemployment Benefits** | Yes | Yes | Unemployment benefits do not exist in Jordan. | Yes (if they have worked) |
| **Child or Family Care Benefits** | Yes | Yes | No | Yes |
| **Sickness/Disability Benefits** | Yes | Yes | No | Yes |
| **Pensions** | Yes | Yes | No | Yes |

As Table 2 shows, Croatia, Germany and Sweden by and large provide the same social welfare and benefits to all categories of refugees included in this research. Jordan differs in that some of these benefits do to exist, or they are provided by the international community, most notably the UNHCR.

#### 5.3.8 Indicator 8: Host Community Relations

Croatia, Germany and Sweden have included refugees in national integration strategies: no such strategy exists in Jordan (Bundesregierung, 2012; OHRRM, 2017b; Regeringskansliet, 2009). There is some similarity in the way that integration is defined in these strategies. The Croatian Action Plan defines integration of foreigners into society as a dynamic, bilateral, long-term and multidimensional process of mutual adjustment of both foreigners and Croatian nationals (OHRRM, 2017). In Germany while not explicitly mentioned in the integration action plan, it can be concluded from the Law on Integration adopted in 2014 that the main principle guiding the integration strategy of immigrants is "*fordern und fördern*" which can be translated as 'demanding and supporting' (Bundesministerium des Inneren, 2014). This establishes that immigrants have the responsibility to respect the fundamental values of the German society and fulfil their tasks of learning the German language. However, German society is also obliged to provide them with equal opportunities in society and work towards reducing any obstacles they may face in integrating (*ibid*). In Sweden it is also a two-way process between refugees and the host community. This is realised through the policy of mainstreaming migration and migrants into all aspects of Swedish society.[52]

*Table 3: Refugee-host community interaction policies in the four states*

| | **Croatia** | **Germany** | **Jordan** | **Sweden** |
|---|---|---|---|---|
| Are there publicly funded awareness raising campaigns about the situation of refugees? | Yes, once.[53] | No | No | No as this would be counter to the mainstreaming policy. |
| Are these regular or ad hoc? | Only once | N/A | N/A | See above |

52 Regeringskansliet (2009)

53 It was a campaign "Okus doma/Taste of Home" funded by European Social Fund and the Government of the Republic of Croatia Office for Cooperation with NGOs, which focused on integration of beneficiaries through language learning support and culinary practices. Another campaign included a bottom-up NGO crowdfunded campaigns by the Jesuit Refugee Service, with an idea to support the Centre for the Integration of Refugees, to empower refugees, familiarize and connect them with the local community.

| | | | | |
|---|---|---|---|---|
| Are there nationally supported/ funded programmes or policies that aim to see the increased civic engagement of refugees? (i.e. in sports clubs, voluntary organisations) | No | Yes | No | See above |
| Are there nationally supported/ funded programmes or policies to see the increased engagement of civil society with issues related to refugees? | No, but included in the Action Plan. | Yes | No national support, but support from the international community. | See above |
| Are there nationally supported/ funded programmes or policies that aim to see the increased political engagement of refugees? | No | Yes[54] | No | See above |
| Are there nationally supported/ funded campaigns, programmes or policies that aim to promote social interactions between refugees and the local community? | No, only local NGO organised initiatives. | Yes | No national support, but support from local civil society and the international community. | See above |
| Additional comments | Local actors have requested clear guidance on integration.[55] | | Tense relations between refugees and host community related to economic factors.[56] | |

In looking into how integration measures, beyond the labour market concerns, are, or are not, operationalised, we can see similarities between Croatia and Jordan, and between Germany and Sweden. Croatia and Jordan, unlike Germany and Sweden, do not publicly fund integration projects related to civic engagement, engagement in civil society/politics or the promotion of social interaction between refugees and the host community. While in Croatia local civil society do try and fill this gap, the lack of cohesive national strategy has been highlighted as problematic by these actors. In Jordan, civil society and the international community try ad hoc to forge links between these groups, yet there are tensions between the host community and the refugees as a result of perceived competition for employment opportunities. In general, none of the four states systematically engaged with public awareness raising about the situation of refugees from Syria.

54 Foreigners Councils or Ausländerbeirat/ Integrationsbeirt are the political representation for migrants in Germany. As only German citizens and EU citizens that have been residing for five years in Germany are entitled to vote at the municipal elections, the Foreigners Councils have evolved as an alternative for migrants including refugees to participate in the political arena. These councils are elected by the migrants (including refugees) residing in the respective municipality. The Council advises the local councils on all issues related to migration and refugee affairs. The Councils do not exist in all federal states and their rights vary from one municipality to another.
55 See Ajduković, et al (2019)
56 See Shteiwi, (2017).

## 5.4 Summary

In summary there are commonalties between the four states despite differences in their approaches to integration, the structure of their welfare states, labour markets, institutions, reception of asylum seekers, histories of migration and number and dispersion of refugees within the countries.

- For nearly all refugees from Syria in the four states, they are only initially issued temporary residence permits (with the exception of some in Sweden).
- Those states with national integration strategies (Croatia, Germany and Sweden) define integration similarly, as a two way and dynamic process between the migrants and the host community. This is in line with the EC definition and approach taken in FOCUS.
- Access to the labour market is a theme that runs through all three national integration strategies as well as the Jordan Compact of 2016. The aim of this differs between the states, with Croatia, Germany and Sweden using this as a central tenant of integration into the host community, while in Jordan it relates to the empowerment of the refugees themselves.
- In all four states refugees have access to primary, secondary, tertiary education and vocational training (though this varies with regard to having rights on par with citizens and foreign nationals). However, while education may be accessible in theory, in practice problems remain. For example, in Jordan a large number of school age children are not enrolled.
- In all four states their qualifications are recognised, or services are provided by the state to validate these.
- There are often state or NGO sponsored special introductory programmes or assistance to help refugees from Syria complete their studies or training.
- A significant amount of emphasis is placed on refugees learning of the state's language, with free or subsidised courses being provided in Croatia, Germany and Sweden. To accommodate labour market integration in all three states, participants can work simultaneously while undertaking these courses. In addition, language courses are tailored, to varying degrees, to the educational background and capabilities of the refugees. These language courses are obligatory in all three states.
- Refugees in Croatia, Germany and Sweden have freedom of movement in where they chose to live, and have access to public and private housing. In Jordan no public housing is available, however refugees from Syria do have access to the private rental market. In all four countries refugees face problems in accessing housing either due to discrimination or a lack of available and suitable housing.

With regard to differences:

- While refugees from Syria are issued temporary residence permits in all four states (with the exception of some refugees in Sweden), this is where the similarities end. These temporary residence permits are renewable in all states, yet certain restrictions for their renewal are in place and vary significantly between the states.
- While in Sweden it is relatively easy to acquire permanent residence and citizenship, in Croatia and Germany it is less so. Croatia and Germany require refugees from Syria to have reached a

level of language proficiency, be self-sufficient, have passed a naturalisation test, etc. In Jordan neither permanent residence or citizenship is possible for refugees to acquire.

- The emphasis placed on social orientation classes is also different, with Germany and Sweden providing these and Croatia and Jordan not doing so.
- In Croatia, Germany and Sweden refugees do not face restrictions in the type of employment they can hold, have the same employment rights as nationals, have access to publicly funded employment counselling and job seeking advice. This is not the case in Jordan where they face more restrictions in accessing the labour market in the first place and then restrictions in which jobs they can hold.
- Germany and Sweden do publicly fund, support and facilitate the integration of refugees and host community relations through a variety of activities. Croatia and Jordan do not.
- There are significant differences in access to healthcare. While in Sweden and Germany the rights to healthcare is on par with nationals, in Croatia and Jordan this is only provided on par with either uninsured nationals or foreigners.
- In Croatia, Germany and Sweden refugees from Syria have access to a range of social welfare and benefits on par with nationals. In Jordan either these are not provided by the state to refugees, or are not provided by the state at all.
- Family reunification, while more selective in some states than others, is possible in all states except Jordan. In Germany and Sweden this is facilitated if the application is lodged within a short timeframe after the refugee has sought asylum. After this there is more variation with some states requiring the sponsor meets subsidence and appropriate housing requirements.

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# 6. A Qualitative Study of Professionals' views on Integration Practice in Europe (Task 2.3 Part II)

## 6.1 Executive Summary

In order held shape FOCUS's further work and to better understand the practices and concerns of the sector, a qualitative study was undertaken of the views of senior professionals working on integration issues in the European Union. This qualitative study, when read alongside Task 2.3 Part I (which compares integration policies of refugees in the four countries which are the focus of this project: Croatia, Jordan, Germany and Sweden) advises Task 2.4., WP3 and WP5 and covers objective two of WP2; To conduct a comparative analysis of integration policies in Sweden, Germany, Croatia and Jordan. 31 persons from a total of 30 organisations holding management roles participated in structured interviews in the period February to May 2019.

These organisations involve a wide-range of activities in both the governmental and non-governmental sectors at local, national and EU levels including migrant-led organisations. The diverse roles fulfilled by participants include national government coordinator of integration programmes, city integration coordinator, international network coordinator, ngo chief executive, refugee network founder and project coordinator.

In summary:

- This is a dynamic and diverse field which is moving to a longer-term focus following a reactive approach during the recent periods of higher migration into Europe. Senior professionals working on integration recognise many strengths and weaknesses in current approaches and feel that the next two to three years will see significant developments in practices and funding.
- There is substantial consistency across organisations on issues such as engagement with research, the role of practice networks, the generation of new ideas and perceptions of knowledge gaps. However there are substantial differences in who organisations at different levels and in the governmental and NGO sectors see as the targets of their programmes and the stakeholders in their work.
- EU laws are central to initial integration activity with people who have been granted refugee status. However, the reliance of most organisations on the Union's AMIF funding programme gives it a wider role in influencing policy at all levels. As such the provisions related to integration funding in the new Multi-Annual Funding Framework will substantially shape practice in the medium to long-term.
- Professionals feel that they are rarely in the position to keep up with the latest research and that their engagement with research is often driven by the need to justify programme funding. Only larger organisations are in a position to employ personnel who have the time to remain close to the research base.
- Perceptions of knowledges gaps, or 'what we don't know that we'd like to know?', are focused on the practical issues of understanding which general factors are important in influencing integration outcomes('what matters') and which specific programme approaches assist in achieving positive outcomes('what works'). In particular there is a wish

to have more work which looks over a longer-term and goes beyond well-established measures of economic integration.

- Evaluation is seen as a major weakness in the sector. Only larger organisations with substantial control over their own funding are in a position to undertake evaluations which go beyond activity levels and initial feedback. There is a broad belief that funding programmes should allow for more complete evaluation and that longitudinal evaluations are needed.

## 6.2 Introduction & Methodology

FOCUS aims to make a significant contribution to knowledge and practice in the broad field of refugee and host community integration. The project's outputs will involve detailed qualitative and quantitative research, the pilot testing of examples of best practice and a number of guides covering the accessibility, adaptation and evaluation of effective practice. It is intended that these outputs will be relevant and useful to policy makers and practitioners in the field. As such, a core objective for FOCUS is to bridge the 'research to practice' gap.

In light of this it was decided to conduct a series of interviews with policy makers and programme developers at the start of the project and to use these interviews to inform later work. Given the range and diversity of participants in this field, these interviews were to involve organisations at various levels and in both the non-governmental and governmental sectors.57

There are currently thousands of organisations and agencies working on integration and related issues at local, national and European levels. They range from large-scale public services to small community-based groups. A detailed quantitative piece of research on the dynamics of policy formation, perceptions of practice and knowledge gaps would be of significant benefit to strengthening the evidence-base for integration policies, but this is clearly beyond the scale of FOCUS.58

However qualitative research is increasingly well-established in the overall field of migration and integration studies and this approach has been applied here.59

This report presents a general overview of the methodology followed in the interviews and the most significant findings. While designed to last 30 minutes, the interview sessions actually lasted over 60 minutes on average due to the very deep engagement of the participants and the open-form of the interviews which allowed additional issues to be raised. Additional information not presented in this report has been gathered and will be used in the context of later FOCUS activities.

57 This report forms part of WP2 – Mapping of Host-Community/Refugee Relations. While relevant to all of the Work Packages, it is, in particular, intended to guide work in WP6 – Solutions & Policy Recommendations and WP7 – Dissemination & Communications.
58 Substantial work directly relevant to FOCUS is underway in Europe through both Horizon 2020 projects and the ongoing work of organisations such as the Migration Policy Institute(Europe) (see for example: Benton, M. & Embricos, A., 2019. Doing More with Less: A new toolkit for integration policy, Brussels: MPI. We will, in the context of WP6 and WP7, ensure cooperation with this wider work.
59 For a detailed discussion of this area see: Zapata-Barrero, R. & Yalez, E. eds., 2018. Qualitative Research in European Migration Studies. London:SpringerOpen.

### 6.2.1 How to Link Research and Policy in Integration?

We are very conscious of the debate concerning the need for academic research in the field of integration to be able to be carried out independently of a policy-driven agenda. The quality and originality of studies requires that they be capable of presenting results which both challenge existing assumptions and open up unanticipated perspectives. Equally, there is a legitimate interest on the part of policy makers in seeking answers to specific questions which they have identified as relevant to current and potential practice.60

The quantitative and qualitative studies to be conducted as part of WP4 are being designed in light of detailed reviews of the scientific literature on the socio-economic and socio-psychological influencers of integration. The policy-maker feedback contained in this study will primarily be used to shape the use to which the research is put and, in particular, the practitioner-focused research summaries and guides to best-practice, adaptation and evaluation.

### 6.2.2 Objectives

The overall objective for the interviews was to provide FOCUS with specific information to help guide its work and to maximise the project's usefulness and impact. More specific objectives are set out in Table 4: Interview objectives

*Table 4: Interview objectives*

| **To provide the following details relevant to FOCUS's work:** |
|---|
| • an overview of the target audiences of FOCUS's work, |
| • perceptions of key knowledge gaps and best practices, |
| • engagement with research and evaluation, |
| • current processes for programme development, |
| • opinions on the usefulness and format of FOCUS's specific outputs. |

### 6.2.3 Methodology

The approach to these interviews was developed through discussions within the consortium.

**Choice of Countries**

While the core FOCUS research will be carried out in four countries the project's outputs should have a much wider breadth and be, at a minimum, relevant in the European Union and Jordan. As such it was agreed to conduct interviews in the four research countries plus four other countries which would ensure a fair balance in terms of the scale of recent migration. Two measures were adopted

60 A full discussion of the issues involved and a review of the overall research-practice interface can be found in: Scholten, P., Entziger, H., Penning, R. & Verbeek, S. eds., 2015. Integration of Immigrants in Europe: Research Policy Dialogues. London: SpringerOpen.

to guide the choice: significant and lesser numbers of recent refugees, and different levels of public acceptance of refugees as measured in the Special Eurobarometer on this topic.61

On this basis it was decided to conduct interviews in the following eight countries: *France, Italy, the Czech Republic, Ireland, Sweden, Germany, Croatia and Jordan*.

In addition, given the importance of international networks on both policy and practice it was decided to conduct interviews with selected cross-EU organisations.

**Jordan**

While official policy in the EU and in member states is based on the concept of integration this is not relevant to Jordan. Its policy is based on a central concept of 'empowerment' and it shares few similarities in its long-term objectives with those of EU member states. Clearly it would be inappropriate to take the same approach to interviews with Jordanian organisations as is followed with EU-based organisations – or to seek to evaluate the interview outputs on the same basis.

In light of this ***a separate interview structure was prepared for Jordanian interviews and these have not been included in this analysis which is exclusively based on the EU interviews.*** A separate note will be prepared on the Jordanian interviews at a later date.

**Choice of organisations**

Organisations were chosen on the basis of seeking interviews with four per country: one at national government level, one at local/municipal government level, one national level NGO and one predominantly local/municipally-based NGO. ***The governmental organisations*** were either the lead agency at national level or the lead agency in a significant local/municipal area(defined as being amongst the 10 largest areas in the country in terms of refugee residents).
It was viewed as particularly important to include ***local government*** organisations as recent research has demonstrated that significant policy innovation and new understanding of policy needs is to be found in this sector.62 There is significant diversity between local governments in the structures used to develop and implement integration programmes – ranging from fully-mainstreamed programmes to arms-length bodies. This was reflected in the organisations approached.

The choice of ***NGOs*** was more complicated. All organisations not controlled by government (defined as there being no government role within the organisation and the organisation maintaining the ability, subject to resources, to implement programmes designed by the organisation itself) were considered, thereby including churches, foundations, etc. Organisations which serve purely advocacy or NGO coordination roles within member states were not approached. Therefore the focus was on

61 European Commission, (2017). Special Eurobarometer 469: Integration of immigrants in the European Union, http://ec.europa.eu/commfrontoffice/publicopinion/index.cfm/survey/getsurveydetail/instruments/special/surveyky/2169

62 For this and wider descriptions of the unique place of local government in integration see: Careja, R., 2018. Making good citizens: local authorities' integration measures navigate national policies and local realities. Journal of Ethnic and Migration Studies, 45(8), pp. 1327-1344. & Dekker, R., Emilsson, H., Krieger, B. & Scholten, P., 2015. A local dimension of integration policies? A comparative study of Berlin, Malmo and Rotterdam. International Migration Review, 49(3), pp. 633-658.

***organisations which have direct interaction with refugees and/or host communities and implement implementation programmes.***

All of the national-level NGOs both implement integration programmes and are policy advocates. The local/municipal level NGOs also perform both roles, but are predominantly focused on programme development and implementation.

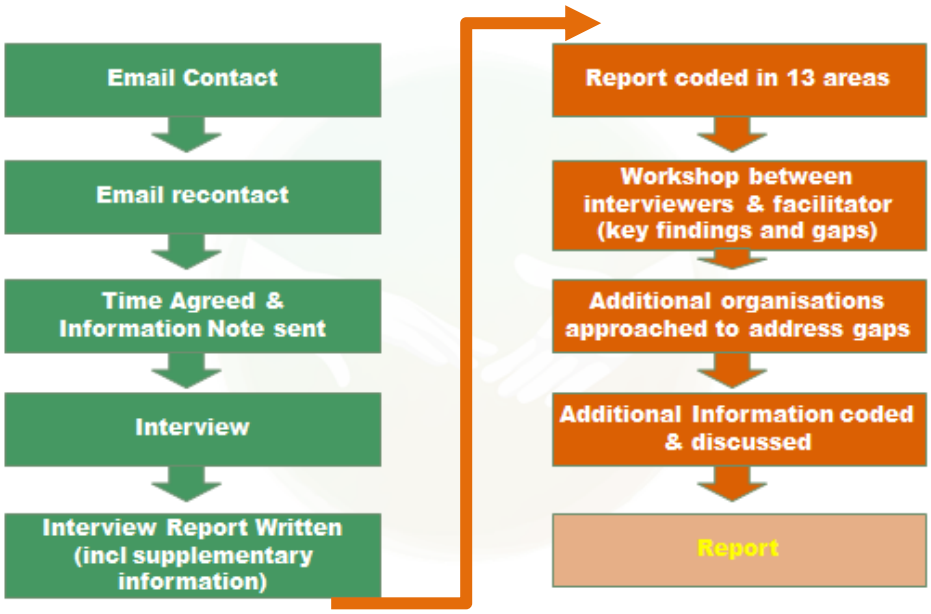
In addition, it was felt to be necessary to ensure the participation of ***migrant-led organisations*** and national and EU organisations were approached.63

No organisation was approached which is either a member of the FOCUS consortium or a parent entity of a consortium member.

At ***EU-level*** a number of organisations involved in coordination and advocacy were approached based on being identified by organisations at national or local level, as being important to their work.

The process for contacting, interviewing and reporting is set out in **Error! Reference source not found.**1.

*Figure 11: Figure Interview and Reporting Procedure*




Each organisation was approached and, where necessary, recontacted two further times seeking participation. In 6 cases where this was unsuccessful alternative organisations were approached because of a concern to ensure that the relevant country or sector was adequately represented. As such, a total of 40 organisations were approached.

63 For recent practically-focused research about migrant experiences and perceptions concerning a range of refugee issues see: European Migrant Advisory Board, 2019. Ask The People: A Consultation of Migrants and Refugees, Brussels: EMAB.

Structure of Interviews

The interviews were structured to provide a range of information as well as to allow flexibility. **Error! Reference source not found.** details the structure and topics covered in the interviews.

*Table 5: Interview structure*

| |
|---|
| **1. Background information**<br>a. Remit/mission of organisation, target groups and main sources of funding.<br>b. Personal role and experience of participant. |
| **2. Networks & Stakeholders**<br>a. Main stakeholders.<br>b. Reporting responsibilities.<br>c. Participation in policy/practice networks.<br>d. Impact of EU policies on work.<br>e. Relevance of increasing trans-national/regional exchange of practice. |
| **3. Knowledge Gaps**<br>a. Issues or factors influencing refugee/host-community relations need to be studied in much greater detail.<br>b. Research sources relied upon and time to access research in field.<br>c. Relevance of short research summaries |
| **4. Best Practice**<br>a. Programmes seen as particularly successful.<br>b. Source of ideas for new programme.<br>c. Relevance and format of guide to best practice, local adaptation and evaluation. |

At the conclusion of interviews each participant was asked whether they wished to receive further information concerning FOCUS and its outcomes.

**Ethics & Data Handling**

The draft interview process and content were reviewed by the FOCUS partner responsible for overseeing compliance with ethical standards and appropriate changes were made subsequent to this. Each participant was sent a detailed note explaining FOCUS's work, the purpose and structure of the interview, their right to withdraw participation at any time, how personal information would be handled and contact details for the project.

At the start of each interview informed consent was addressed through confirmation of the receipt, reading and acceptance of the advance note.

***It is important to note that interviews were conducted on the basis that all outputs would be anonymous and no points would be directly attributed to any organisation or person.***

**Analysis**

Each interview was recorded in structured summary notes rather than verbatim – though relevant direct quotes which might help illustrate a point were noted. At the conclusion of the main phase of interviews, the notes were collected and sections analysed by the interviewers. 14 topics were

identified for closer analysis with coding applied to group similar responses. Four personnel involved in the design and implementation of the interviews independently reviewed and commented upon the draft outputs.

**Description of Interviews**

In total 30 interviews were conducted in the period 4/2/2019 - 10/5/2019. 10 were in-person interviews and 20 were conducted by phone. One interview involved two persons – joint deputy heads of function at national government level. Five interviews were conducted in French, four in Italian and the remainder in English. Each participant expressed comfort in being interviewed in the relevant language.

*Table 6: Organisations approached for interviews*

| | Governmental | NGO | Total |
|---|---|---|---|
| **Approached** | 19 | 21 | 40 |
| **Interviewed** | 13 | 17 | 30 |

While the initial interview request was for a 30 minute time period, on average, the interviews lasted over an hour. This was due to the open-ended nature of the questions and the very-high level of openness and engagement of participants. Consent was received to continue beyond 30 minutes when this arose.

*Table 7: Duration of interviews*

| | Governmental | NGO |
|---|---|---|
| **Average** | 67 mins | 61 mins |
| **Median** | 65 mins | 50 mins |

**Description of Participants**

In all cases participants played a significant role in devising organisation's integration policies. Participants were either the head or deputy head of the relevant organisation (or the integration function within the organisation) or were lead on the relevant policy or project within a wider organisation.

5 of the participants were both born outside the EU and either hold or have held refugee status in the country where they currently live. They have positions in both the governmental and non-governmental sectors.

*Table 8: Position of interview participants in their organisations*

| ***Number of participants*** | **Governemental** | **NGO** | **Total** |
|---|---|---|---|
| **Head/Deputy organisation or function** | 7[64] | 9 | 16 |
| **Policy or Project lead** | 7 | 8 | 15 |

64 2 persons at this level participated jointly in one interview.

On average, participants who work in NGOs have worked for longer in the field of integration or a significantly-related area(such as humanitarian aid or social inclusion). The average period for work in the field for participants in governmental organisations is 9 years, and the relevant figure for NGOs is 15 years. While both groups have held their current positions for similar periods on average(5 and 7 years respectively), the median (3 and 4 years respectively) reinforces the fact that ***the majority had been appointed to their current positions during a period when migration has been a major public issue*** requiring engagement with a complex and more urgent range of issues.

Within both sectors there is considerable experience of dealing with previous periods of higher than average migration including post-1989 legal and undocumented migration and the major migration flows following EU enlargement. In a number of cases participants had experience of longer-term refugees and resettlement programmes including, for example, Vietnamese families and major post-1989 'repatriation' programmes into European states.

*Table 9:Participant years in current role and field*

| | Governemental | NGO |
|---|---|---|
| **Time working in field *avg*** | 9 years | 16 years |
| **Time working in role *avg*** | 6 years | 7 years |

For both sectors, the most common area of past work outside of the integration and humanitarian aid fields is the general NGO and social policy field. This is followed by general administrative or business work. The most common academic qualifications are in the fields of political science, social studies, peace studies and geography/migration studies.

## 6.3 Who we are referring to (Refugees,Migrants, etc)

The scientific research being undertaken by FOCUS is very specifically designed to address issues relating to refugees and their host communities. However the factors, policies and practices which impact on refugee/host community integration operate within a much wider context. When discussing this area with policy makers it is clearly neither possible nor desirable to discuss only policies which are solely concerned with people holding refugee status. As such, while all organisations contacted are involved at some stage with issues which impact on refugee integration, many have a much wider area of activity.

In order not to limit responses and to reflect the reality of both practice and policy in integration, we used the term 'migrants' during the interviews except where specifically referencing refugee-only programmes. The same approach is reflected in this report.

## 6.4 Interview Outcomes

The interviews covered a wide-range of topics and participants emphasised the particular concerns of both their individual organisations and integration systems in general. Specific points which they raised overlapped very significantly. ***There is a broadly-shared sense of the key challenges standing in the way of successfully implementing integration strategies***. Participants were highly engaged and candid in pointing to what they perceive as gaps in the system and pressures which prevent more

effective policies and programmes. They confirmed a picture of a diverse 'real world' when it comes to policy formulation, implementation and evaluation.65

While individual participants in all countries reflected a personal and organisational commitment to integration one significant, and growing, difference relates to ***the political context in individual countries***.

Where the presence and integration of substantial numbers of migrants has become a point of political controversy – and especially where anti-migrant sentiment is seen to have a significant presence in representative institutions – this is impacting on future plans and perceptions of what is both required and possible. There is a shared belief that, even where the issue is not the number of migrants, integration policies in various EU member states may diverge very significantly in the years ahead.

The recent higher level of migration from certain regions led policy-makers and practitioners to adopt what they refer to as an 'emergency mindset' to programme planning and implementation. This is widely seen by interview participants as having undermined the effectiveness of programmes and contributed to political exploitation and promotion of public fears of migrants. As a result there is a consistent belief in countries with significant numbers of migrants that policies need to be put on a more stable, long-term and evidence-based foundation.

The link between practices in the country of arrival as opposed to the final destination country is understood as important by all participants, but in general it was not an area where they felt competent to comment on practice.

As a final overall introductory comment it is essential to note that ***the source and stability of funding is a universal determinant of the ambition and innovation of integration programmes*** throughout the EU.

#### 6.4.1 Who are we talking to?: The organisational context

Participants were asked a range of questions about their organisations including how they perceived their objectives, the groups they seek to serve and sources of funding.

**Nature of Organisations**

Section 6.2.3 above explains the broad balance of organisations represented. The *governmental organisations* each have primary responsibility at local or national levels for the broad policy and either funding and coordination or funding, coordination and implementation of integration programmes. Countries differ on the extent of mainstreaming of integration programmes and, as such, some emphasize coordination while others are more closely involved in implementation. They tend to be inflexible in terms of only dealing with migrants with legal status.

In contrast, there is a much greater diversity amongst *NGOs* active on integration in terms of both governance and primary motivation. They include church-linked organisations, human-rights and humanitarian organisations, project-focused organisations, private foundations, networks of organisations formed to maximise impact and migrant-led service and advocacy organisations.

65 This is similar to work elsewhere which has suggested that structured policy-making processes are rarely implemented even within formal structured organisations. See for example: Hallsworth, M., Parker, S. & Rutter, J., 2011. Policy Making in the Real World: Evidence and Analysis, London: Institute for Government.

Even where an NGO did not originally see advocacy for migrant rights and policy changes as a role for their organisation, all have seen the need to be active in this space. As such, they are or seek to be full participants in both dialogue and policy development.

Where there is no strong political impediment to this, governmental organisations see NGOs as partners in their work and most convene advisory or coordination groups which include NGOs and governmental organisations.

One very significant difference between organisations in the two sectors relates to attitudes towards ***migrants without legal status or seeking asylum***. Participants in both sectors acknowledge the deep relevance of attitudes towards these groups and their position in society in terms of influencing the integration of refugees with legal status – and especially in terms of issues such as racism, perceptions of refugee motivation and the 'othering' of refugees. However the governmental organisations are inconsistent in addressing this in their policies. There is a different between local and national levels, with the local level being more likely to address ongoing refugee integration within the context of wider migrant and minority inclusion efforts.

In contrast, NGOs have a more inclusive approach which is, wherever possible and within very serious constraints, more 'status blind'. In addition, NGO participants are more conscious of the problems likely to arise in refugee integration from the failure to have a more inclusive approach.

**Target Groups**

Participants were asked to state who their organisations view as the target or targets of their integration-related work. There was a close alignment in the broad groups of targets identified but a significant difference in the number and the frequency of each being identified. In general, governmental organisations identified between one and two targets of their work while NGOs identified over twice as many.

All participants from *governmental organisations* identified refugees as a target. Following this were other public bodies involved in coordination or requiring assistance with capacity building. The next most frequently mentioned target was organisations, both public and private, involved in directly implementing or assisting integration programmes. This includes NGOs and employers. At a lower level, broad-civil society was identified and one local government organisation identified migrants in general irrespective of status as a target.

In contrast, *non-governmental organisations* most frequently identified migrants in general as a target of their work followed by refugees and organisation implementing or assisting integration programmes. A number or organisations identified specific migrant groups as a target of their work, with vulnerable young people and those with trauma from experiences such as torture amongst the groups mentioned. Public bodies were identified as a target in terms of both coordination of work and policy advocacy. Finally, civil society in general was identified, including efforts to reach out to journalists.

*Table 10: Target groups of organisations(in order of number of references)*

| Governmental | NGO |
|---|---|
| Refugees | Migrants in General |
| Other public bodies (coordination and capacity building) | Refugees |

| | |
|---|---|
| Organisations implementing or assisting programmes(incl. employers, NGOs and Agencies) | Organisations implementing or assisting programmes (incl. employers, NGOs and Agencies) |
| Civil Society | Specific migrants groups (e.g. vulnerable youth, torture victims) |
| Migrants in General | Public bodies (coordination advocacy) |
| | Civil society |

It is notable the relatively low level at which the general public was identified as a target. While public education and engagement is understood as an important issue which is, in fact, an essential part of achieving integration, it is not a priority focus.

In fact, ***it is a common belief for particpants in both governmental and non-governmental organisations that most integration work is still effectively based on assimilation rather than the 2-way process identified in key strategies.*** This said, there is significant support within NGOs for anti-racism and social inclusion campaigning and many of the organisations which have other activities seek to mainstream integration in some way within this work.

**Funding**

The level and source of funding for all organisations is central to the scale and nature of their integration work. There are very significant differences between sectors in terms of the source and security of their funding.66

For *governmental organisations* the most important funding sources is, unsurprisingly, the national public budget. The second-most referenced funding sources is the EU's Asylum, Migration & Integration Fund(AMIF). AMIF funding is used for a variety of activities including non-integration tasks such as enforcement, but the distinct integration funding is being accessed. Local government organisations receive some of their integration funding from the discretionary element of their local budget. In addition to these sources, a number of governmental organisations mentioned other EU funding as being relevant including the European Social Fund (ESF), especially in the context of social inclusion projects, and Horizon 2020 research projects.

In contrast, *NGOs* most frequently cited AMIF as a source of funding. It is generally held within the sector that AMIF is absolutely central to integration activity and that this reliance is increasing because of the emphasis being placed in national government budgets on border controls and other routes to limiting migration. Funding from private foundations and private donations is important for many organisations and allows greater flexibility in responding to new needs.

*Table 11 Sources of funding for integration work(in order of number of references)*

| Governmental | NGO |
|---|---|
| National government budget | AMIF |
| AMIF | National government budget |
| Local government budget | Private foundations |

66 In a 2013 review of practices in this field the European Commission itself found that regular, predictable programmes with sustained funding were central to successful practice: European Commission Directorate General for Internal Policies, 2013. Comparative study on the best practices for the integration of resettled refugees in the EU member states, Brussels: European Commission.

| | |
|---|---|
| Other EU sources (e.g. ESF, H2020) | Other EU sources (e.g. H2020, DGHome) |
| | Private donations |
| | Local government budget |

Many NGOs feel an acute sense of *insecurity* concerning their funding. This has a number of dimensions.

First, there is a lack of funding for core organisational functions (referred to by one participant as "the funding hole in the middle of the doughnut") which limits the ability to think strategically and beyond project periods.

Second, there is a gap between what they identify as the priority needs and the activities for which they can obtain funding, and this gap hinders their effectiveness.

Finally, there is the impact of anti-migrant politics which is bringing into question the continuation of essential funding. This last issue is also beginning to impact on the work of governmental organisations in some countries.

Organisations which have the security of long-term church or private foundation funding have a capacity for flexibility and innovation is often missing in organisations reliant on other sources of funding.

### 6.4.2 Stakeholders, Networks & role of EU policies

In order to give a fuller picture of how the organisations see their role and to identify the policy and practice communities they belong to, participants were asked a range of questions concerning who they view as their organisations' stakeholders, what policy and practice networks they belong to and the relevance of EU policies to their work.

**Stakeholders**

There are substantial differences between organisations in the two sectors in terms of who they view as the stakeholders in their work – that is those who they see as important to the effective operation of their integration function.

Participants from *governmental organisations* referenced a significantly narrower range of stakeholders with other public bodies by far the most referenced. These are seen as stakeholders because they play roles as a body to which the organisation reports, they participate in coordination forums, they deliver services for the organisation or they provide funding. Civil society organisations in general and those which assist with or implement integration programmes were also referenced by most participants in this sector. The final group mentioned, at a lower level, was international organisations, which includes international NGOs and bodies which oversee asylum policies.

In contrast, *NGOs* referenced a wider group of stakeholders including refugees and migrants themselves. Public bodies comprise the most referenced stakeholder group. These are stakeholders in terms of the NGOs participating in coordination forums and receiving funding, but also as providers of services for individuals and groups of migrants and as the focus of advocacy work. Politicians and representatives bodies are seen as stakeholders because of their importance to policy and funding as well as in setting a wider public atmosphere for integration.

It was stressed by participants from the non-governmental sector that it is necessary to create an atmosphere where the views of migrants can be heard. The justifications for this are felt to be varied and to range from a rights-based approach through to the practical issue that programmes are unlikely to be effective unless migrants are actively consulted in terms of design and evaluation. In addition, it was emphasised that it is necessary to specifically encourage a culture of meaningful feedback and that central to this is that migrants not be afraid to express their opinions or to provide essential information.

NGOs see networks, both national and international as important stakeholder(see 3.2.2 below). Because of the distinct emphasis which NGOs place on the role of wider social discourse in influencing integration they frequently see civil society in general and the media as stakeholders in their work.

*Table 12: Stakeholders in integration work (in order of number of references)*

| Governmental | NGO |
|---|---|
| Other public bodies(for reporting, coordination, service delivery, oversight and funding) | Public bodies(for coordination, funding, advocacy and access to services for individuals and groups) |
| Civil society organisations | Politicians and representative bodies |
| Organisations assisting or implementing integration programmes | National network in field |
| International networks | International network in field |
| | Refugees/Migrants |
| | EU |
| | Media |
| | Civil society in general |

**Networks**

An absolutely consistent piece of feedback from the interviews is the importance of networks to the integration work of both governmental and non-governmental organisations. This is both formal and informal and involves both the coordination of programmes and shared policy advocacy.

*Table 13: Policy and Practice Networks (ranked in order of number of references)*

| Governmental | NGO |
|---|---|
| Formal and informal coordination groups of integration programme-delivering organisations | Formal and informal coordination groups of integration programme-delivering organisations |
| **European Integration Network (EIN)** | European Council for Refugees and Exiles (ECRE) |
| **European Migration Network (EMN)** | European Network Against Racism (ENAR) |
| **Project-based networks** | Networks of parent organisation |
| **European Asylum Support Office (EASO)** | Issue-based networks |
| | Migrant networks (formal and informal) |
| | Platform for International Cooperation on Undocumented Migrants (PICUM) |

For *governmental organisations* the most common network involves the leading of and participation in groups which are responsible for delivering integration programmes. The role and membership of these coordinating groups varies significantly, ranging from extremely close governmental/NGO cooperation with joint responsibility for delivery to a much looser arrangement which is more akin to ongoing negotiation and advocacy. The structure of these groups is closely linked to who has responsibility for services and programmes. Where there is a heavy emphasis on mainstreaming, they are effectively inter-agency bodies which are likely to have an added-on consultation structure. Where integration programmes are more separate and involve a mix of sectors the coordinating groups are more inclusive. In this context, NGOs also participate in and lead transversal networks on specific integration challenges such as health and housing.

On a policy level, the European Integration Network67 (EIN -an EU-administered group which involves lead officials from member states in information exchange and, in some cases, mentoring) and the European Migration Network68 (EMN – a EU-administered network which includes national experts who seek to gather comprehensive data on migration in the EU) are important networks. Participants see the EIN as having an increasing important in terms of sharing ideas for new programmes.
Governmental organisations also participate in discreet topic-based networks (e.g. health and education) and networks which are focused on specific projects, including research projects.

For *NGOs*, national-level networks of organisations involved in integration are seen as central to their work in terms of both policy advocacy and programme-delivery. Even in cases where self-funded and stand-alone organisations have previously belonged to none they are now becoming involved in such networks. This is because they see the need to bring greater structure to the sector after the initial response to Syrian migration, they are now focusing on long-term sustainability and they recognise a need for stronger advocacy work.

Where NGOs, such as church and faith-based groups, form part of a wider international structure this provides an important network for knowledge-exchange and mentoring.

The European Council for Refugees and Exiles69 (ECRE) is the next most referenced network. ECRE is seen as a space for sharing learning with similar organisations and participating in work to influence EU-level legal and funding policies. The Platform for International Cooperation on Undocumented Migrants70 (PICUM) and the European Network Against Racism71 (ENAR) are viewed as important

67 Founded in 2016, EIN members are senior officials in the national authorities with principal responsibility for migration in member states and two EEA states. Its meetings involve a range of presentations on current practice in countries, discussion of current policy issues and engagement with researchers. In addition it has held study visits to member states to informally examine integration policies. (https://ec.europa.eu/migrant-integration/network/european-integration-network-3)
68 Founded in 2008, the EMN is an EU-funded and overseen network of national contacts charged with providing objective, comparable and policy-relevant material on migration. The national contact points vary significantly in the scale and nature of their work. The EMN hosts regular conferences and published national and pan-EU data. (https://ec.europa.eu/home-affairs/what-we-do/networks/european_migration_network_en)
69 ECRE was founded in 1974 and its membership is comprised of 102 NGOs across 41 European countries. Its principal activities are focused on legal support and litigation, legal and policy research, advocacy and communications. It has 13,000 subscribers to its newsletters and convenes a network of communications officers. ECRE regularly participates in research projects funded through programmes such as Horizon 2020. (www.ecre.org)
70 PICUM was founded in the 1990s and its 162 members from 32 principally European countries are active in a full range of activities relating to undocumented migrants. PICUM is an active participant in migration-related research projects. (www.picum.org)
71 ENAR is a network of over 100 member organisations from EU and Council of Europe states which is focused on issues of structural racism. Member organisations see it as a means of maximising policy advocacy and sharing information. (www.enar-eu.org)

networks in aiding organisation to advocate for the most-vulnerable group of migrants and to work against the factor which is seen as the single largest barrier to integration in many countries.

Finally, many NGOs reference participation within formal and informal networks of migrants in ensuring that they respond to evolving needs and opportunities.

**Role of EU policies**

There are three areas in which EU policies are viewed by organisations as being important to their work.

The primary cited role for EU policy by participants from both sectors relates to rules governing ***asylum procedures***.***72*** For governmental organisations, the emphasis is on identifying legal responsibilities, implementing appropriate programmes and fulfilling reporting obligations. For NGOs the emphasis is on policy advocacy at EU-level seeking change to common asylum policies.

The next most commonly referenced EU policy is the ***quota resettlement programme73***. In countries where the governments support the programme public bodies see preparing for the effective integration of the agreed quota of migrants as a priority challenge. For NGOs, helping the integration of resettled migrants is also a priority but there is also a belief in the need to advocate for greater transparency on the operation of quotas and urgency in addressing what they see as incomplete preparations in some countries.

The final area referenced by participants is ***programme and research funding***. As mentioned above (0) AMIF funding is central to NGO integration work and is an important funding source for governmental organisations.74 88% of AMIF funding is distributed via programmes operated at national level subject to a range of requirements in areas such as inclusive programme delivery and minimum activities in different fields. In this way EU funding becomes a more significant policy tool in its own right. In addition, ESF, H2020 and DG-specific funding programmes are relied upon both programme development and implementation. Programmes are frequently shaped specifically with EU-funding in mind. Current negotiations about the role and level of integration funding within AMIF and ESF (currently due to be renamed AMF and ESF+) are seen as defining much integration practice in the EU post-2020.75

72 The Common European Asylum System has been developing since 1999 on the basis of a provision of the Treaty of Amsterdam which gives authority to develop measures such as the Reception Conditions Directive and the Qualification Directive which are central to the reception of asylum seekers and deciding on the granting of refugee status. The European Asylum Support Office is its principal coordinating body and the Commission has proposed that it become the European Union Agency for Asylum. (https://ec.europa.eu/home-affairs/what-we-do/policies/asylum_en)
73 In September 2015 member states agreed to commence a programme of resettlement of persons in need of international protection from Italy and Greece on the basis of a set target figure and a quota for each country. Some member states have refused to participate. The Commission has proposed to replace the temporary scheme with a permanent Union Resettlement Framework (COM(2016)468), (https://ec.europa.eu/home-affairs/sites/homeaffairs/files/what-we-do/policies/european-agenda-migration/proposal-implementation-package/docs/20160713/resettlement_system_en.pdf)
74 AMIF is funded at the level of €3.14bn during the multiannual funding framework period 2014-20. It is administered by DGHOME and has four areas of activity: asylum, legal migration and integration, return and solidarity. (https://ec.europa.eu/home-affairs/financing/fundings/migration-asylum-borders/asylum-migration-integration-fund_en). For a review of the operations of AMIF see: ECRE and UNHCR(2018a). Follow the Money: Assessing the use of EU Asylum, Migration and Integration(AMIF) funding at national level, ECRE and UNHCR:Brussels (https://www.ecre.org/wp-content/uploads/2018/01/follow-the-money_AMIF_UNHCR_ECRE_23-11-2018.pdf
75 For the original Commission proposal see: European Commission (2018a), Proposal for a regulation of the European Parliament and of the Council establishing the Asylum and Migration Fund, 2018/0248(COD) and European Commission (2018b), Proposal for a regulation of the European Parliament and of the Council on the European Social Fund Plus(ESF+), 1018/0206(COD). For statements of some of the issues involved and the importance for integration practice see: Beirens,

### 6.4.3 Where do Ideas & Programmes Come From?

Following sections which were primarily focused on giving a deep picture about the current practice and funding of organisations the interviews addressed the broad topic of where ideas for new programmes come from and the role of research and evaluation in programme development and review. In general, participants from both sectors felt that there is ***no 'centre of gravity'*** in this area. Practice and capabilities vary dramatically between organisations.

**"The volume of research is too high even though we have a full time researcher and a formal contact with a research institute"** ***Nat gov***
**"There is so much going on it's very hard"** ***EU-level NGO network***
**"We engage with journalists therefore it is important for us to be on top of statistics and reports"** ***Nat ngo***

**Role of Research**

Integration is recognised as a field where there is a very large research base in terms of core principles but a less substantial research-base in terms of guidance on 'what works in practice'. Where an organisation is large enough to have a dedicated research function there is a higher level of comfort that nothing major is being missed, but there is ***no evidence of systematic engagement with academic research or case studies and there is a sense of there being no 'centre of gravity' for structured engagement with relevant research***.

There are two predominant models of engagement with the research base. First there is the ***focused search*** for research relating to already identified needs including justifying funding applications or 'sense checking' proposed programmes. Second ***research is highlighted in the context of international networks***. At national government level, this means in particular bodies such as the EIN. At local government level this involves project-based networks or membership of an organisation such as Eurocities.76 For NGOs, ECRE, PICUM, church networks, project-based networks and research organisations which are active in networks (especially the Migration Policy Institute (Europe) (MPI(E))and the Migration Policy Group (MPG)) 77 are important.

Only a few of the participants believe that they currently have the time or capacity to maintain an active engagement with new research. There is a desire for more short summaries of research with clear practice implications identified and links to new work. While there is some awareness of initiatives such as the EC's European Website on Integration they are not used regularly.

There are specific national exceptions to this overall picture. In two countries included in the research efforts are underway to build ***a base of reference studies*** which can be drawn upon by organisations. In other countries the national-level work of the EU's European Migration Network is being used to explore integration research beyond the narrow data-gathering approach evident in many countries.

**Sources of new ideas**

H. and Ahad, A.(2019), Money Wise: improving how EU funds support migration and integration policy objectives, Migration Policy Institute (Europe) policy brief (www.migrationpolicy.org/research/eu-funds-migration-integration-policy-objectives) and ECRE and UNHCR(2018). The Way Forward: A comprehensive study of new EU funds on Asylum, Migration and Integration, ECRE & UNHCR:Brussels(www.ecre.org/wp-content/uploads/2018/10/MFF-UNHCR-2.pdf)
76 Eurocities is an organisation for larger cities (140 at present) which aims to advocate for urban interests at EU level and facilitate joint work and information-sharing between members. The organisation has a working group on integration and is active in policy and practice research programmes. (www.eurocities.eu)
77MPI(E) - https://www.migrationpolicy.org/programs/mpi-europe. MPG: https://www.migpolgroup.com/.

There is a substantial overlap between the two sectors in how they identify ideas for reforming or developing programmes. Taken together they represent contrasting bottom-up and top-down approaches which are both led by identified needs and the pragmatic consideration of obtaining funding.

The most referenced source for ideas comes within the organisations' work, defined as being close to ***day-to-day integration work*** and, through this, noticing both gaps and opportunities. This is supplanted by more formal ***gap analyses*** which identify very specific needs and lead to specific new activities. These analyses occur in the context of medium-term planning or funding applications. While this may happen in practice, participants did not explicitly mention including migrants within this process.78

On a more general level. Participants referenced the value of ***network interactions*** – hearing from colleagues in other organisations about programmes or approaches which work or newly identified needs. For governmental organisations, those who have participated in the EIN's more formal policy exchanges or projects such as Eurocities' policy mentoring,79 cite them as very helpful. NGOs reference more active and informal interactions at both national and international levels.

***Requirements to obtain funding***, be it project or more mainstream funding, have a direct influence on new programme ideas being considered or looked for. For NGO's, this is a dominant constraint save where there is an independent source of funding from a parent organisation.

The final significant source of new activities is ***compliance*** with new regulations or legal requirements from both European and national bodies. Participants from governmental organisations emphasised that all significant changes in EU policy have a ripple-effect which extends as far as elements within integration programmes. Similarly, broader legal initiatives in the areas of rights, employment and access to services can have a very significant impact. The policy move to 'mainstreaming' in some countries has a defining impact on the nature of integration programmes.

Participants from national governmental organisations referenced some use of EU Assessment tools and checklists.

***"we get ideas from talking to people" Nat gov***
***"my contacts might ring up and say 'hey, are you interested in this?'" local gov***
***"Often the best information comes through well-established networks which can be down to the personnel and their individual relationships. So, it can be ad hoc." Nat NGO***

**Evaluation**

Participants were asked to talk about how integration programmes are evaluated. The most common response was that this is a significantly under-developed area which overwhelmingly focuses on

78 The need to systematically include migrants in programme development is one of the points made in the recent comprehensive survey carried out by the European Migrant Advisory Board: EMAB (2019). Ask the People: A consultation of migrants and refugees. (https://ec.europa.eu/futurium/en/inclusion-migrants-and-refugees/ask-people-consultation-report-european-migrant-advisory-board)
79 See for example the Cities Grow mentoring project which has involved 16 cities in the period 2017-19: http://integratingcities.eu/integrating-cities/projects/cities-grow. During the preparation of this report a city knowledge-exchange roundtable between Prague and Munich was attended.

***activity levels rather than impact.*** This said, there is a general belief that a more systematic, impact-focused approach to evaluation is required but that funding is a major barrier.

There is a significant overlap between the sectors as to how they approach evaluation of integration programmes. All monitor ***activity levels*** including numbers reached and levels of engagements. These are also measured in the context of reporting and compliance requirements for funding. Labour market integration activities involve the most significant data, covering training and employment outcomes. Activities focused on social and cultural issues are far more informal in their reporting.

Larger countries with a greater critical mass of programmes and dedicated research functions have a more active approach to evaluation, but this is still relatively short-term and activity-focused.

Organisations which directly implement programmes receive ***qualitative feedback*** from those delivering the programmes and migrants participating in them. The predominant form for this is the distribution of feedback forms at the end of an activity.
Where NGOs have funding security they are more likely to say that they aim to commission extensive external evaluation and participants who have operated with multi-annual funding from their parent church body or private foundation identified the need for fully external evaluation before seeking new long-term funding.

There is substantial evidence of an impatience with the current lack of more systematic evaluation and that this is leading to a ***search for innovative approaches to evaluation***. Participants mentioned a number of small initiatives which they are undertaking such as the use of online quantitative surveys tools (e.g. Survey Monkey) and building permission for a 12 month re-contact of programme participants into programme design. There is full openness to undertaking evaluation which can be implemented within the available financial resources and expertise.

**"We used independent experts to advise us in constructing the integration programme and we will use them to evaluate it – but we are not clear on the best timing for this" Nat. gov.**

**"Evaluation of impact is a weak point for integration activities in general" National ngo**

**"Proper evaluation requires time and resources – and these are not included in the programme funding we receive" Local NGO**

**"You cannot measure success with short-term evaluations" Local gov.**

While acknowledging the inadequacy of current evaluation practices and, in particular, the dominant focus on activity levels, the point was made by participants from both sectors that the impact of ***integration can only truly be measured over the long-term***. As such, activity levels linked to soundly-based practices are a reasonable proxy for success if you have to evaluate work in the short or medium-terms or with limited resources.

## 6.5 Knowledge Gaps: What needs to be better understood?

Each participant was asked for their views on "which issues or factors which influence refugee/host-community relations need to be studied in much greater detail?" (paraphrased as 'what do you not know that you would like to know?'). There was a very high level of overlap between the sectors on

this topic. The two broad categories into which the responses can be grouped refer to general questions concerning integration dynamics and strategies and more specific questions concerning particular programmes, programme elements or policies.

By far the most common issue raised was the need for more comprehensive ***longitudinal studies*** which would give a deeper understanding of a wider set of integration issues including broad integration strategies. The lack of such longitudinal research is seen as hampering the better design and implementation of policies and programmes.

Also mentioned on a frequent basis by recipients was the need for greater understanding of specific factors such as mental health, racism, the best use of volunteers and the role of civic society in general. More practical issues raised concern how to measure cause and effect in relation to specific programmes and the extent of a gap between the theory and practice of access to services.

*Table 14: Most frequently referenced knowledge gaps*

| | |
|---|---|
| **Long term impact** of different general approaches | Best use of **volunteers** |
| **Difference between practice and theory** in access to services | **Mental health** - importance and appropriate actions |
| How to measure **impact** (cause & effect) | Most effective role for **civil society** |
| Integration needs of both refugees and host communities **post reception** phase | **Role of racism** in determining integration outcomes |

A wider range of issues was raised on a less frequent basis with a particular emphasis on answering specific questions relating to factors which influence integration of the impact of particular programmes and approaches. The number of questions which relate to the issue of 'what works?' reflects the perception of limited hard research on programme effectiveness. Significantly, a recent comprehensive review of reports on integration activities came to the conclusion that there is a very limited evidence base in this field and that this needs to be addressed through more comprehensive research and the pilot-testing of programmes.80

*Table 15: Other Knowledge Gaps Referenced*

| | |
|---|---|
| Alternative approaches when appropriate **cultural mediators** not available | Impact of **perceptions of legal status** |
| Best approaches to working with **unaccompanied** young men and minors | Impact of **specific** short-term and longer-term **programmes** |
| Best practice in **collaborations** between organisations | Impact on host community of **perceived competition** for resources with migrants |
| Degree and nature of **consultation** required to build trust with host community | **Positive outcomes** - what has worked with evidence |
| Effective actions to reduce **polarisation** | Prevalence and impact of **disinformation about migrants** amongst host communities |

80 Gonzales Garibay, M. & De Cuyper, P (2018), "Is there and evidence base for immigrant integration policies? A methodological enquiry", Nordic Journal of Migration Research, vol.8 no.1, pp. 15-24.

| | |
|---|---|
| Effective means of **combating damaging rumours** concerning asylum amongst migrants (establishing trust in information) | Role of **political leadership** in influencing integration |
| Effective strategies for **media** engagement | **Role of resources** on success/failure of integration policies |
| How to empower **local level** to be informed and active | Scale and needs of **undocumented** migrants |
| Impact of additional emphasis on **host communities** | Ways to **frame** data **significance** and cultural significance of refugees |
| Impact of **community-led** integration | What are the factors influencing decision to stay or to leave and become **secondary migrants**. |
| Impact of **forced return** on hosts and remaining migrants | Impact of concentrating migrants in **marginalised communities** |
| How best to **include migrants** in programme design, delivery and evaluation. | |

#### 6.5.1 Best Practice Ideas

Participants were asked to identify integration projects which they see as particularly successful. A total of 60 projects and project-elements were mentioned, which included many overlaps and duplicates. These have been included in T2.4.

#### 6.5.2 Attitude to FOCUS Outputs

At different stages of the interviews participants were asked questions about proposed or potential outputs from FOCUS. The detailed responses will be used within the context of WP5 and WP6 to shape this work. In summary:

**New Practice-Exchange Communities**

The time, resources and specific benefits of such exchanges were raised. As most organisations already participate in practice networks the expectation is that new activity would fit within these existing networks. Close mentoring and exchange schemes between host communities, such as those organized in the governmental sector by the EIN and Eurocities, are valued but they are seen as requiring significant effort and as exceptional rather than ongoing activities.

**Regular short summaries of research**

Research summaries are useful when they are focused on concrete needs and are short (max 1 page with links for those who want to read more). All efforts are welcome which make the research base accessible and present findings in a practical manner (i.e. 'what does this finding mean in terms of adjusting existing programmes or designing new ones?'). As mentioned in Section 6.4.3, the lack of a current 'centre of gravity' for accessing practice-relevant research means that new approaches to dissemination are required.

**Resource for identifying best practices**

This would be useful if user-friendly, accessible and focused on practical needs. Crucially it should outline the financial and personnel resources required to deliver the programme. Such a resource should also fit within the reality of how needs are identified by organisations which they then seek evidence and programmes for. Existing resources are not widely referenced and are felt not to be sufficiently focused on information critical to programme development in new contexts. The majority of participants see a best practice resource as being online.

**Guides for adapting and evaluating programmes**

Guides which would assist in the adaptation of programmes to new countries and communities and in the evaluation of programmes would be welcome – in both online and printed formats. The guides should reflect the reality of different levels of expertise and financial resources between organisations.

## 6.6 Conclusions

This qualitative study of the views and experiences of senior professionals working in the field of integration provides important insights into current practice and expectations. While there are many commonalities, significant differences are evident depending on the level(local, regional, national, international) and sector(governmental, non-governmental) of organisations active in this field.

- As integration work emerges from a period of significant pressure there is an understanding of the need to move to an emphasis on long-term sustainability and impact.
- At present there is no clear 'centre of gravity' for identifying best practices and programme ideas in the field of integration, with both formal and informal networks being central to current programme development. Similarly, engagement with academic research in the field is determined by the availability of funding for research personnel.
- EU funding is critical to practice in this field and the next multi-annual EU budget is expected to be central to future activity. The process of applying for funding will require the review of existing activities and development of new programmes.
- There are a range of knowledge gaps which can be roughly grouped as concerning the questions "what matters?" and "What works?" This concerns a desire to more fully understand the drivers of successful integration as well as more practical issues of which programmes and programme elements to emphasize.
- There is a widespread belief in the need to move to more systematic and inclusive evaluation of the impact of integration work, however for this to happen it requires funding for evaluation to be incorporated within funding programmes and for an understanding of the limits of what can be evaluated using different methodologies.
- The impact of radical anti-refugee politics is being felt by organisations in some countries and regions, leading to uncertainty about funding and the ability to implement their programmes.
- For FOCUS's work to be relevant and useful it must link within existing networks of integration policy development and practice. In addition, it should seek opportunities to cooperate with other research projects in the field.
- FOCUS's proposed outputs would be welcomed within the sector however particular attention needs to be paid to providing practical information and making short summaries which are accessible to non-academics.

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# 7. Mapping of Tools and Solutions in Implementing Successful Integration (Task 2.4)

## 7.1 Introduction

### 7.1.1 Context of the work

This mapping covers objective three of WP2; To identify tools and solutions for the successful social and labour market integration of refugee and host communities. The knowledge gained through this analysis report informs WP3 and WP5 on how to design the field research methodology and the development and pilot test of solutions. It provides an overview of identification, mapping and ideation surrounding successfully implemented integration practices and solutions to integration issues, as encountered by end user practitioners.

### 7.1.2 Source of data and information

This report gives an overview of three separately sourced and executed analyses of integration practices and solutions with refugees and host communities. The analysis zooms in on the Focus consortium countries in the EU and Jordan, but also scales beyond, in other High-Income Countries such as Canada, New Zealand and the USA.

Firstly, and throughout the period of report writing, interviews with 15 key informants were executed. All key informants are end users of integration tools in local non-governmental organisations or working for local authorities. The interviews were semi-structured, and the replies to questions summarised. The initial summary of 1o key informants interviewed before the workshop, was used as input for the third component of the analysis, a mapping and ideation workshop, executed April 2nd and 3rd in Copenhagen, Denmark. The summarised overview of all key informant interviews is provided in the main report section, the more extensive summary of 10 key informant interviews as used for the workshop is provided as Annex 1.

The mapping and ideation workshop as mentioned above included twelve participants external to the consortium (some part of the end-user board) as well as six consortium partner participants. Group sessions were held which focussed on the identification and mapping of `good practices´, solutions and tools, including mental health and psychosocial support and social inclusion elements. A beneficial by-effect of the workshop was identified to be the sharing of experiences as a group. Lastly, sessions focused on ideation on solution schemes sought, especially the utilisation of toolboxes inclusive of solutions to remaining gaps and needs.

Thirdly, a thorough desk review of online available integration toolkits for refugees and host communities was executed, with its results provided in full as an Annex 2. This desk review gives an overview of (a subset of researched) online toolkits available given certain search criteria, with a detailed background. It provides the name and country in which it was developed, which elements it speaks to: mental health and psychosocial support; labour market orientation; social inclusion;

whether it is set out to activate both refugees and their host communities; a weblink and a list of languages in which it is available.

### 7.1.3 Relevance of this task report

This report will inform the solutions-oriented stream and connected work packages in the consortium, and to a lesser degree both the research and policy streams. With a focus on current practice, it adds to the mapping of host-community and refugee relations.
It is useful to inform the consortium on the current status quo of solutions so far utilized to strengthen integration and relations. Besides evidence-based solution by means of research and policy work it is necessary to find solutions also in current practice-based evidence. By using practitioner end users as a main source of input into the solutions, research and policy work, besides the already targeted groups for research and policy, prevents reinventing the wheel of integration solutions and instead adds meaningful content to the field of practice, research and policy in successful refugee integration.

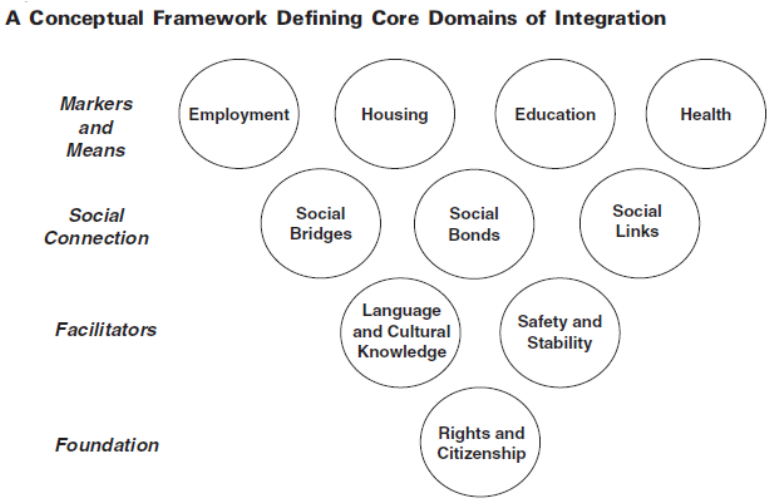
## 7.2 Conceptual framework

To better understand the socio-psychological dimensions of refugee- and host community relations, and to add to concepts and methodology as outlined in the proposal, the FOCUS Consortium understands the two-way process of integration to have four different levels, with different entry points for solutions for successful integration.

As referred to in the proposal, the key domains of integration can be categorised in four overall themes (Ager & Strang, 200881): 1) Achievement and success across the sectors of employment, housing, education and health; 2) Assumptions and practice regarding citizenship and rights; 3) Processes of social connection within and between groups within the community; 4) Structural barriers to such connection related to language, culture and the local environment.

81 Ager and Strang (2008), 'Understanding Integration: A Conceptual Framework', Journal of Refugee Studies Vol. 21, no.2. (2008): 166-91

*Figure 12: Conceptual Framework Integration (Ager & Strang, 2008)*




The upside-down pyramid Ager & Strange propose as their model (*Figure 12*) has as a foundation of `rights & citizenship´. Dual facilitators in the integration process (the second layer in the pyramid) are ´language & cultural knowledge´ as well as ´safety & stability´. On the top of this layer we find our foci for the current research; triple forms of social connection (social bridges, social bonds and social links) which, presumedly, connect the refugee or citizen-to-be to the ‘’markers and means’’ layer of employment, housing, education and health.

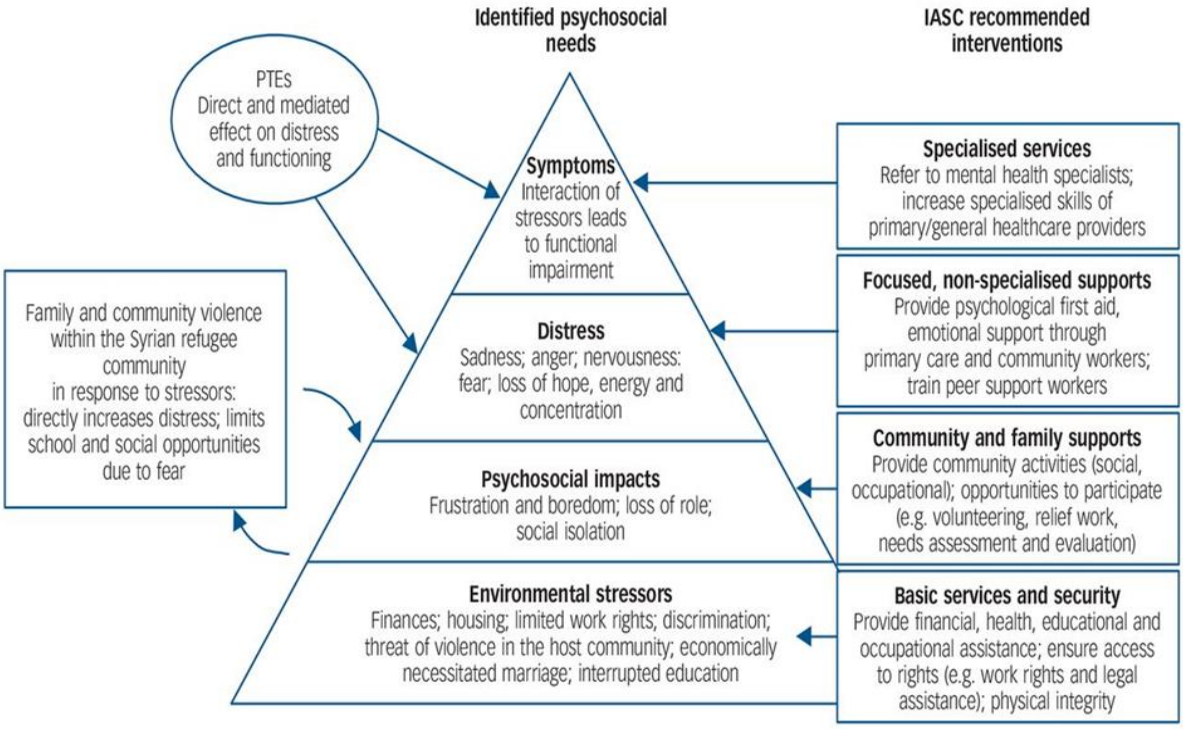
As part of the so-called ´marker & mean´ *health*, the FOCUS consortium focuses on the well-being of the refugee, especially the psychosocial well-being and mental health. It researches, amongst others, how mental health and psychosocial support interact with the process of social inclusion and, ultimately, in integration. This may seem contradictory to Ager & Strang´s model but is perhaps best seen as complimentary to the upward implied connection in the model, where health is mainly described by Ager & Strang in terms of a static form of ‘access and status’.

The consortium rather focuses on the dynamic relationship between social inclusion, integration and well-being, where well-being may influence inclusion and integration processes, and vice versa, integration and social inclusion influence the well-being of a refugee as well as their peers, family and community.

If we follow both models simultaneously, the ´citizenship and rights´ foundation is then not necessarily the starting point of the ´markers and means´ of integration, via a route of facilitators and social connections. Rather, the concept of mental health and psychosocial support that the consortium proposes, implies that social connections (and by that psychosocial support), are deemed to have an ultimately positive effect on psychosocial well-being and mental health, which at point of entry to a country can be in a plurality of states, especially in the case of having experienced forced displacement as a refugee. These so-called ‘lived experiences’ do not seize the moment a refugee arrives in a host country or when the refugee attains access to exercising their rights as a legally recognized refugee or ‘en route’ to legal citizenship, either.
In line with this conceptual way of thinking, and globally utilized to describe the dynamic of mental health and psychosocial support in humanitarian emergency situations, is the Inter Agency Standing

Committee's pyramid of services82, where needs around mental health and psychosocial support are 'stepped' according to their level of intervention.

*Figure 13: Inter Agency Standing Committee Pyramid of interventions (adapted to Syrian refugee needs in Jordan by Wells et al, 201683)*




The IASC Pyramid model is designed and mainly utilised in low resource settings where demands are even more increased and unable to meet needs, because of a crisis such as a natural disaster, armed conflict, an epidemic outbreak or a technological disaster. In the FOCUS consortium, the IASC pyramid of needs and services, is equally found to be relevant. Most of the middle- and high-income host countries where FOCUS research takes place need to meet an overwhelming demand placed by a large migration flow of forcibly displaced people on their national, regional and local services. Services, which are not designed for such quantity of people and such differing needs.

The large migration and displacement flow 2011 onwards to countries in the Middle East and 2015 onwards to Europe, amongst other causes, but disproportionally attributed to the Syrian conflict, can therefore functionally be regarded as something 'in between' an emergency and a non-emergency context. The 'stepped care' model, where non-specialists take on the role of specialists, that the IASC pyramid of services proposes and enables becomes especially relevant because non-specialised professionals and volunteers are confronted with mental health and psychosocial needs that

82 Inter-Agency Standing Committee, 'IASC Guidelines on Mental Health and Psychosocial Support in Emergency Settings', Geneva, Switzerland: IASC 2007, 2007.
83 Wells, Steel, Abo-Hilal, Halim Hassan, Lawsin, 'Psychosocial concerns reported by Syrian refugees living in Jordan: systematic review of unpublished needs assessments', The British Journal of Psychiatry (2016) 209, 99–106, 2016.

normally in MIC and HIC contexts would be referred to more specialised care.

*Figure 14: Ager & Strang ('08) & IASC pyramid (combined models with MHPSS linkages)*

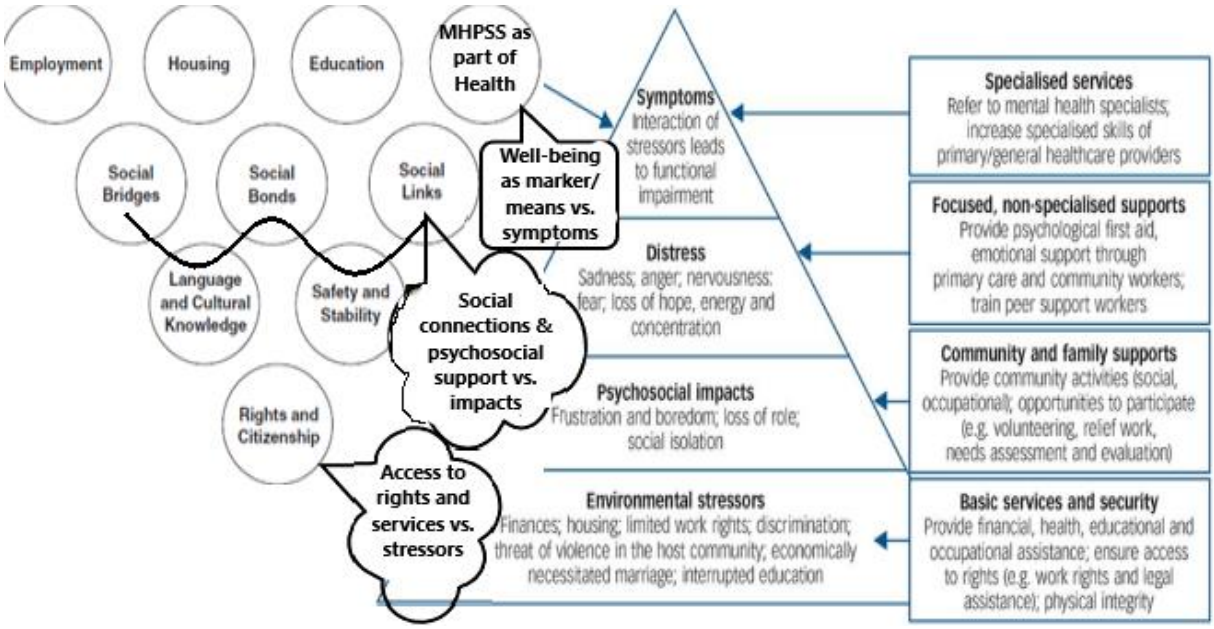



Figure 14 shows the Consortium's conceptualisation of the role that mental health and psychosocial support plays in integration, by combing both the Ager & Strang 2008 model with the IASC pyramid of services, as adapted by Well et al (2016) to the Syrian refugee influx to Jordan. A similar dynamic is something previous Horizon2020 projects STRENGTHS and RE-DEFINE have equally addressed:

"RE-DEFINE aims to implement **effective psychological interventions for preventing the onset of mental disorders in refugees and asylum seekers with psychological distress resettled in middle-income and high-income countries**. RE-DEFINE is particularly relevant for the refugee crisis in Europe and in bordering countries (i.e., Turkey), as the progressive increase in refugees seeking asylum poses **a significant challenge to the health systems' capacity to adequately respond to the health needs of this population**. The project focuses on adaptation, testing, and implementation of Self Help Plus (SH+), a novel trans-diagnostic **self-help preventive psychosocial intervention** specifically developed by the World Health Organization (WHO) to respond to humanitarian crises."

"STRENGTHS aims to provide **effective community-based health care implementation strategies to scale-up the delivery and uptake of effective mental health interventions in different country contexts**. The current refugee crisis across Europe and the Middle East effects both individual refugees' psychological well-being, as they face extreme stressors in their flight from their home country, but also has large effects on the healthcare systems of countries housing refugees. In response to this crisis, the STRENGTHS project aims to **provide a framework for scaling-up the delivery and uptake of effective community-based mental health strategies** to address the specific needs of refugees within and outside Europe's borders"

Whereas these two described projects address the penultimate layer in the IASC pyramid by researching two specific person-to-person mental health and psychosocial support interventions in Europe and countries bordering Syria (namely, Problem Management+ and Self Help+), the FOCUS

consortium complements the above mentioned Horizon2020 projects by aiming to strengthen specifically the IASC pyramid layer of community and family supports aimed at mitigating psychosocial impacts (Wells et al, 2008), and at the same time improving socio-psychological and socio-economic integration by strengthening social connections (bridges, bonds and links in Ager & Strang's model 2008), and ultimately, create access to employment, education and housing and health, as well as improving outcomes and overall well-being.

The current report therefore focuses on mapping the tools and toolkits developed to provide good practice solutions for refugees and host communities and the practitioners and local authorities that set out to support them, in solving integration issues. In order to do so, the current report aims to answer the following research question:

## 7.3 Research question task 2.4

*Which useful tools and solutions for integration between refugees and host communities exist in the European Union and neighbouring countries as well as high income countries outside this region*[84]*?*

To answer this main question, the report aims to answer the following *sub research questions*:

a) Which existing solutions for integration activate both refugees and host communities?
b) Which existing solutions concentrate on integration through strengthening community and family support at a local level?
c) Which existing solutions include Mental Health and Psychosocial Support or labour market-oriented components?
d) Which tools and solutions are specifically designed for integration of refugees from Syria?

**Definitions used**

***Tool and solutions*** are understood are understood broadly as capabilities to address and deal with problems and difficult situations; as the range of practices (for instance handbooks, programmes, interventions, approaches, emerging ideas) that contribute to successful integration. Tools and solutions may originate at any level, e.g. international, national, regional or local and from any type of organisation, e.g. non-governmental and public and private sectors, although priority will be given to tools and solutions tailored to the local level.

***Refugees from Syria*** are operationally described as forced migrants from Syria who have received the international protection status (asylum) 2011 onwards and have been living in respective host communities from the point of receiving asylum to date. The criteria of year of receiving asylum, which differs from the FOCUS proposal, was chosen as some refugees have arrived before 2015, especially in Jordan where the largest peak in Syrians applying for asylum was in the years 2012 and 2013, whereas 2015 was the year that the European Union experienced the largest influx of Syrian refugees applying for asylum to date.

84 The World Bank, World Development Indicators, World by income 2017. http://datatopics.worldbank.org/world-development-indicators/the-world-by-income-and-region.html, accessed on 22 JAN 2019

***Host community members*** are defined as persons who have citizenship or permanent residence in the respective country and have been living in the same host community for at least 7 years (at least since 2013.). The criterion of length of stay in the same community has been chosen as a sum of two years prior to the beginning of the migration wave from Syria and the number of years passed since, making a total of 7 years. It is important for the FOCUS research that participants in the host communities are long-residing individuals in a respective community to have been able to develop profound experience of living in and attachment to the community.

***Integration*** is a dynamic, two-way process of mutual accommodation by all immigrants and residents of EU Member States. This dynamic two-way process on integration means not only expecting third-country nationals to embrace EU fundamental values and learn the host language but also offering them meaningful opportunities to participate in the economy and society of the Member State where they settle[85] [86].

## 7.4 Methods and results

### 7.4.1 Key informant interviews

*Method:*

Key informant interviews were held with 15 key informants to collect detailed information and insights on utilized and relevant tools and solutions to gain a deep understanding of individual solutions and their main tenants. Semi-structured interviews were used, with an interview guide in hand, after interview participants received an invitation for the interview with explanations on the Focus research, how the interviews were designed and how data would be protected.

*Results:*

**Croatia**, 2 respondents, 1 public service and 1 NGO
6 months on-the-job training with competency certificate

*Description:*

85 The Action plan on the integration of third country nationals (https://ec.europa.eu/home-affairs/what-we-do/policies/legal-migration/integration/action-plan-integration-third-country-nationals_en) and the Common basic principles for immigrant integration policy (https://ec.europa.eu/migrant-integration/librarydoc/common-basic-principles-for-immigrant-integration-policy-in-the-eu)

86 Note that in response to the influx of Syrians into Jordan, the kingdom employs a framework of empowerment rather than integration with the overall aim to foster self-sustainable actors. The Jordan Response Platform for the Syria Crisis (JRPSC) constitutes the strategic partnership mechanism for the development of a comprehensive refugee, resilience-strengthening and development response to the impact of the Syria crisis on Jordan and to the Syrian refugees in particular.
For further information on definitions of core constructs of FOCUS, please refer to the D3.1 Research and Design Methodology.

- Includes 3 months intensive language classes, sensitisation to Croatian job market and traineeship, medical examination, economic support and insurance to refugee and employer, psychosocial support to refugee, certification
- NGO sensitizes employer and current employees for working with refugees, volunteers provide psychosocial support
- *Contribution to integration:*
- Labour market and MHPSS components as well as language course

*Challenges:*

- Language main barrier, additional time and more central role needed
- Highly educated refugees hard to include, requires additional language support. Refugees from Syria seem more reluctant to this programme because of special needs of a MHPSS nature, also in the family

*Value:*

- Result is employment, certification, language, social network (having a place in the job market and psychosocial support civil society) throughout training and after
- Value high for single mums, one of the most vulnerable sub-populations for refugees
- Not formally evaluated, only one small pilot so far in cities (5 graduated participants, approx. 20 entered in programme or on waiting list), more to come in 2019 also in smaller villages. Croatia has a very low number of refugees as it is a transit country but is receiving more refugees in 2019 due to resettlement.

*Adaptation to other contexts:*

- Penalties may be needed for both refugees and employers who don´t meet expectations

**Denmark, civil society organisation #1**
Language café, formal support to labour market, women´s café

*Description:*

- Targets adult refugees, duration up to refugee and volunteer
- Up to now 8,000 buddy matches, refugees and their families, creating a local support network, building a relationship outside government services, contributes to sense of safety

*Type of expense*:

- Requires 13 full-time staff who help streamline the programme, identify issues early on. Volunteers meet annually to talk about their experiences, funded by Ministry of Education.

*Involvement host community:*

- High involvement of host community immerse in process of refugee integration

*Contribution to integration:*

- Both labour market and MHPSS components
- Buddy programme has existed for 20 years but last 3 years became the most important integration activity within the civil society organisation

*Challenges:*

- Language barrier

*Value:*

- Cost-effective, adapts to needs of refugees through all stages of integration process
- Large evaluation has been executed, same programme is being executed in Norway and Sweden, adapted to context. Iceland is planning on a similar programme. Common guidance exists how to implement the programme based on lessons learned from all countries
- Programme has gained respect by the municipalities of Denmark since the start up, initially not easy to get government on board
- Also conducted by other civil society organisations, coordinate the work, provide additional support depending on need

**Denmark, civil society #2**
Spontaneous volunteers supporting newly arrived refugees

*Description:*

- Use social media to sensitize community about newcomers, to coordinate activities and donations. All refugees welcomed by 2 volunteers with a welcoming event, introduction to communal activities.
- Café for refugees organized in local library, get help with language course and practical help, as well as help with job market, linking to job opportunities and vocational training.
- Support provided to volunteers by civil society organisations, monitoring the different activities
- No special activities for refugees besides the café, on purpose, as refugees are invited to all regular activities, which helps also the host community (families, children) to know the newcomers and helps the refugees not to feel as strangers but as neighbors

*Contribution to integration:*

- Labour market and MHPSS elements, empowerment approach, refugees take care of their responsibilities themselves.

*Challenges:*

- Language was a barrier, municipality could not provide interpreters
- Volunteers not trained to deal with mental health needs, also to not ask probing questions
- No legal contract, not well informed on when they are obligated to disclose information.
- Volunteers are not vetted or screened, not organized

*Value:*

- Only way for refugees in rural areas to have access to activities close to where they live
- Coordination and sharing information between stakeholders very important as well as reflection on value of initiatives. No formal evaluation. Refugees felt welcomed, supported and as part of a network which helps them with employment and understand the community structures. Most families now integrated with jobs and permanent residency

*Adaptation and use in other contexts:*

- Can be used in any context where people have a strong local system and access to public areas, may be more difficult in a city

**Denmark, civil society organisation #3**
Café for Refugees and Immigrants

*Description:*

- All are welcome, but majority are women and children, mainly from Syria and Afghanistan
- 14 volunteers run and manage a café with internet access, light meals for children (after noticing how hungry some were) and refreshments where refugees can come and talk in a safe space, share their problems and concerns, get help with language homework
    - Helps in communicating to authorities, provided by 5 volunteers
    - Links refugees to volunteer host community families
- Not meant for host community as participants as capacity would be stretched
- Volunteers are trained in dealing with traumatised refugees, understanding different cultural aspects and about refugees and law, all training related expenses are covered
- Agreement between the organisation and municipalities: volunteers are not mandated to work with highly traumatized people or people with other psychiatric issues
- Strengthen the newcomers' opportunities for a good life in Denmark
- The structure of the work allows for all volunteers to feel ownership of the activities.
- Regular communication via e-mail volunteers meet 4 times a year to be trained and evaluate the work
- Coordination meetings with other stakeholders in the area deemed very important, a.o.: job center, center for trauma and torture, other civil society organisations, language centers, churches and municipalities twice a year

*Involvement of host community:*

- Café is not designed to accommodate the needs of Danes besides refugees. If people with other social problems would come, the volunteers in their current capacities would not be able to meet handle them.

*Contribution to integration:*

- MHPSS

*Challenges:*

- Language was a challenge, but not a problem
- The café is unable in its capacity to receive host community members and refugees together
- The café needs to further adapt its approach to better and more flexibly meet the needs of people
- Could be extended to organize diners for refugees and host community members

*Value:*

- No formal evaluation was conducted but the organisation considers it as a successful way to integrate refugees, built upon the feedback received from refugees. They highlight that it helps them have a good time, develop a network and to make friends. They feel welcomed in the community. Another indicator is the activity is running for years and people continue to come

*Outcomes and impact:*

- Access to a social network and get help to access the system

*Adaptation to other contexts:*

- Availability of trained volunteers and a venue
- No considerable adaptations needed, just to keep in mind that volunteers need to be from different age groups and should show commitment to the work

**Germany, civil society organisation #1**
Painting group and ideas workshops

*Description:*

- Enhance refugee camp inhabitants integrate into big capitol communities via a painting group, use of an ideation workshop, both part of a bigger project focused on refugee and host community needs, ideas provided by people themselves
- 8 regular participants, one exhibition

*Involvement of host community:*

- Bring host community and refugees together, build a good reputation for refugees in their community

*Contribution to integration:*

- MHPSS included, helps people express themselves and get known by community

*Challenges:*

- Language a barrier, but activity helps to practice language. Talking to one another is difficult in the beginning, host community is a bit fearful, sensitization needed, feelings of being accepted

*Value:*

- Importance of including refugees in the design of activities, key factor success, interest for art as well. 4 times a year, needs and ideas are analysed via workshops with both refugees and host community, collection of ideas and complaints (including of refugee camp management) throughout via 3 boxes (one in refugee camp, one in an office, one mobile), can be done in any language. Host community members and refugees both participate, as equals.
- Helps to identify needs and solve problems (although some are outside of the power of the organisation), put ideas into practice, as well as provide a place to interact and discuss concerns needs and plans for the community. Best tool to build programmes systematically and sustainably around needs.
- Participants are invited via social media, attendance very diverse and large (50 *participants* last workshop), considers people´s availability and practicalities.

**Germany, civil society organisation #2**
Legal representative volunteer mentors to unaccompanied minor refugees

*Description:*

- Volunteer-based programme to provide legal representatives (LR) for unaccompanied minor refigees which takes on the role of full legal ward or guardian, previously the purview of government officials only

- Advocacy towards a network for guardianships which originally did not include refugees, build capacity and share standards and experiences. No standards for one to one psychosocial or educational support. Support is provided in an additional programme once minors become legal adults
- 20 year programme which has developed standards for work, contracts and obligatory training on key topics including on how to navigate the legal system, skills to provide psychosocial support and recognizing signs of trauma. Smaller groups of mentors meet regularly with a coordinator or social worker to discuss and resolve problems relating to their guardianship and identify and follow up on needs for further training.

*Involvement of host community:*

- Host community highly involved as legal representatives

*Contribution to integration:*

- MHPSS component, psychosocial work ´seen as bridge towards involvement within the society and into local communities´

*Value:*

- Volunteers feel safe and competent to take on the big responsibility as legal guardian

*Outcomes and impact:*

- Quality of care and legal representation towards refugee unaccompanied minors is improved and includes psychosocial support and trauma care, local government supported, volunteers are competent and supported in their role
- *Adaptation to other contexts:*
- Adaptable to other organisations in Germany, many of the processes are written down in German, can be adapted to other countries as well

<u>Second component programme: mentors to adult refugees</u>,

*Description:*

- Mentors support refugees to find a place to live, navigate the legal system, get trauma care, as well as finding a pathway to employment, and establish a personal friendship

*Involvement of host community:*

- Volunteers accompanied by a coordinator, highly involved

*Contribution to integration:*

- Labour and MHPSS components (referral pathway to more specialized care short as this is provided ´in house´ which provides great safety for volunteers, housing

*Value:*

- Value is deemed to be high, addresses a need that was previously overlooked

*Outcomes and impact*

- Refugees resilience is improved.

*Adaptation to other contexts*

- Can be adapted to other contexts, for use by other organisations, the MHPSS referral pathway could take some work to establish and could impact overall programmematic success if ill conceived
- Evaluation for 3-year period done in German

**United Kingdom, civil society organisation, 2 respondents**
Life skills for refugees: linking refugees to the labour market

*Description:*

- Leicester has a very diverse population, half is born outside the UK, it has a long history of receiving immigrants and refugees since the 70s
- Good level of acceptance by the community
- Since 2011 programme to support all refugees in Leicester providing them with ´life skills´ to better be able to get employment
- Assessment of qualification, provide counselling and linking refugees with labour market or an education
- Refugees were found to struggle to understand British culture, host community expects them to learn that culture by themselves, which was impossible with limited interaction with the host community, being isolated
- Deemed vital to understand culture better to be able to access employment and education: entitlements and responsibilities, life planning, rights via a group session
- After group session refugees get a caseworker via an agency to work with them for 12 months as a mentor
- Certification of qualifications is part of the work
- On average 40 adult refugees per year, 70% men from different ages, no waiting list
- Programme starts after obtaining legal status, which can take years
- All agencies provide services for free
- Leicester has an active social environment and lots of charities with good coordination, which is a critical element for the success of the project
- People can be referred to MHPSS focused organisations via this coordination

*Contribution to integration:*

- Labour market and MHPSS

*Outcomes and impact:*

- Access to labour market for refugees, as well as to housing and social network

*Adaptation and use in other contexts:*

- The programme is local and has not been implemented outside the district
- Address expectations between host community members and refugees openly, this needs to be encouraged in British culture
- Networking and coordination, identifying the right partners and resources

*Challenges:*

- Commitment from participants
- Time spent in asylum seeker centers without support contributes negatively towards positive integration as well as their psychosocial well-being

**United Kingdom, civil society organization (same as above)**
*AVAIL project, co-creation project involving refuigees, asylum seekers and returnees*

*Description:*

- 'Amplifying the Voices of Asylum seekers and refugees for Integration and Life skills''.
- Two year program, targeting refugee- asylum seekers and resettled populations.
- A technique called co-production is central to the AVAIL Project.
    - Through it, refugees and asylum seekers work together with the NGO staff and volunteers to help create, design and implement activities and services.
    - This helps people feel more engaged while making the services more relevant for other refugees or asylum seekers (RAS) who use them
    - explores and shares information about how refugees can integrate with their new communities and countries. It will also test whether using co-production leads to people feeling more positive and more included into their new communities.
- The AVAIL project covers services, strategy and policy, with one lead organisation across all four countries.
- Members of the target groups are encouraged and supported to form and join groups, inform the NGO of needs and wants and working in partner with them to develop services.
- Groups are also supported to advocate for services. The latter includes RAS coming to Parliament sessions, major conferences and events where and speak firsthand about what it is like to be in detention, not be granted benefits or status.
- The project focuses on RAS and not host communities partly due to limited resources and partly because RAS are the least powerful group. Host communities are not involved at this stage other then as volunteers.
- The methodologies integrate the NGO's framework for psychosocial support, 'CALMER –

Consider Acknowledge Listen Manage Enable Resource' - in its activities.

- Examples of co-created services:
  - Refugees and asylum seekers are designing and delivering an orientation and life skills course for newly arrived asylum seekers in Newport, South Wales, using a peer educator model.
    - With help from AVAIL staff, the peer educators learn the skills they need, using their lived experience to make the course more relevant.
  - Chatterbox is an innovative new service that employs refugees to teach their own languages to people who want to learn. The project works with them to deliver over 1,000 hours of language tuition and practice to a wide variety of British learners.

*Expenses:*

- Salaried staff to manage the implementation along with volunteers from host communities. Salaried staff include a broad range of professions including community workers, experienced RAS workers, clinical psychologists

*Contribution to integration:*

- *MHPSS*
- *Co-creation and advocacy*

*Challenge:*

- The very low level of resources that the target groups have make it difficult for them to engage, even if they would like to. For instance persons who have no status to remain can be detained for indefinite periods of time under British law, and can be picked up by border police without notice. The detainment means the RAS are detained with prisoners - thus the RAS population, which is already vulnerable, is made even more vulnerable by virtue of this.

*Value given by interviewee:*

- High, as it is profoundly co-creative

*Adaptation and use in other contexts:*

- Also implemented in Ireland, Latvia and Italy and can presumably be implemented in other EU contexts. Worldwide international federation of the NGO is also engaged in the project.

**Sweden, local authorities**

Mandatory counseling programme

*Description:*

- Induction to Swedish society and the system

- All adult refugees (20-64 years) who arrived in the region of Skåne 87with legal status
- Group sessions of 32 topics, each topic about 3 hours
- Covers social matters, health and integration within community dimensions
- Since 2010 all municipalities in Sweden are obliged to provide at least 60 hours of health and social counseling for refugees with legal status, in Skåne this is 100 hours, funded by the county and the municipalities
- Number of participants between 12 and 25 per class
- Given by roughly 20 trained staff counsellors, in the participants´ mother tongue, by people with a migrant background, as well as high education. Majority in Arabic, but also in Farsi, Persian, Turkish, Tigrinya etc.
- Course is on 3 themes: social atmosphere in Sweden (60 hrs.), health support for refugees (20 hrs.) and integration in local communities (20 hrs.) via an introduction to associations organisations, companies, museums
- Legally registered refugees start with a language course, then the 100 hour counselling course and activities to introduce them to the labour market
- Municipalities have freedom how to implement the course
- Programme is voluntary but as monetary support is coupled to participation, refugees interpret the course as mandatory
- Mixed gender classes without problem
- Predominant culture in Sweden is to get a social life is via organized activities

*Expenses:*

- Salaries of counsellors and participants fees
- Shared between municipality and government

*Involvement of host community:*

- Through linking with NGOs and companies, indirect involvement in some activities with host community members as well

*Contribution to integration:*

- Labour market and MHPSS

*Origin:*

- Since 2008, according to refugees needs, after discussing these with them

*Challenge:*

- Language is a barrier for rare languages even in this course, online courses seem to address this problem

87 This region includes Malmö, a major city receiving and hosting refugees, as well as a range of towns and villages, with a large rural population

- Funds as this is connected to number of participants, which is problematic for smaller communities with fewer refugees
- The health and psychosocial parts of the programme are not mandatory, as opposed to the social counselling, because of different perspectives on refugees (resource to the country, or people who need treatment)
- Governments should support establishing collaboration platforms to boost coordination

*Value:*

- Popular programme amongst refugees
- Refugees trust the counsellors and because of this, also Swedish authorities more
- Evaluations are executed regularly, participants perspectives are utilized to further develop the programme
- Swedish communities and municipalities are satisfied with the programme, not just refugees, even a suggestion to raise the number of mandatory hours from 80 to 100
- Financial support is a determining factor as well as collaboration between government and civil society organisations
- Training of the counsellors with the support of universities has had a significant impact on the success of the programme, 30o counselors have been trained and certified by universities in 1,5 years

*Outcomes and impact:*

- Collaborations with universities to evaluate the effect of the programme on refugees, with impact compared to control groups, results are not ready yet
- Legislation of the programme happened after 2 years piloting phase in 6 municipalities, with an excellent reputation of the programme and tremendous coordination

*Adaptation to other contexts:*

- Would need legislation with financial funding for the activities attached
- Sessions to be adapted according to local norms and based on refugees needs
- Coordination between different bodies, guided and instructed by national policies

**Sweden, (I)NGO, 2 respondents**
Programmatic approach of participation, self-organisation and networking

Three types of projects (mostly focused on refugee parents and their children, but also unaccompanied minors and community work):

1. Strengthening parents' roles in Swedish society (7 different projects in total)
    a. Coaching more so than educational, especially for asylum seeking parents this makes a difference as their children tend to integrate quicker as they go to school, as parents do not have same opportunities (learning languages, connecting to peers, but also lack of authority because of this).

   b. Coaching how to seek information (via group coaching/guidance/empowerment, instead of telling parents). To strengthen people before they start the integration process, to make sure they have a more equal position to the host community.
   c. Study circles between parents from the host community (employees) and refugee parents that allow for open climates for discussions on equal terms, which works with societal barriers and language/cultural barriers
2. Community level projects
   a. for instance, families in Lund and Malmo, living in temporary housing facilities, get access to parental groups, child friendly spaces
   b. in Lund there were neighbourhood meetings with host community members to prepare them, give information, create awareness and acceptance and even welcoming and engaging activities for refugee families
      i. make sure that meetings are face to face two-way street and not simply information sessions
      ii. allow also platform for people including their negative feelings
      iii. have meetings before the community meeting with board members etc, as local knowledge is key
      iv. 8-month delay in construction housing project was conducive, time is of the essence for these community activities, which is not always possible in program management
3. Project with unaccompanied minors, engaging them in meaningful leisure activities/sports clubs/association life:
   a. Working with associations to provide them with guidance, as well as the unaccompanied minors, to allow for inclusive association life
   b. Start by asking the minors what they want to do and find an association that suits, via individual or group coaching
   c. Talk and prepare the association, match them, try out and follow-up
   d. Work as well with associations and municipalities to make sure they can take a more guiding role in assuring segregation doesn't happen in communities/associations and instead that they are more inclusive on equal terms, while not focusing on the fact that these people are refugees
4. Host community/volunteer friend-families, including unaccompanied minors, families-families, friends-friends, local associations that organise activities for both families of host communities and refugees
5. Support group networks set up in 13 municipalities in Sweden, 1 city in Germany (Stuttgart), +- 6000 refugees reached in the last 4 years. 12 groups within 4 Swedish regions, 12.000-15,000 beneficiaries total approximately
   a. MEAL tool findings show that the perspective of equal active participation works to integrate, self-organisation of refugees and refugees playing a proactive role in all areas (medical, cultural, MHPSS, sports…)
   b. Greece and Italy maybe the next countries where the approach will be adapted to, in the refugee camps there, translation options also in German, Arabic and Persian.
   c. It can be adapted as it is a city to city network, any public body or NGO can use it, in hosting communities and municipalities

*General approach pointers:*

- Developing work together with county authorities, to have a more systematic approach to have a more inducive environment to work in.
- Psychosocial support is a key approach to all the work
- Come with a flexible platform, rather than a fixed solution

- Overall approach: integration is to get people to meet, to get to know each other, to get different images of and thinking from both ends. To get established in society and to be empowered to be an active part of society.
- Goal to have fun together, to do things together, to experience something different than usual with someone else that may experience that experience in a different way
- Socio-economically and politically there are challenges that form barriers to integration
- Objective of the unaccompanied minor project would be meaningful spare time and inclusive association life, as well as equal opportunity to association life, contacts, networks, friends, societal knowledge, well-being

*Challenges and improvements:*

- Component to add would be to work with every component of the project in all of the projects, to have an overall programmatic approach, to work with leadership for refugees as part of the self-organising network approach
- Sustainable/long-term planning to allow for more cost-effectiveness
- MEAL process for long term effects of integration, as the shorter term projects don't allow for that

**Jordan, Government/UN agency**

Multidemensional Comprehensive Vulnerability Assesssment, as part of Jordanian Humanitarian Response Planning process

- Through previous needs assessment and Jordan Humanitarian Response plan experiences, GoJ decided evidence-based needs assessment tool was needed, which included harmonized indicators and be more holistic towards the Jordanian reality
- Jordan Humanitarian Response Plan updated, plan to use new vulnerability assessment in 2019-2021 by all UN agencies, as part of the sustainable development agenda
    - Resource mobilization ongoing
    - in 2019 Unicef, UNHCR and UNDP will start a pilot together
- Support humanitarian stakeholders in the Jordan Humanitarian Response Plan, using a multidimensional vulnerability comprehensive assessment
    - better adapted to geographical and vulnerable target groups
    - related to resources and capacities, adapted to sector and also oriented towards donors so they better target their funding.
- Targeting both host communities and refugees
    - it combines all kinds of UN data from all agencies
    - harmonizing indicators better, drawing better analyses
    - in both English and Arabic
- 90% of refugees are in urban communities amongst Jordanians, in camps the refugees are a closed community, 10%, yet they are overrepresented in data
- focus on well-being including MHPSS, what the humanitarian agencies have achieved, but also levels of trauma and vulnerability
- with indicators adapted to needs and wants of the population
- to have informed vulnerability, with geographical differences and target group specifics considered
- evidence based inspiration for donors
- 2020 Joint Vulnerability Assessment, to be more holistic as core of the Jordan Humanitarian Response Plan, as essential element

## 7.5 Mapping & Ideation Workshop

The mapping and ideation workshop organized in Copenhagen April 2nd and 3rd 2019 was organized with the participation of end-user practitioners (including the end user board of the FOCUS Consortium) with the aim to:

a. discuss, share and map best practices and lessons learned with regards to tools and solutions for successful integration of refugees in European host communities (rough long list/KI summary)
b. prioritise already identified tools and solutions in preparation for WP5
c. identify needs and gaps remaining as identified by end users
d. to discuss the working concept of the Refugee and Host Community Toolbox to be developed later in FOCUS Mapping workshop

Agenda and set-up of the workshop were as follows*:*

- Session A: discussion of tool identified in interviews
    - Plenary on session A
- Presentation: what do we mean when we talk about
    - 1: Mental Health and Psychosocial Support (MHPSS)
    - 2: Social inclusion
- Session B: social inclusion & tools for social inclusion
    - Plenary session on social inclusion tools
- Session C: MHPSS & tools for MHPSS
    - Plenary on session C
- Session D (plenary) on toolbox ideation

The outcomes can be found in full detail in Annex 3. The below is a general summary of these outcomes, as provided by the workshop moderators.

### 7.5.1 Session A: social inclusion tools identified and discussed:

#### 7.5.1.1 On the job training in Croatia:

- People of the host community have a more positive attitude towards people that want to learn the language as opposed to for instance Sweden. Legislation could be a barrier, in other contexts as well, especially to scale up the programmes due to small current beneficiary group (as Croatia is a transit country, only 800 granted asylum) The state is obliged to provide language courses (by law), civil society cannot aid in this regard
- Employment is also a problem for Croatian host communities, not just for refugees.
- In the project discussed 5 refugees were successfully working as employees because of the traineeship, 14 were currently enrolled, with 22 waiting. This project was started by the Croatian Employment Service, aided by civil society.
- Media coverage can be detrimental to acceptance of refugees. The programme is built

to allow the same opportunities for refugees as for other vulnerable groups in the host community, therefore equality is a premise of the project.

- The size of the beneficiary group is a challenge as well as an advantage, especially for language courses it is a disadvantage to get enough beneficiaries in one location to be able to provide a state organized language course.
- The result of the project is a vocational diploma.
- Comment was made how the context in Austria of how migrants/refugees end up doing the jobs Austrians 'don't want' – clarification was given by the Croatian participants how also highly educated refugees will join the traineeship as it opens doors to the labour market for them.
- The diploma also helps employers to recognise workers that have the expertise that they seek, for some who will not gain from the diploma at least they gain work experience (even in a new field to them).
- The state system needs to support the activities/integration longer term to be able to have a sustained impact, when the political climate should change this will be difficult, for instance

#### 7.5.1.2 Friends Pave the Way project (Denmark):

- Highly structured project is important seeing the size of the Danish Red Cross, and the management of its volunteers and programmes aimed at aiding refugees.
- It needs to be flexible and to be able to adapt, it should be and is needs based.
- The project is designed to create access to community services as well as to build friendships between refugees and host communities.
- Integration is a two-way street. The approach of the project also helps the professionals to have the volunteers repeat their messages to the beneficiaries.
- The project builds on the state system, as civil society project you need to be complementary to state services (system strengthening).
- The networking in the project helps with finding jobs (which came as a result out of the evaluation, mentioned by refugees).
- A high level of coordination is very important, to make sure the programme works.

#### 7.5.1.3 Swedish programme:

- The project is holistic, creates value by integrating health & social inclusion, is cost-effective and evidence based.
- The mandatory (legislative) aspect is very important to establish an incentive for participation of refugees, it will affect your social benefits as a refugee if you do not participate.

7.5.1.4 German programme:

- The project supports unaccompanied minors, getting them paired to a legal guardian volunteer.
- A need to address the gap between child and adolescent groups was highlighted, follow-up is needed beyond 18 years old to make sure these beneficiaries do not fall through the cracks of the system suddenly.
- Coordination, networking and advocacy at higher levels is very important to make the project successful.
- Training of volunteers is very important, as well as volunteer detention, sharing of experiences by volunteers helps, as a lesson learned.
- Refugees (and volunteers) can also get access to other types of care or support, so it works as a gateway to other services.
- It uses a holistic approach, therefore more than one volunteer is needed per beneficiary, to assure that all needs of the refugee which may be highly diversified, are catered to.

**7.5.2** Session B: Enlarging the mapping: tools for MHPSS Session: on MHPSS Needs & Tools**:**

*Plenary session: conclusions on <u>MHPSS needs</u> identified by brainstorm session (some apply for both refugees and host communities):*

- Information needs for hosts and refugees on different levels of the immigration process.
- A holistic health check (disabilities, mental & physical health) access to individual help, rehabilitation
- Social interaction (possibility to meet/networking) new friends
- Need to (re)connect with their families, back home or around the globe, or in the same country/continent
- Ability to (re)gain new skills
- Need to feel safe
- Long term solutions, not just short term
- Sense of agency/self-efficacy/being able to do something yourself
- Need to be heard (refugees and host communities)
- Personal orientation/loss of status/identity
- Safety
- Information about the system
- Trust
- Psycho-education
- Day structure
- Opportunities/motivation
- Support/recognition
- Empathy/fairness
- Responsibility/Acknowledgement

*<u>MHPSS tools</u> identified in brainstorm session:*

    - Basic information – independent assessment on legal and social health issues, person to person, not just in a leaflet, by people who have active listening skills
    - Culture information and orientation for potential refugees, officials from Croatia going to camps in Turkey to meet potential asylum seekers on rights and obligations for those granted asylum
    - Denmark – families get information and culture/society via e-learning
    - Scheme on activities in the local communities, where both are involved (with refugees)
    - Restoring Family Links Danish Red Cross
    - Training for journalists on how to report on refugees as well as training refugees as journalists
    - MindSpring Method applied by Danish Red Cross
    - Art workshop in München where the gap is bridged between communities and refugees via art, especially for children
    - Humanity in Practice Training for volunteers Danish Red Cross, handbook
    - Parenting skills project in the UK – planning underway, part of family integration
    - Protection for people with special needs in reception centres
    - Online platform
    - EU skills profile tool for 3rd country nationals catering to job skills
- Job skills competence tool from Employment Service Sweden
- Istanbul Protocol concerning assessment and documentation of human rights abuses and torture victims (Germany)
- In My Backyard project (Netherlands) where refugees and host communities are part of Whatsapp groups/Google Maps located and subsidised to meet, do activities together in the community or municipality, all these communities come together for larger parties
- Social inclusion tools all mentioned yesterday quite closely related to these tools
- Violence prevention tools/aftercare
- Games in Austria
- Educating critically
- Dialogue tool
- Drawing – visualisation of the different actors and the needs of UASC (Denmark)
- Psychosocial prevention project (Sweden), including parental skills
- Buddy programme (burn-out prevention, stress prevention) Austria
- 'Supervision of volunteers' tool (DRC)
- Supervision to staff tool (Croatia)
- Peer to peer (volunteer to volunteer) training in psychosocial approach (Denmark)
- Women for women groups, support groups (Croatia)
- Meditation for staff (Austria)
- Courses communication for volunteers (Denmark)
- Narrative Exposure Therapy (Sweden)
- Open course feedback staff (Austria)
- 'Waking system' (Austria)– create responsibility/life skills amongst UASC
- Safety protocol
- To address the benefits of social interaction between refugees and host communities on a public scale (advocacy thereof) a difficulty, because of political climate in some countries

- Restoring Family Links (Denmark)
- Apartment search (Austria) for UASC

### 7.5.3 Toolbox ideation session

A brainstorm and discussion were held on the topic of toolbox ideation.

*Question: what do you understand by "toolbox"?*
*Answers:*

- A resource
- A practical model containing recommended solutions. The model should not be abstract
- A toolbox must be easy to use
- "A hammer" is not a tool, because not everything is a nail. In the same way as one screwdriver has 10, its only useful to include a tool in the toolbox if it comes with suggestions on how to use it
- A toolbox should not be prescriptive or read like a cookbook, it should support increased agency
- A toolbox contains proven tools *that are recommended for use by the authors* + recommendations on how to use them – they should work as inspiration *and recommendation should also be given on how to* adapt them
- Answers the question "we are looking for… [something that can do this or that]"

*Question: Where do you find inspiration and guidance for new approaches to your work?*
*Answers:*

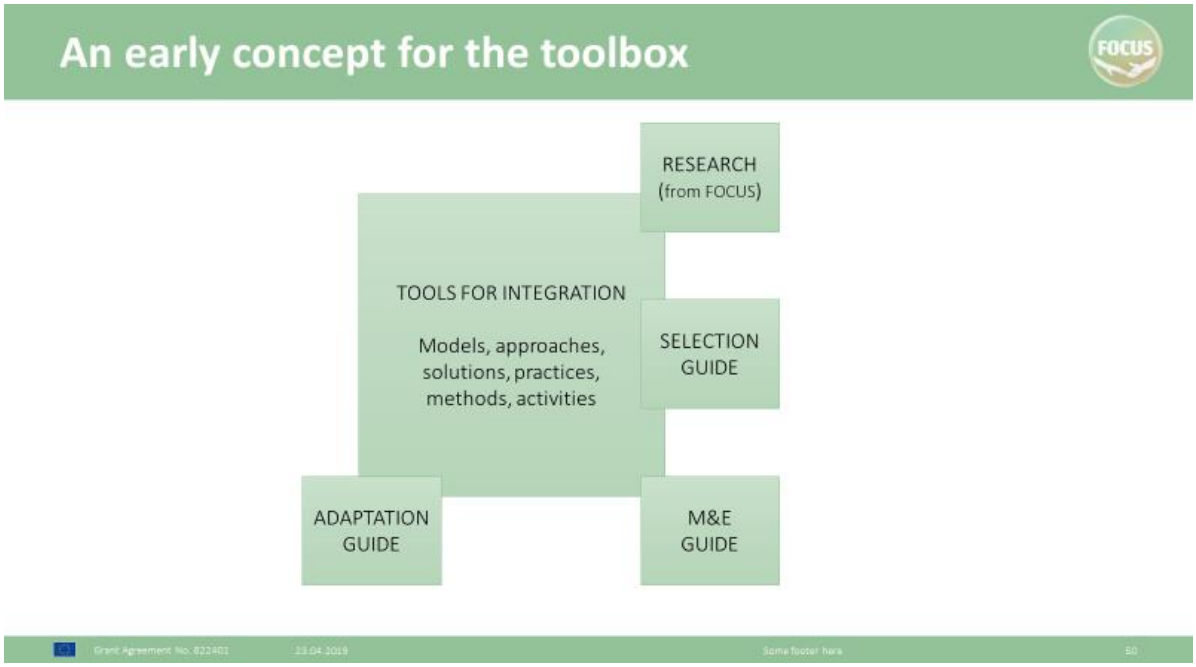
- Intuition
- Listening to affected people
- Brainstorming with yourself, team, the ones you listened to
- Observation
- Nature – going for a walk and thinking
- Stepping back and waiting for the "other". *This in the sense that*
    1. *It's useful to take a step back from day to day work to be able to see what is really needed to address a need and bring about change*
    2. *Not taking the lead in finding ways to address issues, but remember to give space to others, for instance people in your team, peers, affected people*
- Maintaining an open and curious mind
- Research
- Colleagues
- Knowledge from organisations and from your profession
- Connecting with networks outside your own organisation
- Reinventing the wheel
    1. *Participants acknowledged that they sometimes reinvent the wheel and reflected that this was nevertheless an act of invention that was inspiring*
- Treasure box, the one thing you are really proud of, exchange

- The needs are the inspiration

It was marked that none of the participants replied that toolboxes were a source of inspiration, this even though they defined "toolbox" only a few minutes before being asked about what their inspiration they use to develop new solutions. This could indicate that "toolboxes" are not commonly part of practitioners' processes to address needs of people of concern.

The participants were introduced to the following model:

*Figure 15: Toolbox ideation*




The early concept for the toolbox encompasses a main section containing quality tools and solutions. This section is supported by 4 lesser elements:

1. Findings from the FOCUS research, presented in layman's language and related to the contents of the main section
2. A selection guide to help the user navigate the main section to identify relevant tools and solutions
3. An adaptation guide to support users in properly adapting the tools in the main sections to their context
4. A monitoring and evaluation guide to support users assess the implementation of a tool or solution with a particular emphasis on the mental health and psychosocial aspects of the tools or solutions

The plenary was then asked:

- Does the early concept make sense? Why/why not?

The discussion moved gradually into answering the last question:

- What would you add, remove or change? Why?

Feedback received on the model:

- Only useful if it is helpful for finding a tool to address your needs
- Important that it helps the reader in selecting the tool from the toolbox
    - A summary or abstract of each tool would be useful
    - Quality over quantity: a smaller selection of very good tools was generally supported
        - If there are a multitude of tools in the toolbox this can also be useful, but requires a very good support to navigate the tools to find the right one
            - Using the selection mechanism should be optional, it should also just be possible to browse
- A high quality visualisation of the toolbox will be key [to understand how to use it]
    - Participants agreed that only text would be overwhelming
- The toolbox should be pleasant to use
- The toolbox should include information on what knowledge or experience support the tools. Specific references to scientific articles supporting the tool or specific organisations who have good experience with it should be given
- All agreed: Credit to the organisation who developed a given tool should be given
- It was important for practitioners that the toolbox exist in both a digital and physical version
    - Digital: easy to find and search + can be updated
    - Physical: can be leafed through, used in actual implementation work and used as a reference and work book to be kept in office
    - If participants had to choose they would opt for the digital version
- Solid tools have staying power. *This refers to the quality/quantity discussion*
- The toolbox should be structured by universal/persisting challenges
    - Each challenge “heading” should have several different and even similar tools below it so practitioners can browse and find the version of the tools that fits them and their context
- Practitioners agreed that it would be useful if the toolbox could show or warn about bad practices
- Practitioners wanted the toolbox to be “honest” and “simple” as opposed to abstract and “big”
- A caution about standardising tools was issued. Too standardised tools would become useless as they would be difficult to adjust or select for the specific contexts
- Tools have to be accessible to volunteers
    - A way to achieve this: Some of the tools have to be easy to pick up and try out for small groups volunteers with little funding.
- The toolbox should also have space for comprehensive, holistic models that you can pick and choose from
- Practitioners reflected that small tools taken to scale become something complex, become a model
- Practitioners also saw a use for the toolbox as a lobby tool: a “look this works” argument to inform local policy
- The tools in the toolbox should be endorsed *[by whom is yet to be clarified]*

- Practitioners recommended to set out the target groups for the toolbox carefully:
    - Target reader
    - Target audience - *as in people of concern*
    - Target needs
- Practitioners inquired about language. Would the toolbox be available in several languages?

Finally, the participants were asked about their expectations for FOCUS.
Responses:

- To show or transport the inspiring atmosphere of CSOs to others, as the CSO are ready to shape society, practice-based evidence informs policy
- We transport emotions, not only facts
- To be realistic *(and limit ourselves to be able to deliver a good product)*
- Connection between researchers and practitioners
- To create positive emotions in host communities
- Don't reinvent the wheel
- Deliver "a female approach" – a pastoral way of working, with openness and empathy
- Volunteers can use research results – enable them to do so in this project
- An actual impact on society
- Dock into other processes, use opportunities for synergies
- Continue to be informed and involved
- Applicable tools that mean that refugees become self-sufficient citizens
- A miracle tool (jokingly)
- Inspiration
- Refugees are seen as human beings – a holistic eye
- Legacy and longevity

## 7.6 Desk review

### 7.6.1 Method

The desk research identified online mappings of tools and solutions globally. Online available kits, schemes and other ideation and categorization means for tools and solutions, especially resources, toolkits and toolboxes, were included in the review when deemed relevant to the FOCUS consortium. A preliminary set of criteria based on the FOCUS consortium proposal design and definitions was set to identify tools that would be applicable for FOCUS research, solutions and policy streams, these selection criteria were used to make a light selection amongst toolboxes identified and prioritise inclusion in the review of those that met most criteria, or that met criteria that no other tools had addressed before.

**Foundation for developing selection criteria for including tools and solutions in Toolbox**

1. Is it a tool or a solution (or a policy recommendation?) for integration?
2. Is it an existing tool/solution?
3. Are the target groups both in the same EU country, a neighbouring country (Jordan specifically) or a HIC?
4. Does the tool activate both the host community and refugees?
5. Is the tool designed for (EU legally registered) Syrian refugees and host communities (since 2015) or for Syrian refugees legally residing in Jordan (since 2011)
6. Does it concentrate on strengthening support of/to families and communities?
7. Does it include mental health & psychosocial support components?
8. Does it include social inclusion components?
9. Does it include labour market-oriented components?
10. Is it found (by end-users) to be a useful tool?

These concern mostly tool(boxes)/solutions schemes with local examples. Special notions of attention where toolboxes that included elements of mental health and psychosocial support, social inclusion, labour market component and whether the solution was set out to activate both host communities and refugees, following the EU definition of integration. Tools and solutions in all languages encountered were included in the long list, although English was used for the main research thesaurus.

*Literature search methodology*

Literature search key topics
*Refugee*
*Host community*
*Integration*
*Tools*
*Solutions*
*Good Practice*
*Toolkit*
*Toolbox*
*Guidance*
*Europe, EU*
*Jordan*

Geographical factors
*Languages*:
English

Search environment:
*Library databases used:*

PsychInfo (Ovid)
WHO's Institutional Repository for Information Sharing (http://apps.who.int/iris/)
http://iris.paho.org/xmlui/
Social Science Research Network (SSRN) (http://www.ssrn.com/)
UNBISNET (http://unbisnet.un.org/)
https://www.alnap.org/help-library
https://reliefweb.int/topics/refugeesmigrants-emergency-europe?river=reports#river
The results of these searches were combined, and items were 'un-doubled'

Terms and variations used:
Refugee, refugees, 3rd country nationals,
host community, society
integration, social inclusion, welcoming, establishing, empowerment
tools, solutions, practices, good practice
toolkit, toolbox, guidance, solution schemes
humanitarian response, emergency, disaster, relief, rehabilitation
EU, Europe, Jordan
High Income Countries, Middle Income Countries, Low Income Countries,
North, South, developed countries
MHPSS, mental health and psychosocial support, well-being, socio-psychological
communities, families, peers, resilience
Social inclusion, social connections
Labour market, employment

Search strategy
Thesaurus search terms were utilized in a tree like structure. When searching for a higher 'branch' term, the search 'explodes', to underlying terms of lower 'branches' which are then also included in the search.

*Results*

A detailed long list of the desk review can be found in Annex 2, together with a short description and rough long list of more tools derived from Q4´s executed policy interviews.

### 7.6.2 Analysis

The desk review provided insights into what toolboxes already exist, give some avenues of insight into how they address or complement the needs and gaps as identified in the key informant interviews (or how they fail to do so), as well as in the mapping and ideation workshop by end-users. Secondly, it provided insights into the applicability of the preliminary selection criteria as applied during this review. These selection criteria yet have to be further defined during the course of the Focus research.
Out of the 53 toolkits currently described, 9 met all the criteria included in the desk review (MHPSS element, labour market element, social inclusion element, host community and refugees activated), although at different levels. Some toolkits had several tools on MHPSS for example, whereas others

would only refer to mental health. This desk review is therefore only a preliminary review and needs to be further build upon. Sixteen of the toolkits addressed no or only one selection criteria but were included in the analysis for ideation purposes. The majority of toolboxes, 27 out of 53 addressed two or three selection criteria, at varying depths of analysis or number of resources of tools.
As for the countries of origin of the toolboxes, 19 of the researched toolboxes where from the EU or EU HIC and MIC countries, and 2 in Jordan. Other (HIC) countries where many toolboxes originated were the USA, Canada, Australia and New Zealand , 5 were global toolboxes, and 6 came from LIC or MIC not in the EU, they were included as they focused on Syrians or because they added to the ideation process and discussion somehow. Ten toolkist were in languages other than English, where one toolbox was only in non-anglophone languages, however the fast majority, 43, of toolboxes was in English only. The below Table 1 gives an overview of how many toolkits had included certain elements:

*Table 16: elements included in the toolkits reviewed (N=53)*

| ***MHPSS element?*** | ***Social Inclusion element?*** | ***Labour Market element?*** | ***Both HC & Refugee activation?*** |
|---|---|---|---|
| ***25*** | ***28*** | ***31*** | ***23*** |

Next steps would be to further specify the selection criteria and better select tools and toolboxes that meet these (most) of these criteria, however most added value at this stage of the Focus research project may lie in identifying different approaches between the toolboxes and how these address needs and gaps as identified by end users.
A frame of reference could be to compare the tools and toolkits to the EU Integration Website, and the used definition of a 'good and/or eligible practice utilized there', to assure it meets at minimum the same qualitative criteria, and that it adds value to what is already created at EU level:

- Have a clear context description
- Clear description of objectives and purposes
- Clear description of actions and activities involved
- Be at least one year old (This criteria would have to be reviewed further to see whether it is logical for inclusion also for the FOCUS project)

For the integration practice to be selected it must:

- Comply with EWSIs editorial policy (This would not be a logical selection criteria for the FOCUS project)
- Be relevant and appropriate to the website, in particular:
    - Does the practice meet clearly identified needs
    - Does the practice engage stakeholders and target groups
- Have sufficient indication of transferability, in particular:
    - Does the practice continue after the initial phase?
    - Does the practice attract structural funding, support from new sponsors or generate its own resources?
- Does the practice show potential for replication in different contexts and towards different target groups?

## 7.7 Recommendations and way forward

Based on the findings of the T2.4 mapping and ideation work executed thusfar and aligned with the FOCUS Description of Action, the following recommendations are made and ways forward outlined:

*Recommendations:*

1. Investigate avenues beyond the piloting of tools and solutions for including refugees and host community members in development of the toolbox
2. To further include end users in the research on solutions and lessons learned, for example by adding a few case field studies in follow up research, to be able to further compare programmematic approaches of end-users in one locality to other localities, instead of focusing on single projects or single stand-alone solutions, to assure some level of scale (at least at local level) is included in the tools and to be able to better compare to the desk review results to the to be developed solutions
3. To continue to build upon the current research report, for example by adding toolkits to the review when encountered, or key informants to the list of 'snow balled' informants and end users and by doing so expand the 'depth' of the end user perspective in the FOCUS consortium's work
4. To engage further with the research and policy streams in the consortium and advocate to amplify end users as well as ultimate beneficiaries' voices in the end results of the FOCUS consortium key deliverables
5. To further investigate tools and toolkits that activate both host community members and refugees as well as elements of mental health and psychosocial support, because less than half of the toolkits reviewed included these elements
6. To further investigate whether Southern-developed solutions can be adapted to Northern contexts
7. To make sure that the solution stream follows internationally accepted humanitarian standards.

To add to the last recommendation, the Core Humanitarian Standard on Quality and Accountability (CHS), 88sets out Nine Commitments that organisations and individuals involved in humanitarian response can use to improve the quality and effectiveness of the assistance they provide. The CHS places communities and people affected by crisis at the centre of humanitarian action. As a core standard, the CHS describes the essential elements of principled, accountable and high-quality humanitarian aid. It is a voluntary and measurable standard. The CHS is the result of a global consultation process. It draws together key elements of existing humanitarian standards and commitments and was late 2018 endorsed by a record number of global humanitarian stakeholders.[89]

88 https://corehumanitarianstandard.org/the-standard
89 https://corehumanitarianstandard.org/the-standard/statements-of-support

*Figure 16: Core Humanitarian Standard*


For instance, the CHS can be included in the further development of the (preliminary) selection criteria, to check whether:

1. *Tool/solution is **appropriate and relevant** (useful)*
2. *Tool/solution is **effective and timely** (useful)*
3. *Tool/solution **strengthens local capacities** (of refugees and host communities, staff, volunteers) and **avoids negative effects** (to refugees, host communities, staff, volunteers)*
4. *Tool/solution is **based on communication, participation and feedback** (throughout PCM: assess, inform, design, implement, monitor and evaluate…)*
5. ***Complaints** about the tool/solution are welcomed and addressed (as part of PMEAL)*
6. *Tools/solutions are **coordinated and complementary** (coordination, programme approach instead of patchwork of interventions)*
7. *Actors working with the tools/solutions **continuously learn and improve** (PMEAL)*
8. ***Staff and volunteers** using the tools/solutions are **supported** to do their job effectively and are treated fairly and equitably (caring for volunteers/staff)*
9. ***Resources** to implement the tools/solutions are managed and used responsibly for their intended purpose (cost-effectiveness, efficacy)*
10. ***Communities and people affected by crisis are central** to the solutions provided to them, assure **humanitarian principles** of humanity, impartiality, neutrality, independence (when possible and within mandate of the solution providing organisation)*

*Ways forward*

Suggested ways forward for WP5 Development and pilot test of solutions and WP6 Solutions and policy recommendations and their relations to the overall project are presented here:

1. Develop a set of selection criteria for including tools and solutions in the toolbox and develop the concept for the toolbox further. The selection criteria have an impact on the concept of the toolbox and vice versa, therefore these processes must be highly integrated. More specifically by:

a. Conducting virtual ideation sessions with end-users to develop the concept of the toolbox. Align with WP7 Engagement, impact and sustainability to develop the Network of Host Communities (NHC) and End-user board
b. Design a set of selection criteria to guide the selection of tools to be included in the Toolbox. A preliminary foundation for developing selection criteria is presented in the box below:

**Foundation for developing selection criteria for including tools and solutions in Toolbox**

1. Is it a tool or a solution (or a policy recommendation?) for integration?
2. Is it an existing tool/solution?
3. Are the target groups both in the same EU country, a neighbouring country (Jordan specifically) or a HIC?
4. Does the tool activate both the host community and refugees?
5. Is the tool designed for (EU legally registered) Syrian refugees and host communities (since 2015) or for Syrian refugees legally residing in Jordan (since 2011)
6. Does it concentrate on strengthening support of/to families and communities?
7. Does it include mental health **&** psychosocial support components?
8. Does it include social inclusion components?
9. Does it include labour market-oriented components?
10. Is it found (by end-users) to be a useful tool?

8. Define the target groups of the Toolbox and related products thoroughly. Practitioner organisations are as diverse as the affected people they seek to serve, and thus the challenges and needs they face differ markedly. Defining the target group(s) of the Toolbox as well as aligning target group definitions for e.g. D6.1 Policy Roadmap and D6.3 Guide for adapting solutions will have a profound impact on the Toolbox conceptualisation, development, piloting and uptake of the Toolbox. This mapping identified highly diverse end-user expectations for a Toolbox and attempting to satisfy all needs runs the risk of missing the target all together. Defining target groups helps mitigate this risk
9. Include not only piloting partners but also selected end-user board members in the selection workshop in T5.1 Selection development and adaptation of operational solutions to ensure that input and recommendations from research in WP4 as well as policy work in WP5 are incorporated and operationalised in the Toolbox in a way that is beneficial to end-users.
10. Continue to take up further tools and solutions as the project progresses. While WP2 forms the foundation for Toolbox, its development should reap the benefits of the knowledge generate in WP4 as well as through engagement with the NHC and the end-user board.
11. Investigate if and how the 4 piloting partners and end-user board members could be included in the development of the piloting methodology, T5,2 Pilot test framework and methodology. Most clearly, this is recommended to ensure the applicability of the methodology. Secondarily, early indications are that practitioners often struggle to assess the solutions and tools they employ or are considering to employ. Therefore, the pilot test framework and methodology could have the potential to be of direct benefit to practitioners beyond the lifetime of the project and thus be included in the Toolbox.

## 7.8 References

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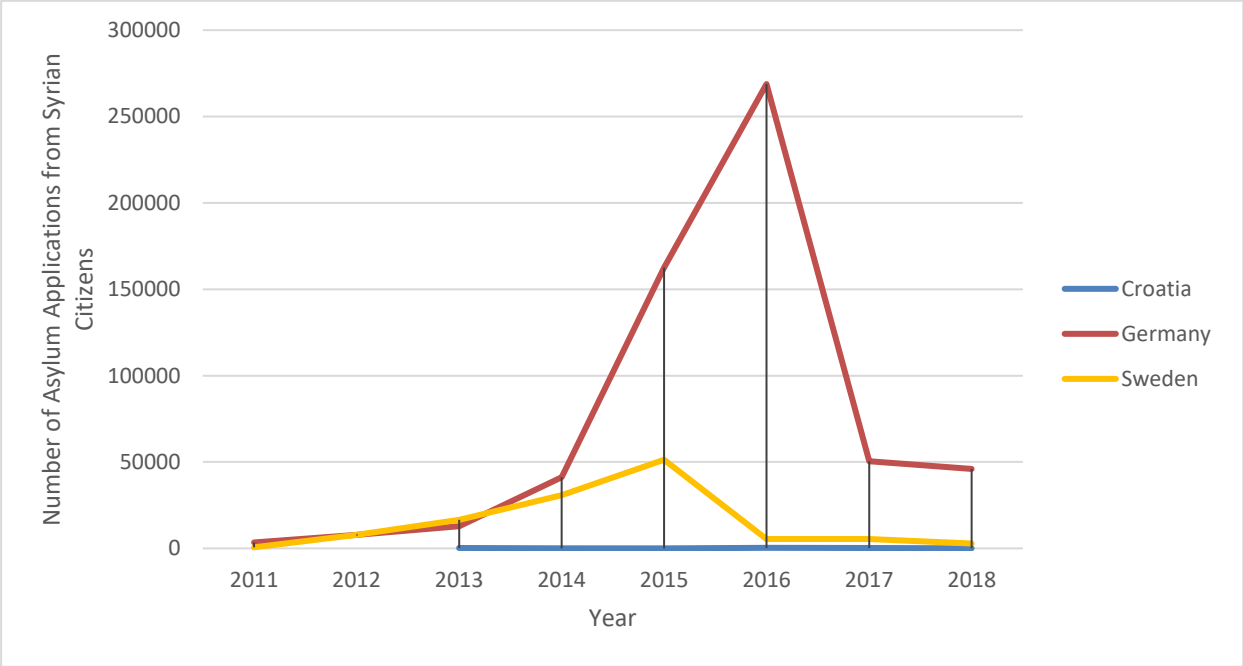
# Mapping of Flows and Patterns of Asylum Migration from Syria (Task 2.5)

Refugee migration flows and patterns are in a constant state of flux, impacted by the situation in the country of origin, as well as that in host, transit and destination countries. Understanding flows and trends, as well as the composition and demographics of the population was crucial for the development of WP3 and WP5. As such, this mapping draws on the most up to date data on the asylum migration of refugees from Syria in the four states. Where possible it draws on the same sources that cover all states (thus allowing for a greater level of standardization of classifications and terminology). In addition to this publicly available data, the relevant authorities in each state was contacted to provide additional data on the population. This provided supplemental information in all states expect for Jordan. However, even when additional information was received, due to national variations some data was not available, and on other cases was not comparable between states.

## 7.9 Overview of numbers of asylum seekers/refugees from Syria

*Figure 17: Number of asylum applications from those with Syrian citizenship in Croatia, Germany and Sweden 2011-2018*




(Source Eurostat, 2019)

*Table 17: Number of asylum applications from those with Syrian citizenship in Croatia, Germany and Sweden 2011-2018*

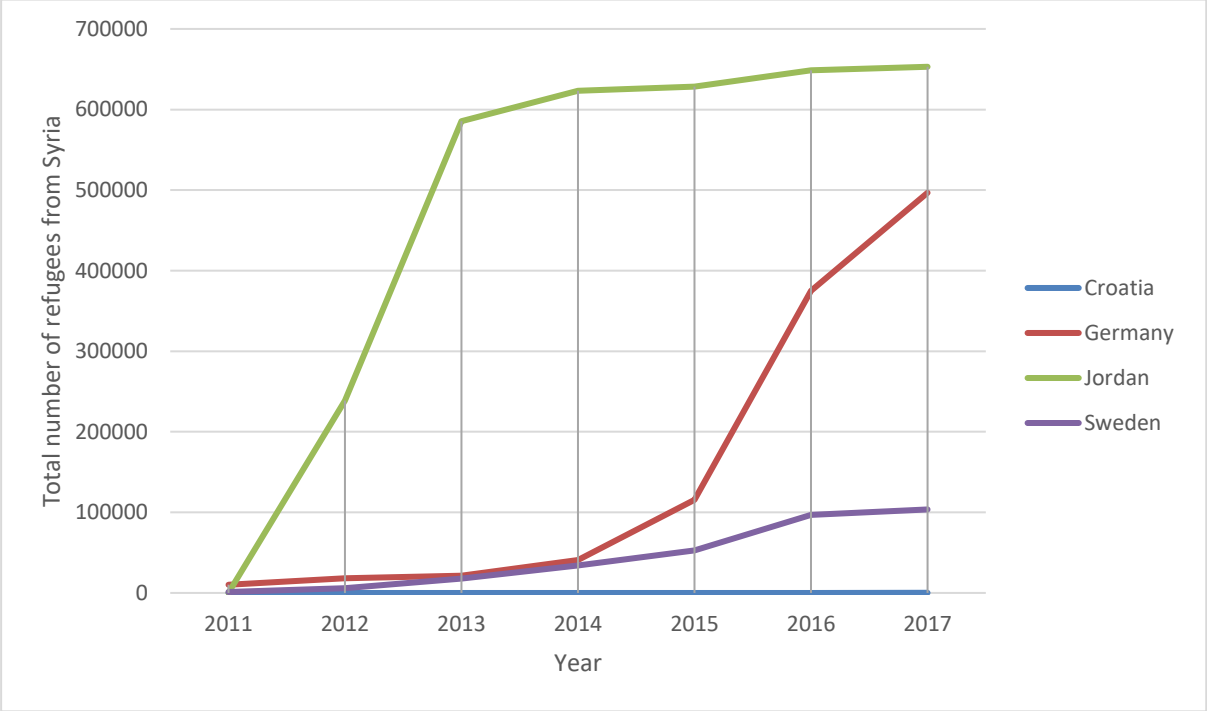
| GEO/TIME | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 |
|---|---|---|---|---|---|---|---|---|
| **Germany** | 2,635 | 6,200 | 11,850 | 39,330 | 158,655 | 266,250 | 48,970 | 44,165 |
| **Croatia** | 0 | 0 | 190 | 60 | 25 | 335 | 140 | 80 |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **Sweden** | 640 | 7,920 | 15,905 | 30,315 | 50,890 | 4,710 | 5,250 | 2,615 |

(Source Eurostat, 2019)

As Figure 1/Table 1 show, there was a steady increase of asylum applications from those with Syrian citizenship to Croatia, German and Sweden between 2011 and 2014. This number grew sharply between 2014 and 2016, before reducing again in 2017 to 2018. The peak of arrivals in Sweden was 2015 (before the introduction of temporary border controls) and in Germany and Croatia in 2016.

*Figure 18: Total number of refugees from Syria in the four states (including those in a refugee like situation) 2011-2017*




(Source UNHCR, 2019a)

*Table 18: Total number of refugees from Syria in the four states (including those in a refugee like situation) 2011-2017*

| GEO/TIME | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|---|---|---|---|---|---|---|---|
| Croatia | 0 | 12 | 22 | 22 | 23 | 60 | 194 |
| Germany | 10,155 | 18,165 | 21,253 | 40,994 | 115,604 | 375,122 | 496,674 |
| Jordan | 193 | 238,798 | 585,304 | 623,112 | 628,223 | 648,836 | 653,031 |
| Sweden | 1206 | 6051 | 17,984 | 34,285 | 52,707 | 96,914 | 103,614 |

(Source UNCHR, 2019a)

As seen in Figure 2/Table 2, the total number of refugees from Syria increased significantly in Jordan from 2011 to 2013, before seeing numbers reduce from 2014 onwards. The numbers in Croatia,

Germany and Sweden grew slowly between 2011 and 2012, after this they began to increase more rapidly with the most significant increase being from 2014 to 2016 for Sweden and 2014 to 2017 for Croatia and Germany.[90]

## 7.10Mode of arrival of refugees from Syria

*Table 19: Mode of arrival and number of refugees from Syria to Croatia 2011-2018*

| MODE/TIME | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 |
|---|---|---|---|---|---|---|---|---|
| Regular procedure | 4 | 122 | 146 | 53 | 29 | 287 | 124 | 93 |
| Resettlement (from Turkey) | 0 | 0 | 0 | 0 | 0 | 0 | 40 | 112 |
| Relocation (from Greece or Italy) | 0 | 0 | 0 | 0 | 0 | 10 | 50 | 0 |
| Dublin procedure | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 18 |
| Other (arrived during the migration/ refugee "crisis" in 2015/2016) | 0 | 0 | 0 | 0 | 3 | 42 | 0 | 0 |

(Source communication with the Ministry of Interior of Croatia, 2019)

*Table 20: Modes of arrival and number of refugees from Syria to Germany 2011-2017*

| MODE/TIME | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|---|---|---|---|---|---|---|---|
| Regular procedure (spontaneous arrival) | 343 | 1753 | 2567 | 22,264 | 100,031 | 286,867 | 90,577 |
| Resettlement | 0 | 0 | 804 | 3,183 | 1,627 | 1,183 | 2,796 |
| Family reunification | 46 | 234 | 340 | 1489 | 1167 | 756 | 739 |

(Source UNHCR, 2019b; Communication with the Federal Office for Migration and Refugees, 2019)

*Table 21: Mode of arrival and number of refugees from Syria to Sweden 2011-2017*

| MODE/TIME | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 |
|---|---|---|---|---|---|---|---|---|
| Spontaneous arrivals of asylum seekers from Syria | 640 | 7,814 | 16,317 | 30,583 | 51,338 | 5,459 | 4,718 | - |
| Resettled refugees from Syria (QR) | 7 | 59 | 345 | 420 | 677 | 700 | 1,587 | 2,791 |
| Family reunion migrants (Syrian citizens with | 44 | 103 | 584 | 4,194 | 8,879 | 7,463 | 8,806 | |

90 This shows the time lag in the peak numbers of asylum seekers arriving, as seen in Figure 1, and the granting of international protection.

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| refugee relatives only) | | | | | | | | |

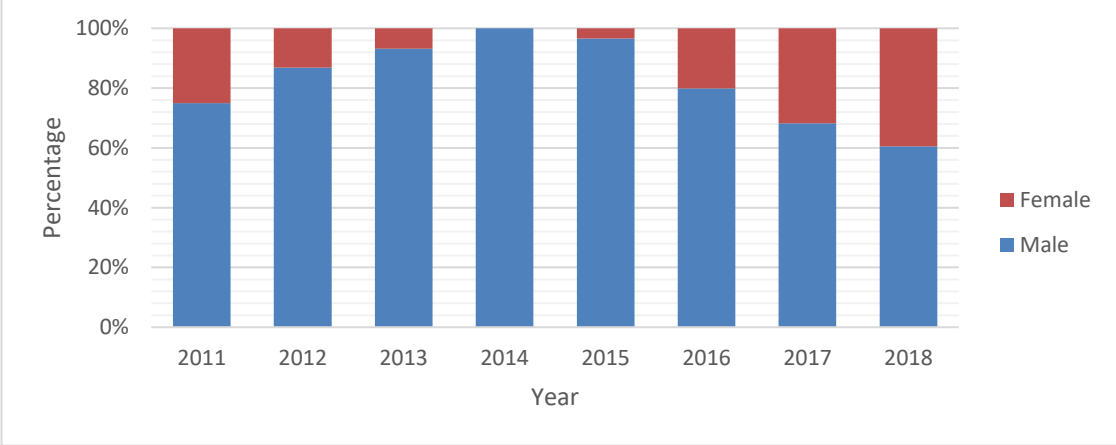
(Source CB, 2019; UNCHR, 2019b)

In all states the vast majority of refugees from Syria arrived as spontaneous arrivals, arriving and seeking asylum rather than arriving though resettlement or family reunification schemes. In Jordan resettlement or family reunification are not possible, thus all arrivals are spontaneous.

In 2014 the numbers of those arriving though family reunification to Germany and Sweden increased significantly. Resettlement to Germany peaked in 2014 before falling sharply in 2015 and 2016, followed by an increase to nearly 2014 levels by 2017. Resettlement of refugees from Syria to Sweden has increased year on year from 2011 onwards. Family reunification numbers in Sweden increased sharply in 2014 and again in 2015 before leveling off slightly during the period 2015 to 2017 (with a decrease in numbers in 2016). In Croatia spontaneous arrivals were the only mode of arrival for refugees from Syria up until the acceptance of the resettlement of refugees from Syria residing in Turkey in 2017 and 2018 and the reallocation of Syrians from Greece in 2016 onwards.

## 7.11Gender of refugees from Syria

*Figure 19: Gender of refugees from Syria who were granted protection in Croatia 2011-2018 as a percentage.*

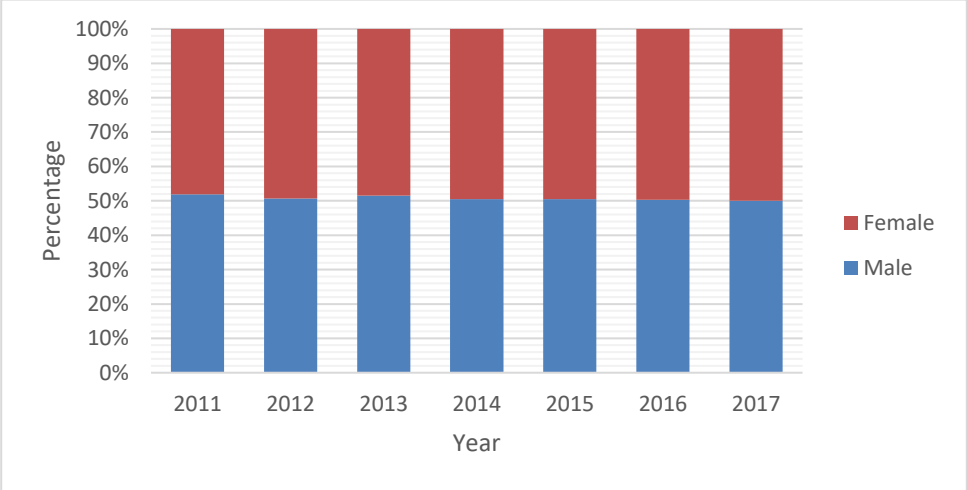



(Source communication with the Ministry of Interior of Croatia, 2019)

*Figure 20:* Gender of refugees who hold Syrian citizenship who were granted protection in Germany 2011-2018 as a percentage.

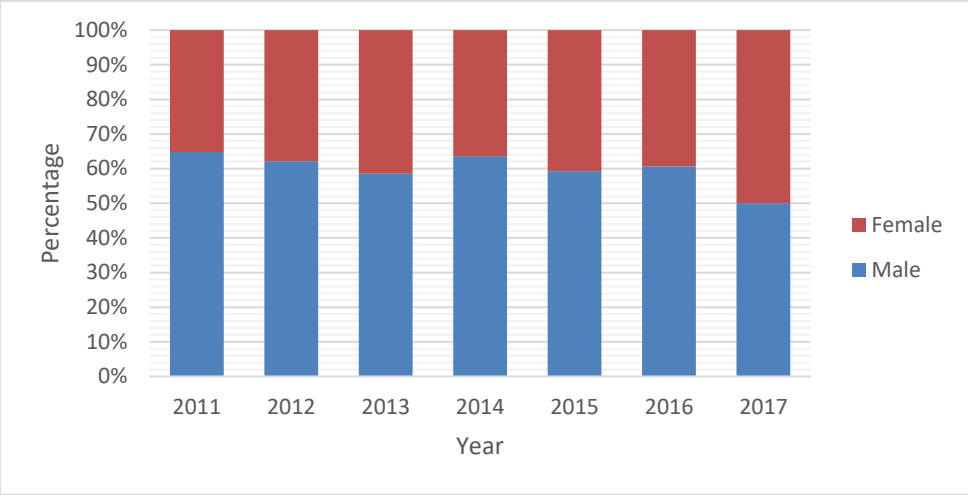

(Source Eurostat, 2019)

*Figure 21: Gender of all refugees under UNHCR's mandate (Syrian and non-Syrian) in Jordan 2011-2017 as a percentage.*




(Source UNHCR, 2019a)

*Figure 22: Gender of refugees from Syria who were granted protection in Sweden 2011-2017 as a percentage.*



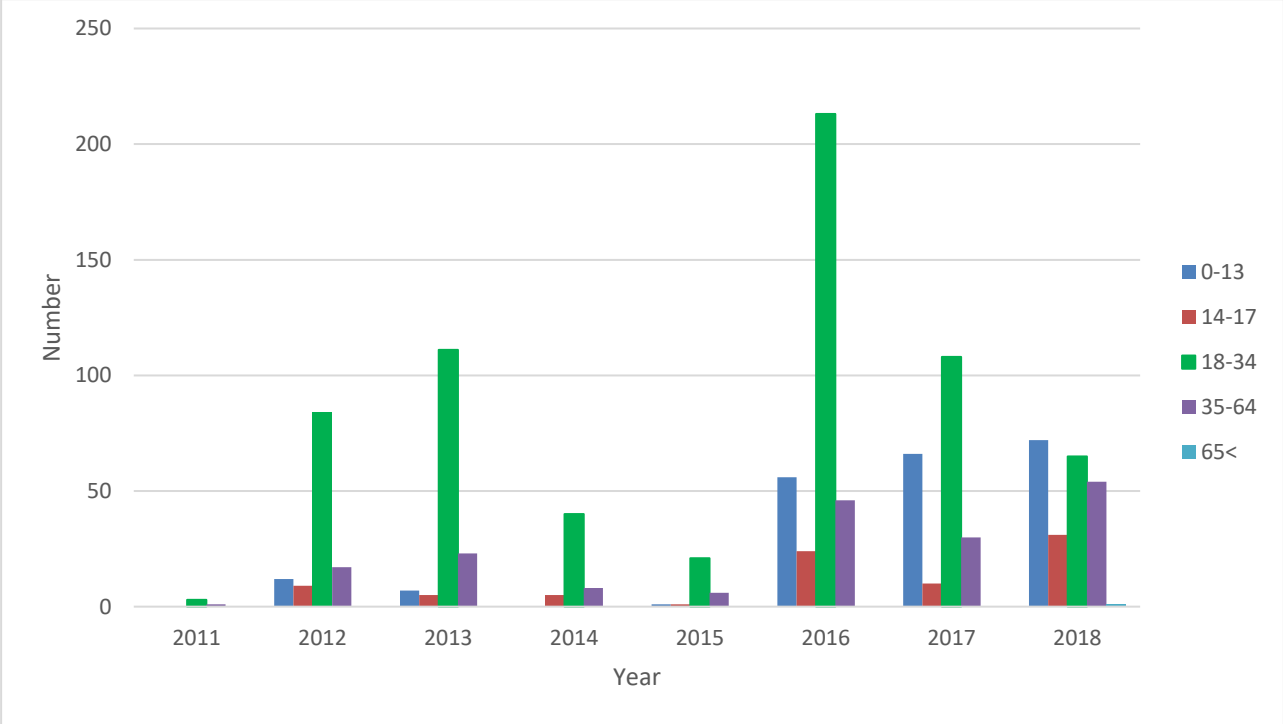

(Source SCB, 2019)

The gender of refugees from Syria being granted protection in Croatia has been predominantly male (see Figure 3). In 2011 it was 75% male, increasing to 100% male in 2014. Following this there was an increase in females being granted protection in 2014 to 2018. By 2018 40% of refugees from Syria granted protection in Croatia were female. As Figure 4 shows, in Germany between 60-68% of refugees from Syria who were granted protection between 2011 and 2018 were male.

In Jordan such data on refugees from Syria is not available. However, Figure 5 reflects that the entire refugee population in the country has been 50/50 male/female for most of the reporting period (except for a slight increase in male refugees being granted protection by UNHCR in 2011 and 2013. In Sweden this number during the period 2011 to 2017 was between 50-65% male, with it being 50/50 in 2017 when the last data was available (see Figure 6).

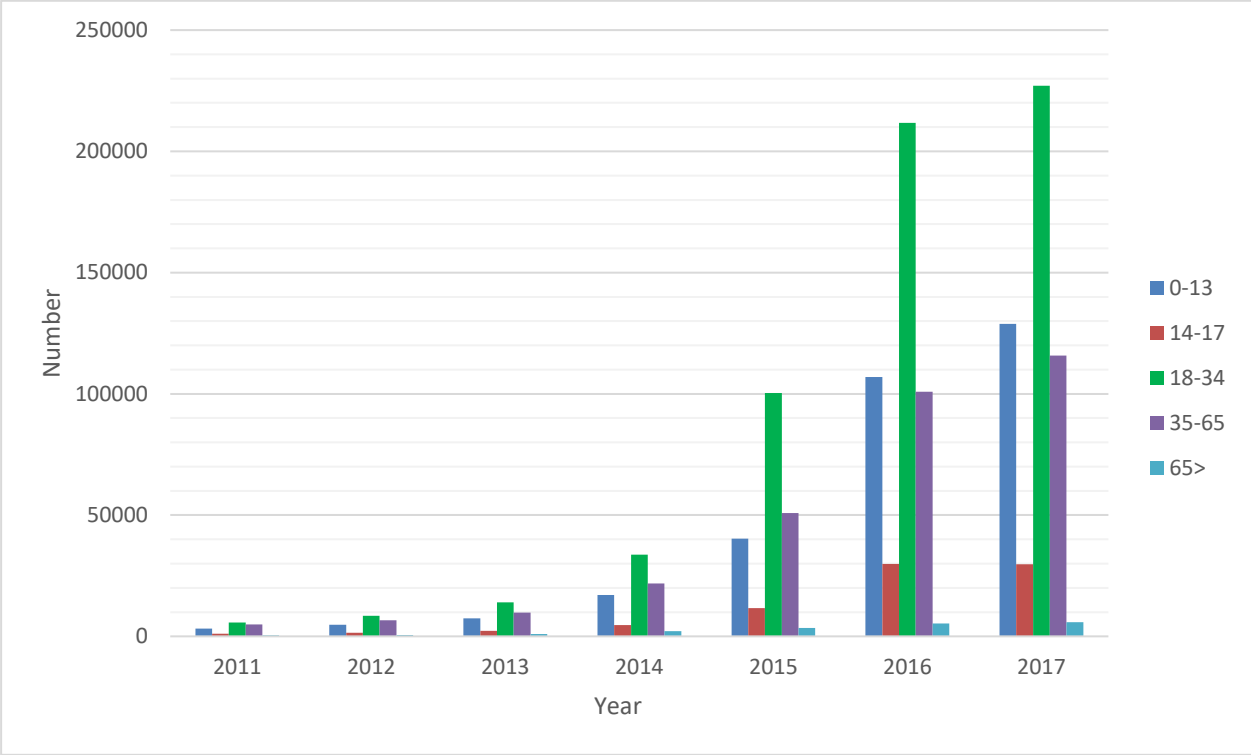
## 7.12 Age of refugees from Syria

*Figure 23: Age range of those granted international protection in Croatia who originated from Syria 2011-2018*



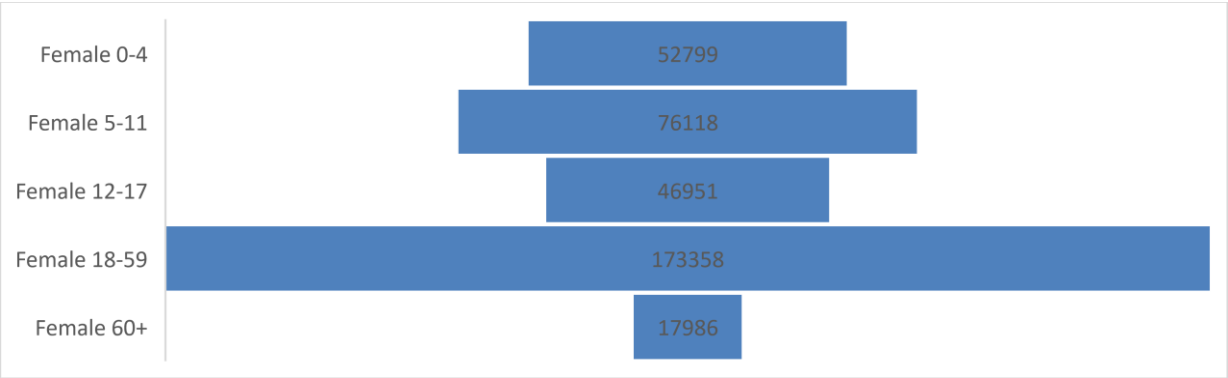

(Source communication with the Ministry of Interior of Croatia, 2019)

*Figure 24: Age range of those granted international protection in Germany who originated from Syria 2011-2017*



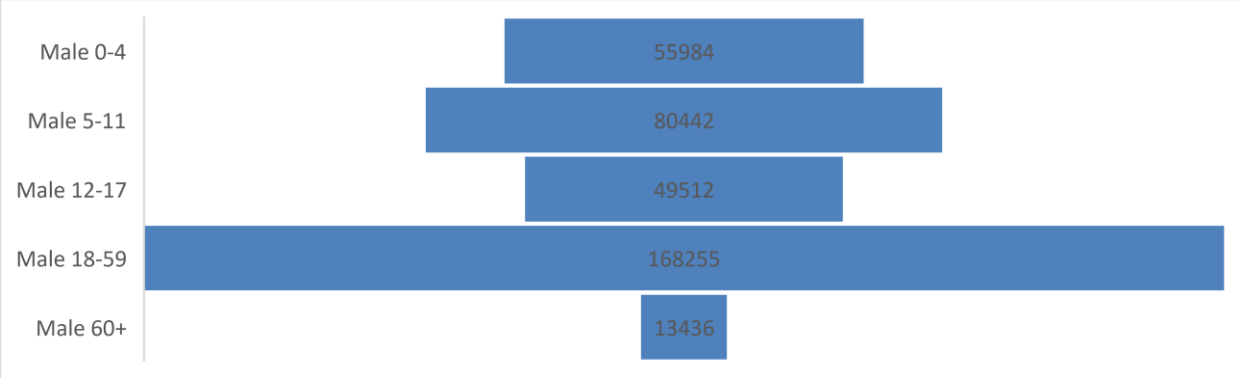

(Source communication with Statistisches Bundesamt destatis ,2019)

*Figure 25: Age range of all female refugees (Syrians and non-Syrian) in Jordan 2017*




(Source UNHCR, 2019a)

*Figure 26: Age range of all male refugees (Syrians and non-Syrian) in Jordan 2017*




(Source UNHCR, 2019a)

*Table 22: Number of refugees with Syrian citizenship (not including family reunion refugees) in Sweden in 2011-2018 by age range*

| AGE/GEN/ TIME | | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 |
|---|---|---|---|---|---|---|---|---|---|
| 0-4 years | Male | 7 | 139 | 474 | 598 | 658 | 1982 | 687 | 325 |
| | Female | 4 | 165 | 459 | 537 | 589 | 1844 | 684 | 241 |
| 5-14 years | Male | 8 | 227 | 857 | 1148 | 1338 | 3536 | 1348 | 744 |
| | Female | 5 | 203 | 774 | 959 | 1119 | 2911 | 1138 | 673 |
| 15-24 years | Male | 21 | 297 | 1036 | 2086 | 2672 | 7475 | 1823 | 572 |
| | Female | 15 | 135 | 633 | 813 | 942 | 2773 | 919 | 466 |
| 25-34 years | Male | 38 | 538 | 1534 | 3109 | 3517 | 6852 | 1337 | 470 |
| | Female | 11 | 256 | 824 | 1039 | 1144 | 3302 | 911 | 475 |
| 35-44 years | Male | 13 | 389 | 993 | 2241 | 2148 | 3557 | 796 | 402 |
| | Female | 6 | 128 | 525 | 655 | 692 | 1638 | 586 | 345 |
| 45-54 years | Male | 8 | 154 | 596 | 1241 | 1126 | 1532 | 345 | 200 |
| | Female | 2 | 83 | 313 | 407 | 401 | 973 | 283 | 165 |
| 55-64 years | Male | 4 | 43 | 204 | 286 | 360 | 624 | 158 | 99 |
| | Female | 1 | 71 | 222 | 214 | 246 | 588 | 161 | 116 |
| 65+ years | Male | 0 | 46 | 133 | 141 | 152 | 319 | 105 | 64 |
| | Female | 1 | 69 | 178 | 159 | 164 | 363 | 133 | 84 |

(Source SCB, 2019)

The available data on the age of refugees from Syria in the four states makes a comparison problematic as can be seen in the data presented in Figures 7-10 and Table 6. Where we have data available on the age of refugees from Syria being granted protection over time, we can see significant fluctuations. As seen in Figure 7 there was a peak in 18 to 34-year-old refugees from Syria being granted protection in Croatia in 2016. This then levelled off slightly with a more consistent age range in those being granted protection by 2018. Between 2016 to 2018 there was an increase in refugees from Syria who were under 18 being granted protection in Croatia. Only one person over 65 has been granted international protection during the reporting period, that was in 2018.

In Germany (see Figure 8) the age ranges of refugees from Syria has remained largely similar over time. The largest group between 2011 and 2017 has been those within the 18-34-year-old category. Those in the 35-65-year-old category made up the second largest group until 2016. In 2016 there was a significant increase in the number of 0-13-year-olds being granted protection in the country, with this category becoming the second largest group after the 18-34-year-olds for 2016 and 2017.

In Jordan most for the refugees are under 18 years old (both male and female). Those over 60 years old only constitute a very small group of the overall refugee population. It should be noted that this data is the entire refugee population in the country and not just refugees from Syria. In Sweden, as can be seen in Table 6, the largest groups for the reporting period were those between 15-24 years old and 25-35 years old. Given that the age ranges are broken into smaller groups, it should also be acknowledged that those in 0-4 and 5-14-years-old, if combined, as is common with the other countries, would be a very significant sub group of this refugee population in the country. We can see an increase in refugees from Syria in Sweden aged between 15-44-years-old in 2014 and 2016. If we them look at this based on gender, we can see that while there are nearly equal numbers of males and females in the lower and upper age categories (0-15 and 55+) the majority of those between 15 and 55 are male.

## 7.13 Family status

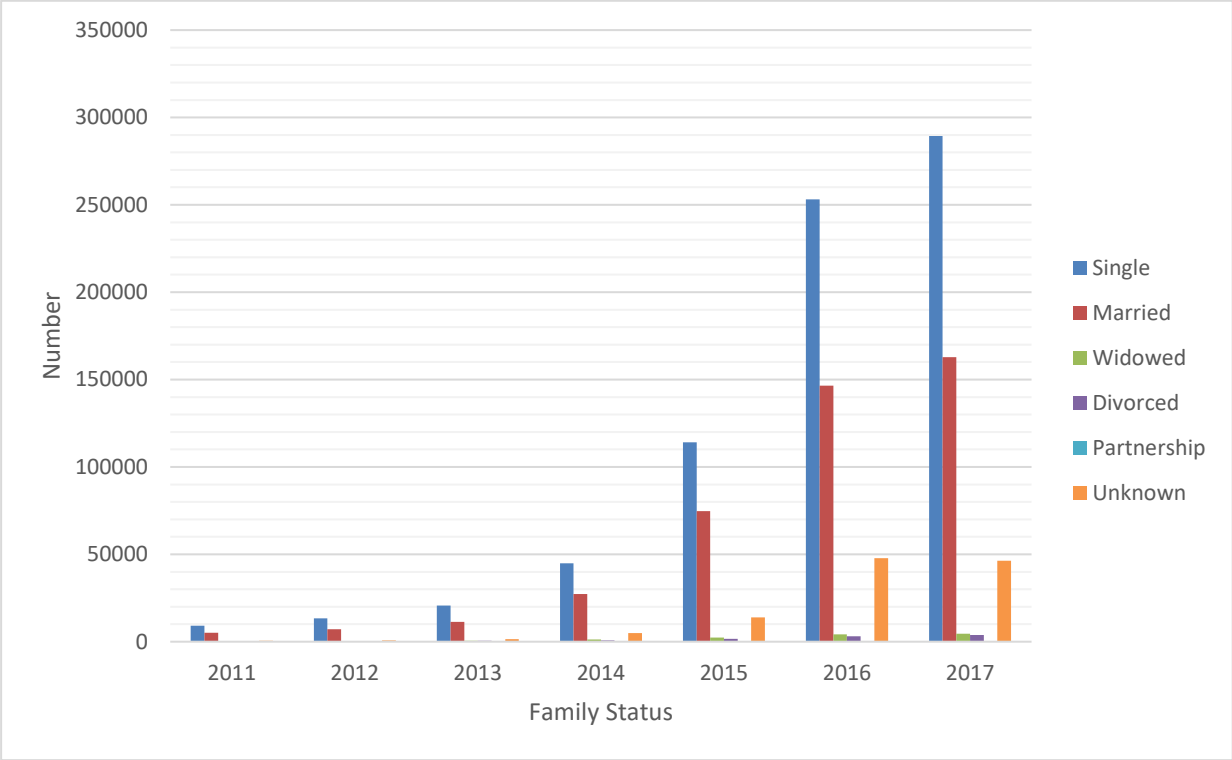
*Table 23: Unaccompanied minors with Syrian citizenship seeking asylum in Germany, Croatia and Sweden 2011-2018.*

| **GEO/TIME** | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 |
|---|---|---|---|---|---|---|---|---|
| Germany | 2,125 | 2,095 | 2,485 | 4,400 | 22,255 | 35,935 | 9,085 | 4,085 |
| Croatia | 0 | 70 | 55 | 10 | 5 | 170 | 40 | 25 |
| Sweden | 2,655 | 3,575 | 3,850 | 7,045 | 34,295 | 2,160 | 1,285 | 930 |

(Source Eurostat, 2019)

As shown in Table 7 Germany and Sweden saw largely steady numbers of unaccompanied minors with Syrian citizenship arriving between 2011 and 2013. However, in 2014 until 2015 for Sweden and 201-4 to 2016 for Germany, the number on unaccompanied minors increased significantly. While in Sweden after 2016 those number fell to lower rates than in 2011, in Germany, even though they declined significantly after 2016, in 2018 number were still nearly double that of 2012. In Croatia the highest number of unaccompanied minors seeking asylum was in 2012, 2013 and 2016 (with 2016 being double that of the next highest year (2012). After 2016 numbers of unaccompanied minors with Syrian citizenship seeking asylum has decreased year on year.

*Figure 27: Family status of refugees from Syria in Germany 2011-2017*



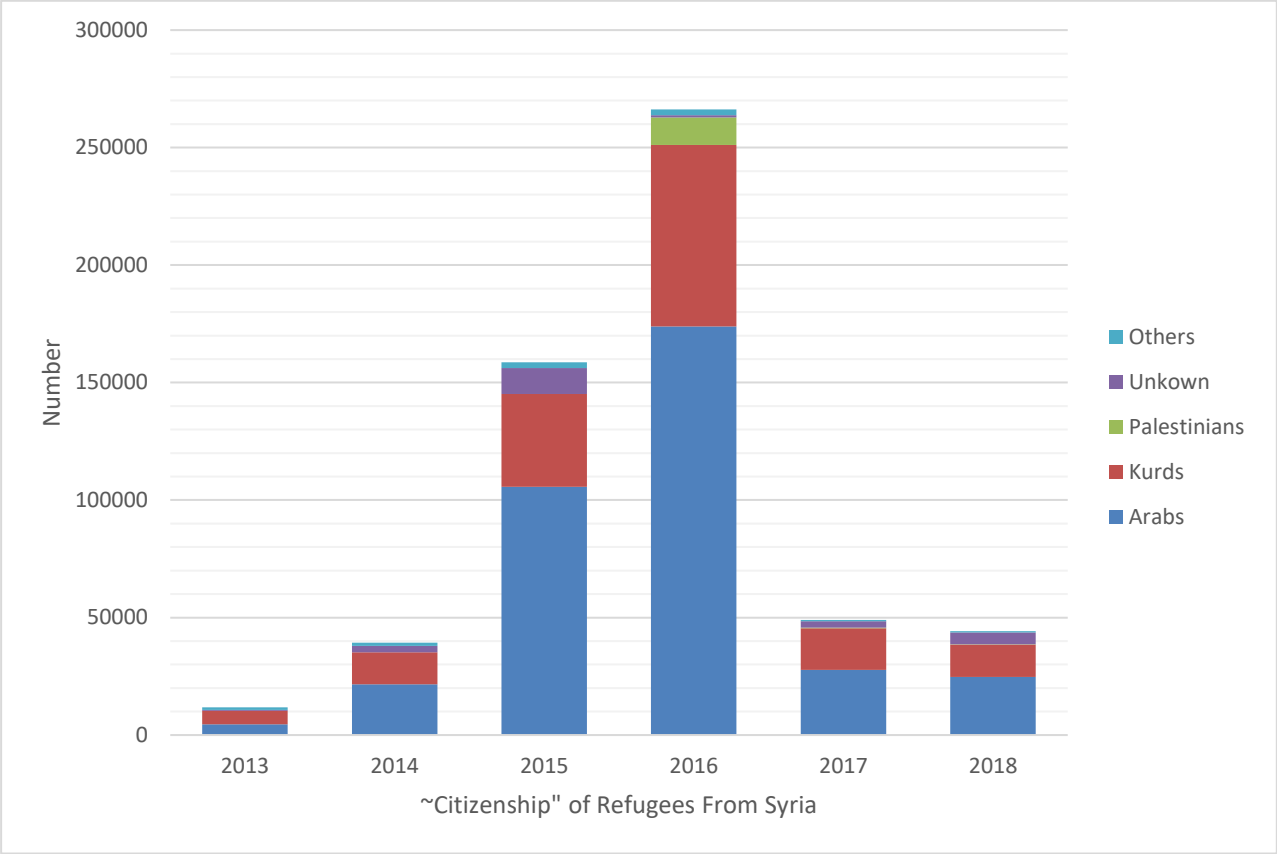

(Source Communication with the Federal Office for Migration and Refugees)

Figure 27 shows that with regard to the family status of refugees from Syria in Germany between 2011 and 2017 the largest group are those who are single, followed by those who are married. The numbers of those recorded as single as compared to married increases slightly in 2016 and 2017. While only a few refugees are recorded as being widowed or divorced, a significant proportion were reported as having unknown family status from 2013 onwards.[91]

## 7.14Nationality of Refugees From Syria

*Figure 28: Nationality of persons from Syria granted international protection in Germany 2013-2018.*

91 Data on family status was not available for Croatia, Jordan. It is available in Sweden and a request for this has been made.



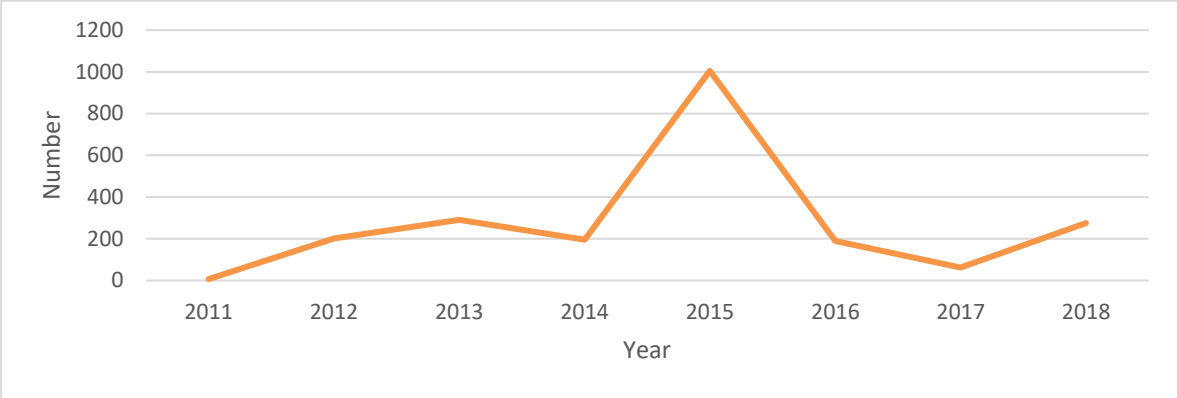

(Source Communication with the Federal Office for Migration and Refugees)

The data in Figure 12 shows that in Germany the nationality92 of refugee from Syria fluctuates over time. While in 2013 and 2014 Arab Syrians only constituted half the number of those granted protection in Germany, this proportion has increased over time. By 2016 in Germany we can see that the while two thirds of those granted protection in Germany were recorded as Arab, the Kurds and Palestinians from Syria made up a third of the arrivals. However, in 20117 and 2018 the proportion retuned to a similar split as we see in 2013 and 2014.93

## 7.15Number of Refugees from Syria Transiting Through the States

*Figure 29: Number of Syrian citizens passing through Croatia without applying for refugee/asylum status*

92 Nationality, as used here, should not be considered as being synonymous with citizenship i.e. the legal bond between and individual and a state as understood under international law.
93 Data on nationality was not available for Croatia, Jordan or Sweden. In Sweden the citizenship or statelessness of refugees is recorded. A request for this information with regards to refugees from Syria has been made.




(Communication with the Ministry of Interior of Croatia, 2019)

Figure 29, shows the number of Syrian citizens who passed through Croatia without applying for asylum. From 2011 to 2013 there was a steady increase, however, numbers dropped slightly between 2013 and 2014. Following this there was a sharp increase from 2014 to a peak in 2015. In 2016-2017 there was a decline before numbers began to increase once again in 2018.

## 7.16Summary

- There was a steady increase of asylum applications from those with Syrian citizenship to Croatia, Germany and Sweden between 2011 and 2014. This grew sharply between 2014 and 2016 before reducing in 2017 to 2018. The peak of arrivals in Sweden was 2015 (before the introduction of temporary border controls) and in Germany and Croatia in 2016.
- The total number of refugees from Syria increased significantly in Jordan from 2011 to 2013, before seeing numbers level off from 2014 onwards.
- The total number of refugees from Syria in Croatia, Germany and Sweden grew slowly between 2011 and 2012, after this the number began to increase more rapidly with the most significant increase being from 2014 to 2016 for Sweden and 2017 for Croatia and Germany.
- In all states the vast majority of refugees from Syria arrived as spontaneous arrivals (family reunion and resettlement are not possible in Jordan and data on family reunion is not available in Croatia).
- We see an expected increase in family reunion migrants a year or so after large numbers of refugees from Syria were granted international protection in the three European states.
- Resettlement in Germany was the mode of arrival of more refugees from Syria then family reunion. The opposite was the case in Sweden.
- The gender of refugees from Syria being granted protection has been predominantly male (especially in Croatia). However, this varies between states and over time.
- Where data was available on the age of refugees from Syria being granted protection over time, we can see significant fluctuations. A large proportion of the refugees from Syria and children or youth (c. 0-25 years old). Only a small number of refugees from Syria are aged 65 or over.
- The majority of refugees from Syria in Germany are recorded as single.
- There has been fluctuation in the nationality of refugees from Syria being granted protection in Germany. Arab Syrians make up between half and two thirds of the population.

- Only Croatia could provide information on refugees from Syria transiting through the state: the numbers peaked in 2015.

## 7.17References

Eurostat., 2019, *Database*, Available at: https://ec.europa.eu/eurostat/web/asylum-and-managed-migration/data/database

UNHCR,. 2019a, *Population Statistics*, Available at http://popstats.unhcr.org/en/time_series

UNCHR., 2019b, *Resettlement Data Finder*, Available at https://rsq.unhcr.org/en/#q8pR

SCB., 2019, *Statistical Database*, Available at: http://www.statistikdatabasen.scb.se/pxweb/en/ssd/?rxid=4685332b-2edb-4c6f-9475-88352f257107

# 8. Conclusions

In drawing together the findings of the five Tasks that make up this deliverable we are able to shape the forthcoming work in this project. First, WP 2.1 and 2.2 (though also 2.3/4) have shown that there are significant gaps in our knowledge about aspects of integration of refugees beyond labour market integration. This is especially apparent with regards to our understanding of socio-psychological integration. Whilst research is being undertaken in areas related to this, WP 2.4 highlighted that practitioners noted that they were unable to keep to date with the latest research on integration of refugees. Therefore, the challenge is not just to fill this knowledge gaps, but also to disseminate the findings in an impactful way to key stakeholders and end users. The gaps in our understanding will be addressed, in part, as they have been drawn on to shape the methodology of the field research (WP 3-4).

When looking at the integration policies of the four research states, as well as the views on integration policies more generally by key actors in Europe, we can see there are shared approaches and foci. For example, in how integration is understood, and the focus on achieving it by granting access to the labour market in all European states, or more activity encouraging and facilitating this access in Jordan. While EU laws may have an impact here, as identified in the research in WP 2.3 Part II, this is also a result of many organisations reliance on the EU's AMIF funding, which key stakeholders and practitioners reported as having a significant impact on integration policies and practices.

Other similarities across all the states were identified. For example, with the exception of a few cases in Sweden, most of the refugees from Syria have been issued temporary residence permits in the four states. While the nature and duration of these vary considerably, securing permanent residency requires that the refugees have to prove they have 'integrate' to some degree (except Jordan where permanent residence cannot be acquired). The requirements of the three European states vary, but include that the refugee has either secured employment or has reached a certain level of language proficiency.

In general, with the exception of Sweden who mainstream migration into all aspects of the state practices, there are a lack of state-run public awareness raising initiatives or activities to encourage the host community to fulfil their part of the integration process. Here the findings of WP 2.4 provide a valuable resource in reflecting on small- and large-scale integration policies and tools that have been used to bridge this gap between the two communities. WP 2.4 provides an overview of the identification, mapping and ideation surrounding successfully implemented integration practices and solutions to integration issues, as encountered by end user practitioners. Based on key informant interviews, a desk review and a workshop with practitioners, WP 2.4 identified that numerous toolkits for integration do exist, however gaps in the issues they address (especially mental health psychosocial support, which were only preset in half the toolkits reviewed) exists. In addition, practitioners noted the that identifying the right tool for the job, as well as the applicability of these different tools in various contexts was problematic. They suggested that this could be addressed if clear guidance on which tools to use, and when, were to be provided.

As mentioned previously, this deliverable has already been used to guide and shape the development of WP 3 and WP4. In addition, it will also be crucial in the development of the toolkit for practitioners (WP5 and 6). Once the field research has been completed and the tool kit developed the contents of the document will be used in the dissemination phase of the research (WP7) for both the academic and policy outputs

# 9. Annexes

## 9.1 Annex 1 Instruments most commonly used in relevant studies, with the frequency of use and metric characteristics.

| | *Construct* | *Instrument* | *Authors* | *Times referenced94* | *Referencing studies95* | *No. of items in the instrument* | *Reliability (α)96* |
|---|---|---|---|---|---|---|---|
| 1 | Attitudes towards refugees/asylum seekers | Attitudes toward asylum seekers scale (ATAS) | Pedersen et al. (2005) | 9 | Anderson (2016)<br>Anderson (2017)<br>Anderson (2018)<br>Anderson et al. (2015)<br>Greenhalgh and Watt (2015)<br>Pedersen et al. (2007)<br>Pedersen et al. (2008)<br>Pedersen et al. (2005)<br>Perry et al. (2015) | 18 | 0.73-.94 |
| | | Attitudes towards persons granted asylum | Ajduković et al. (2019) | 1 | Ajduković et al. (2019) | 19 | .94 |

94 Number of times instrument was referenced in studies included in the Final Collection.
95 Studies which explicitly referenced this instrument.
96 Range of reliabilities reported in the studies.

This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No. 822401 (FOCUS).

| | *Construct* | *Instrument* | *Authors* | *Times referenced94* | *Referencing studies95* | *No. of items in the instrument* | *Reliability (α)96* |
|---|---|---|---|---|---|---|---|
| | | Prejudicial attitude survey | Stephan et al. (1998) | 1 | Schweitzer et al. (2005) | 12 | .92-.95 |
| | | Prejudice against asylum seekers scale (PAAS) | Anderson (2018) | 1 | Anderson (2018) | 16 | .79-.96 |
| | | Attitude scale towards refugees | Doğan et al. (2017) | 1 | Aktas et al. (2018) | 16 | .94 |
| 2 | Threat perception | Realistic and Symbolic Threats Scale (Outgroup threat scale) | Stephan et al. (1999) | 6 | Kang (2018)<br>Murray and Marx (2013)<br>Schweitzer et al. (2015)<br>Silva et al. (2018)<br>Sunhan et al. (2012)<br>Yitmen and Verkuyten (2018) | 7-15 | .83-.91 |
| | | Perception of realistic threat | Ajduković et al. (2019) | 1 | Ajduković et al. (2019) | 4 | .78 |
| | | Perception of symbolic threat | Ajduković et al. (2019) | 1 | Ajduković et al. (2019) | 5 | .83 |
| 3 | Attitudes towards acculturation | Acculturation attitudes | Geschke (2007) | 2 | Geschke (2007)<br>Geschke et al. (2010) | 6 | .56-.86 |

| | *Construct* | *Instrument* | *Authors* | *Times referenced94* | *Referencing studies95* | *No. of items in the instrument* | *Reliability (α)96* |
|---|---|---|---|---|---|---|---|
| 4 | Contact | General contact measure | Prestwich, Kenworthy, Wilson and Kwan-Tat (2008) | 1 | Turoy et al. (2013) | 5 | .93-.97 |
| 5 | Right-wing autoritarianism | The right wing authoritarianism scale (RWA) | Altmeyer (1991) | 6 | Anderson (2016)<br>Anderson (2018)<br>Anderson et al. (2015)<br>Koc and Anderson (2018)<br>Nickerson and Louis (2008)<br>Perry et al. (2015) | 9-30 | 0.69-.92 |
| 6 | Social dominance orientation | Social dominance orientation scale (SDOS) | Pratto et al. (1994) | 10 | Anderson (2018)<br>Anderson et al. (2015)<br>Crowell (2000)<br>Esses et al. (2008)<br>Gregurović et al. (2016)<br>Kang (2018)<br>Koc and Anderson (2018)<br>Nickerson and Louis (2008)<br>Trounson et al. (2015)<br>Anderson (2016) | 8-21 | .72-.93 |
| 7 | Empathy/sympathy | Interpersonal reactivity indeks (IRI) | Davis (1983) | 1 | Pedersen and Thomas (2013) | 12-28 | .62-.82 |
| 8 | Dehumanization | The enemy barbarian measure | Alexander et al. (1999) | 2 | Esses et al. (2008)<br>DeVaul-Fetters (2014) | 6 | .83-.92 |
| 9 | Social distance | Social distance scale (SDS) | Bogardus (1933) | 5 | Ajduković et al. (2019)<br>Bruneu et al. (2018)<br>Kim et al. (2015)<br>Koc and Anderson (2018) | 7 | .87-.91 |

| | *Construct* | *Instrument* | *Authors* | *Times referenced94* | *Referencing studies95* | *No. of items in the instrument* | *Reliability (α)96* |
|---|---|---|---|---|---|---|---|
| | | | | | Schultz and Taylor (2018) | | |
| 10 | Behavioural intentions | Pro-asylum seeker behavioural intention | Pehrson et al. (2009) | 1 | Pehrson et al. (2009) | 4 | .92 |
| | | Readiness to assist persons in the community | Ajduković et al. (2019) | 1 | Ajduković et al. (2019) | 4 | .83 |
| 11 | Beliefs | Global belief in a just world scale (GBJW) | Lipkus et al. (1996) | 1 | DeVeul-Fetters (2014)<br>Khera et al. (2014) | 7-8 | .76-.89 |
| | | The micro justice and macro justice principle scale | Zdaniuk & Bobocel (2011) | 1 | Anderson (2016) | 16 | .78-.80 |
| 12 | Asylum seekers/refugee rights | Support for the rights of persons granted asylum | Ajduković et al. (2019) | 1 | Ajduković et al. (2019) | 13 | .95 |
| | | Cultural rights scale | Verkuyten (2011) | 1 | Verkuyten et al. (2018) | 8 | .83 |

## 9.2 Annex 2 Indicators used for the Comparative Policy Analysis

1. General overview
   - 1.1 Population to be included: The project targets those from Syria who fall under the definition of a refugee in the 1951 Convention. Indicate below which legal categories will be included in your state's study (in the official language of the state and with an English translation).
   - 1.2 Brief summary of the history of integration policies for refugees in your state

2 Residency and Citizenship
   - 2.1 Residence permits
     - 2.1.1 Is permanent residence granted upon recognition of refugee status? if not what is the duration of the temporary residence permit issued?
     - 2.1.2 Are temporary residence permits renewable?
     - 2.1.3 If they are renewable, how long is the duration of the renewed permit?
   - 2.2 Access to permanent residence
     - 2.2.1 For those not initially granted permanent residence when recognised as refugees, can this be acquired at a later date?
     - 2.2.2 What is the duration of residence required before they can acquire permanent residence?
     - 2.2.3 Is there a fee (or other associated costs) for the application for permanent residence for refugees? If so how much? (in Euros)
     - 2.2.4 Other criteria for accessing permanent residence? (i.e. civic knowledge, language requirement, employment, minimum income). Please specify.
   - 2.3 Access to nationality
     - 2.3.1 Can refugees acquire citizenship?
     - 2.3.2 If they can acquire citizenship, is this facilitated for refugees compared to other groups? If so how?
     - 2.3.3 What is the duration of residence required before they can acquire citizenship?
     - 2.3.4 Is there a fee (associated costs) for the application for citizenship? If so how much? (in Euros)
     - 2.3.5 Other criteria for accessing citizenship? (i.e. civic knowledge, language requirement, employment, minimum income). Please specify.
   - 2.4 Legal assistance
     - 2.4.1 For those refugees who do not have it, are they provided legal assistance and advice by the state on applying for permanent residence?
     - 2.4.2 For those refugees who do not have it, are they provided legal assistance and advice by the state on applying for citizenship?

3 Labour market Integration
   - 3.1 Are asylum seekers from Syria allowed to work while waiting for a decision on their application?
   - 3.2 Access to the labour market?
     - 3.2.1 Are refugees from Syria allowed to work?
     - 3.2.2 Are there any legal restrictions on the type of employment they can undertake?
     - 3.2.3 Do they have the same employment rights as nationals/other foreign nationals? If so, which? and if not what are the differences?

This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No. 822401 (FOCUS).

3.2.4 Do they have access to publicly funded employment counselling/ job seeking advice?
3.2.5 Is there recognition of Syrian diplomas, certificates and other evidence of formal qualifications?

3.3 Is there a national level policy to increase labour market integration of refugees? If yes please briefly summarise.

4 Language and Social Orientation Course

4.1 Does your state provide or support language classes for refugees to assist with their integration?

4.2 If yes, answer the following

4.2.1 Are language courses provided for free?
4.2.2 Is there a standardised syllabus and course material?
4.2.3 What is the duration of the course?
4.2.4 Is the course provided by a state authority or a private/civil society actor funded by the state?
4.2.5 Are language courses tailored to accommodate the various levels of educational attainment/capabilities of the refugees?
4.2.6 Is the course full time or part time?
4.2.7 Do participants receive social security payments to attend the course?
4.2.8 Can participants work while also attending the course?
4.2.9 Is participation in the course obligatory? (if so what is attendance linked to? i.e. social welfare payments)

4.3 Does your state provide or support social orientation classes for refugees? (please indicate if different for the various legal categories of Syrian refugees included in the research)

4.4 If yes, please answer the following.

4.4.1 Is this course provided for free?
4.4.2 Is there a standardised syllabus and course material?
4.4.3 What is the duration of the course?
4.4.4 Is the course provided by a state authority or a private/civil society actor funded by the state?
4.4.5 Is the course full time or part time?
4.4.6 Do participants receive social security payments to attend the course?
4.4.7 Can participants work while also attending the course?
4.4.8 Is participation in the course obligatory? (if so what is attendance linked to? i.e. social welfare payments)

5 Family reunification

5.1 Family reunification for refugees from Syria

5.1.1 Are there mechanisms to apply for family reunification?
5.1.2 Who is included in the definition of a family member? i.e. spouse, children, other dependants.

5.2 If family reunion is possible, what are the requirements on the refugee (not the reunion migrant)?

5.2.1 Economic resources/employment requirement? If yes, what is the requirement.
5.2.2 Duration of residency requirement? If yes, what is the requirement.
5.2.3 Housing requirement? If yes, what is the requirement.
5.2.4 Health insurance requirement? If yes, what is the requirement.
5.2.5 Other? Please specify.

5.3 Are there requirements for the family reunion migrant? If yes please specify.

6 Education and Vocational Training

6.1 Tertiary education or life-long learning for refugees (N.B Excluding language and social orientation courses).

6.1.1 Do they have access to tertiary education on par with nationals or other foreign nationals (if so, which)?

6.1.2 Do they have access to vocational education/training on par with nationals or other foreign nationals (if so, which)?

6.1.3 Can they apply for generic study allowances ( i.e. student loans) on par with nationals or other foreign nationals (if so, which)?

6.1.4 Are their special introductory programmes to assist them in accessing and completing tertiary/ vocational education?

6.2 Excluding language and social orientation courses, does the state undertaken the following activities to mainstream refugees in tertiary or vocational education;

6.2.1 Involving civil society organisations to assist in seeing the inclusion of refugees in educational/vocational training?

6.2.2 Law or policy which seeks to ensure that refugees have access to tertiary/vocational education?

6.3 Excluding language and social orientation courses, do refugee children or the children of refugees have access on par with nationals to...

6.3.1 Primary education?

6.3.2 Secondary education?

6.4 Excluding language and social orientation courses, does the state undertaken the following activities to mainstream refugees in primary and secondary education…

6.4.1 Involving civil society organisations to assist in seeing the inclusion of refugees?

6.4.2 Law or policy which seeks to ensure that refugees have access to primary/secondary education?

7 Access to Social Welfare and Housing

7.1 Access to housing

7.1.1 Do refugees from Syria have access to state run/sponsored housing and/or housing benefits? (This includes rent control, public/social housing, and participation in housing financing schemes).

7.1.2 If not, what specific restrictions do they face in accessing public housing?

7.1.3 Do refugees from Syria have the same access to the private housing market as national or other foreign nationals?

7.1.4 If not, what specific restrictions do they face in accessing private housing?

7.2 Do refugees from Syria have free movement and choice of residence within the country?

7.2.1 Yes/no?

7.2.2 If no, briefly specify restrictions they face in free movement and choice of residence.

7.3 Do refugees from Syria have the following?

7.3.1 Access to healthcare and/or health care coverage on par with nationals?

7.3.2 Access to healthcare and/or health care coverage on par with other foreign nationals?

7.3.3 No access, or only limited access?

7.4 Do refugees from Syria have access to the following social benefits?

7.4.1 Income support/social assistance?

7.4.2 Unemployment benefits?

7.4.3 Child or family member care benefit?

7.4.4 Sickness/disability benefits?

7.4.5 Pensions?

8 Host Community Relations
- 8.1 Is there a national integration strategy that includes refugees?
- 8.2 If yes, how does this refer to integration of refugees i.e. refugee focused, or as a two-way process between the refugee and the host community?
- 8.3 Are there publicly funded awareness raising campaigns about the situation of refugees?
- 8.4 If there are publicly funded awareness raising campaigns are these regular or ad hoc?
- 8.5 Are there nationally supported/ funded programmes or policies that aim to see the increased civic engagement of refugees? (i.e. in sports clubs, voluntary organisations)
- 8.6 Are there nationally supported/ funded programmes or policies to see the increased engagement of civil society with issues related to refugees?
- 8.7 Are there nationally supported/ funded programmes or policies that aim to see the increased political engagement of refugees?
- 8.8 Are there nationally supported/ funded campaigns, programmes or policies that aim to promote social interactions between refugees and the local community?
- 8.9 Additional comments on policies related to host community/refugee relations?

9 Other areas of integration policy for your state that you consider to be important to the comparative analysis.

## 9.3 Annex 3 Focus Mapping Workshop Draft Solution Summaries 2-3 April 2019 Task 2.4

### 9.3.1 On-the-job training with to acquire competency certificate

General information

***Basic data on organisation***
Name: *Jesuit Refugee Service*
Location (of Implementation): Zagreb
Work on Integration:
Area of focus: Refugee Integration
Number of tools and solution discussed in the interview**:** 1
Other integration work: Workshops for refugee teenagers on integrations to Croatian society (with support from volunteers Croatian adolescents) and homework support.

Useful tools and solutions

| **Tool or solution** | **On-the-job training with to acquire competency certificate** |
|---|---|
| **Objective** | To train unemployed refugees to acquire practical knowledge and skills required to perform a specific job |
| **Target groups** | Unemployed persons with no qualification, holders of primary or secondary education degrees without prior experience in the field of occupation to be trained for |

| | |
|---|---|
| **Duration** | Up to 6 months |
| **Status** | Implemented for the first time in 2018 (Participants: 5 refugees)<br>Second cohort to start in March 2019 |
| **Description** | **Croatian Employment Service** and the **Jesuit Refugee Service** (along with other civil organisations, the **Croatian Red Cross** is joining soon) are collaborating on a labour market integration programme consisting of 3-months of intense language classes and advocacy for joining the labour market (incl. teaching about work style in Croatia). This is followed by a traineeship on the specific job position the employers are looking for (e.g. cooking, elderly care, construction). Civil society organisations also prepare and sensitize the employer and current employees for the process of hiring and working someone with a refugee background (e.g. explain cultural differences and similarities). During the traineeship both the employer and refugees receive economic support. The employer receives economic support so they can dedicate valuable time to the training process of the refugee. The civil society organisation also gives psychosocial support to the refugees throughout the entire process. After the programme is finished, the refugees receive a certification and are hired by the employer that trained them. |
| **Type of expense** | Provides to the **employer:**<br><br>- Cost of training and mentoring<br>- Cost of lectures in educational institutions (when needed) and the cost of exam on professional competence (required)<br>- Cost of medical examination (required depending on the type of training)<br><br>Provided to the **trainee:**<br><br>- Financial aid – continuous financial aid throughout the training programme (includes cost of living, transportation costs and occupational insurance)<br><br>The civil society organisations (e.g. Jesuit Refugee Service) hire a Croatian teacher and recruit volunteers to provide support to refugees (e.g. psychosocial support, help with shopping, doubts about joining the market, etc.) |
| **Involvement of host community** | - Employers in need for employees specialising in a specific trade<br>- Volunteers from civil society organisations<br><br>Interivewee A highlighted the involvement of the employers in the programme. Although they receive economic support, their involvement requires great motivation, dedication and patience (e.g. explaining salaries, tax contributions, etc.) |
| **Contribution to integration** | ☒ Labour market<br>☒ MHPSS<br>☒ Other**:** The language courses provided as well as the certificate of competence contribute to their further integration into society and accessing labour opportunities in the future |

**Origin of the initiative:** This initiative came from NGOs that were already working with refugees and contacted the Croatian Employment Service to start this initiative. Interviewee A highlighted the importance of the role of civil society in this programme, because these organisations have been supporting refugees from the beginning, understand their needs and what they want and can achieve.

**Challenges and possible improvements:**

- Language is the main barrier to integration but there are only few institutions offering Croatian classes. Both interviewees suggesting adding additional time for language classes and that the language component is highlighted and given a more central role in the solution.
- There are challenges in including refugees with university education in this type of programme (i.e. motivation because they are trades)
- Interviewee B highlighted the importance of also offering this type of programme for refugees with higher levels of education (e.g. in the IT sector), but additional language classes are needs.
- JSR does not receive funding for participating in this programme, so they fund their involvement through donations, which presents limitations for their organisation
- Interviewee A mentioned that some of the expectations refugees have about salary might be unrealistic and this can present a challenge in getting them involved in the programme.

**Value given by interviewees:** Both interviewees highlighted the great value of this programme. After the programme is finished the refugee has a job, a certificate of their training on a trade, a beginners' knowledge of Croatian and a social network. Both described the valuable meaning that people find in having a place in the job market as well as the continued psychosocial support provided by the civil society organisations throughout the training programme and after. The value of this programme was specially highlighted for single mothers, one of the most vulnerable sub-populations for refugees.

**Outcomes and impact:** Both interviewers consider this programme a success story. The five refugees in the programme have participated on the programme and the 5 are in the positions that they trained for with the employers involved in the programme. Interviewee A commented that this programme constitutes a small investment for the impact it has on integration, not only the clear direct impact it has on the refugees (i.e. receiving training and certification of competency, language skills, social network and job opportunities) but also how through the sensitization work carried out by the civil society organisations with the businesses involved in the programme.

The solution has not been formally evaluated.

**Adaptation and use in other contexts:** Interviewee B highlighted that this programme receives funding from European Employment Services (EURES) so it can be conducted in other European countries. They will start this programme for the first time in smaller cities in Croatia so they are currently preparing the communities and employers through sensitization. In some contexts, it might be useful to include penalties for both the refugees and businesses involved in the programme in case they don't fully meet the expectations (Interviewee A)

**Other relevant comments**

- Syrian refugees seem to be more reluctant to this programme. Possibly because they have previously been in camps for a long time or because many of them have illnesses or children that need constant care.
- It is important to note that Croatia is a transit country so it has a very low number of refugees, but in 2019 is receiving new refugees through the resettlement programme that would be invited to participate in this programme.

**Additional documents:** Media coverage - **LINK**

| **Available for contact:** Yes |
|---|

### 9.3.2 Friends pave the way (Venner vise vej)

General information

***a) <u>Basic data on organisation</u>***

- Name: *Danish Red Cross*
- Location (of Implementation): All over Denmark
- Work on Integration:
  - Area of focus: Refugee Integration
  - Number of tools and solution discussed in the interview**:** 1
  - Other integration work: Language café (practicing Danish but also providing help with paper work), in other branches volunteers also provide formal support for labour market, and some have support groups for families called women's café.

Useful tools and solutions

| **Tool or solution** | **Friends pave the way (Venner vise vej)** |
|---|---|
| **Objective** | Strengthen refugee's support network in Denmark and serves as an entry way to other integration programmes with the Danish Red Cross |
| **Target groups** | Adult refugees |
| **Duration** | Up to the refugee and Danish buddy to determine |
| **Status** | Up to now they have arranged more than 8,000 matches |
| **Description** | The programme matches refugees and Danish volunteers (often with support from their families) depending on the needs and expectations of both parties. This partnership enables the refugee to receive the type of support they need and to start creating a local support network. Some examples of the type of support provided include: help with groceries or library, job applications, practicing Danish, translating letters from the municipality, understanding the job market and Danish work ethic, help finding a job, navigating the community or just having someone to talk to about their difficulties with integrations and having a familiar face in the community. For many refugees this represents an opportunity of building a relationship outside government services and contributes to their sense of safety. |
| **Type of expense** | This programme relies on the non-remunerated work of volunteers but also has 13 full staff. Five of those full-time staff, are consultants working all over Denmark to provide support to volunteers in the programme. These consultants also help in identifying the needs early on and respond quickly to tendencies. Other staff include a programme leader and a communications person. |

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|---|---|
| | In addition, the volunteers meet annually to talk about their experience with the programme with other volunteers.<br><br>This programme is funded by the Ministry of Education. |
| **Involvement of host community** | Through this programme, the volunteers immerse themselves in the process of integration of refugees |
| **Contribution to integration** | ☒ Labour market<br>☒ MHPSS<br>☐ Other |
| **Origin of the initiative:** The Danish Red Cross established this buddy programme 20 years ago but during the last 3 years it has become the most important integration activity led by the organisation. | |
| **Challenges and possible improvements:** Language is a barrier for some of the matches but this is considered before the matching or dealt with on an ad hoc basis | |
| **Value given by interviewees:** Interviewee highlighted the importance of this programme and its cost-effectiveness. She also highlighter how the programme adapts to the needs of refugees at different stages of the integration process. | |
| **Outcomes and impact:** A large evaluation of the programme is soon coming out (Contact Sira at National Department for a copy). | |
| **Adaptation and use in other contexts:** The same programme is being conducted in Sweden and Norway but it is adapted to the context of each National Society. In bigger countries, it might be harder to evaluate and provide support to volunteers. Icelandic Red Cross is planning on staring a programme as well. They have developed a common guidance on how to implement this programme, based on lessons learned from these countries. | |
| **Other relevant comments**: Interviewee also highlighted the respect that this programme has gained within the municipalities of Denmark and how at the beginning it was difficult to get the local government on board and now they call the Danish Red Cross when a refugee has arrived to arrange a match. This programme is also conducted by the Danish Refugee Council. The Danish Red Cross works in some municipalities alone or with support from the Danish Refugee Council. Similarly, the Danish Refugee Council conducts the programme alone in some municipalities or with support from the DRC. They coordinate the work so they can provide additional support depending on the need. She highlighted how the municipality sees volunteers as a strong support system for refugees. | |
| **Available for contact:** Yes | |

### 9.3.3 The painting group AND The ideas workshop

General information

***a) Basic data on organisation***

- Name: E*JF gemeinnützige AG*
- Location (of Implementation): Berlin, Germany
- Work on Integration:
  - Area of focus: Support and improve the residence of refugee camps and their neighbourhood by enhancing cooperation and building social network.
  - Number of tools and solution discussed in the interview**: 1 in depth, linked to other 2 solutions.**

Useful tools and solutions

| **Tool or solution** | **The painting group** |
|---|---|
| **Objective** | to increase the sense of community and to let refugees and neighbourhood know each other through art |
| **Target groups** | Refugees in Berlin district and their host community |
| **Duration** | 3 h session a week |
| **Status** | - Still ongoing, started in 2018<br>- Wednesday from 15-18<br>- 8 regular participants<br>- One exhibition for the artwork. |
| **Description** | In July 2018, one of the refugees came to EJF office and ask for drawing tools; he suggested to start a painting group where refugees and their neighbours can draw and paint together. Then, EJF had talked to the neighbours, and coordinate the initiative. EJF offers the place (close to their office), buys the tools and advertises to the event through their website and media channels. The result, 7 people actively participate in this initiative, 3 Germans and 4 refugees. Sometimes children join the drawing sessions as well. One retired German volunteer arranges the occasion, all other participants (considered volunteers in this initiative) also share responsibilities about the events. EJF organised one exhibition for the paintings and, as described by Interviewee, it was a very successful one whereby it helped very well to bring host community and refugee together and to build a good reputation for refugees in their community. The refugee in this context live in refugee camps, and the host community consists of their German neighbours.<br><br>*This initiative is funded as part of a bigger project, where the German government support EJF with a 30,000 EUR to implement initiatives according to the refugees and host community needs. These initiatives can be like: music group, café,* |

| | |
|---|---|
| | *language club etc... and all these ideas are taken from the people themselves, discussed within EJF team and then implemented to those people.* |
| **Type of expense** | - Place of the event<br>- Painting tools<br>- Exhibition |
| **Involvement of host community** | The painting group includes refugees, migrants, and their German host community. Also, the host community is mainly targeted by the exhibition. |
| **Contribution to integration** | ☐ Labour market<br>☒ MHPSS<br>☐ Other**:**<br>The activity helped people to express themselves and to get known by the host community. Interviewee emphasises the role of the initiative to build a good reputation for refugees among hosts. |

**Origin of the initiative:**
The initiative has started according to suggestion form one of the refugees and after discussion with the host community. The initiative umbrella (a 30,000 EUR project) is designed to fund and implement ideas taken from both host and refugees.

**Challenges and possible improvements:**

- Language was a barrier for some refugees. However, later, the sessions used as space to practice German as well as to paint
- Talking to host community was challenging in the beginning because they didn't know the refugees and they have some fears about them.

**Value given by interviewees:** Interviewee highlights the importance of the painting group and the exhibition to build a good reputation for refugees in the host community. Some hosts had a lot of fear and prejudgments on refugees. Sensitising host community to the refugees' artwork, and the refugees themselves, helped them to feel the comers and understand their problems and to accept them better. It also helped the refugees to get the feeling of being accepted in their temporary community (the initiative is run in the refugee camps.

**Outcomes and impact:**

- Helping people to express themselves through art
- Better understanding by the host community to refugees
- Better reputation of refugees in their community

**Adaptation and use in other contexts:**
It can be used in any context if people want to implement it. Interviewee stresses the importance of including refugees in designing such activities. From their experience, this is the key factor in having successful outcomes. The initiative also needs people to be interested in arts to do such work, volunteers giving time and commitment to come regularly.

**Other relevant comments**

- Successful implementation needs including people's ideas in designing; this is the most critical part. On the other hand, copying other projects without considering the needs of people might lead to failure in implementation

**Additional documents:**

**Available for contact:** Yes.

Useful tools and solutions

| **Tool or solution** | **The ideas workshop** |
|---|---|
| **Objective** | To listen to the refugees and hosts ideas, assess their needs, and then, to build future initiatives accordingly |
| **Target groups** | Refugees in Berlin refugee camps and their host community |
| **Duration** | Every workshop lasts a day, 4 times a year<br>Collecting ideas and complaints is a continuous process. |
| **Status** | - Still ongoing |
| **Description** | EJF team uses 3 boxes to collect ideas, complaints or any related issues from the refugees. One in the refugee camps, one in EJF office, and a mobile one, the team take it with them wherever they go out. People are welcome to write any ideas and or complaint in these boxes. They can use their own language or German.<br>Later, and every three months, these ideas are collected to be discussed in workshops with both the host community and refugees. Important ideas are put into practice where applicable afterwards, while the other uncontrollable ones are reported and reviewed with the authorities. Also, whenever they have problems with the refugee's camps management, these problems are reported and discussed to be solved with them.<br><br>As a preparation for the workshop, EJF advertises and invites everyone to participate. Advertisement happens through the website and social media. Everyone is welcome to come, and usually, the workshops' attendees are very diverse "women, men, different nationalities, hosts, migrants, and refugees". The preparation phase also considers the people's availability "usually Saturdays" as well as the practicalities "e.g. food, take care of children… etc.".<br>As an example, around 50 persons actively participated in the last workshop where they discussed all the ideas on 5 different tables, each table with a specific subject "theme". Such workshops were used as an origin of some initiatives like the sports group, and a garden in the refugee camp… EJF is supporting the implementation of these initiatives.<br>Usually, the complaints are different a bit between refugees and hosts. The formers ask for learning German language and access to job and housing whereas the later ask for post station and to clean the district for instance. According to Interviewee refugees' complaints are usually more critical. |
| **Type of expense** | - Venue<br>- Food and logistics |
| **Involvement of host community** | Host communities are involved as refugees in all part of the workshops. Their ideas and complaints are considered as the refugees' ones. |
| **Contribution to integration** | ☐ Labour market<br>☒ MHPSS<br>☒ Other**:**<br>The workshops help to assess the need of people, solving their problems, and putting their ideas into practice. The workshops also consider a place where host and |

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|---|---|
| | refugees can interact and discuss regarding their concerns, needs and plans for a better life. |
| **Origin of the initiative:**<br>Not discussed | |
| **Challenges and possible improvements:**<br><br>- Some of the problems are outside the power of the organisation. | |
| **Value given by interviewees:** Interviewee considers these workshops the best tool to assess refugees needs in a systematic and sustainable way, and to build programmes address those needs. | |
| **Outcomes and impact:**<br><br>- A better assessment of the refugees' needs | |
| **Adaptation and use in other contexts:**<br>Not discussed | |
| **Other relevant comments**: No | |
| **Additional documents:** No | |
| **Available for contact:** Yes. | |

### 9.3.4 Spontaneous volunteers organise activities for refugees

General information

***b) Basic data on organisation***

- Name: *Næstved Kommune*
- Location (of Implementation): Tappernøje
- Work on Integration:
  - Area of focus: Refugees integration
  - Number of tools and solution discussed in the interview**: 1**

Useful tools and solutions

| **Tool or solution** | **Spontaneous volunteers organise activities for refugees** |
|---|---|
| **Objective** | To welcome the refugees, linking them with the community and helping them to be part of it. |
| **Target groups** | All refugees arrived to Tappernøje |
| **Duration** | Still ongoing, but with less frequent activities, |
| **Status** | - Still ongoing, but with less frequent activities<br>- Participants: about 10 refugee families.<br>- 10-15 active volunteers |
| **Description** | In 2015, when Syrian refugees started to arrive in Denmark, a group of local volunteers in Tappernøje began to organise activities to welcome the volunteers and to help them to access all the community activities. 15 local volunteers had created a Facebook page to share news about the newcomers, coordinate donations and related activities. All refugees' families were physically welcomed by 2 volunteers from the community (where those volunteers coordinate a welcoming event for them with flowers and cake) as well as had been introduced and invited to the community activities. Then, the voluntary group started to arrange a café for refugees in the local library after coordination with the local municipality. Refugees can come to have coffee and tea and have a talk and could also get some help with homework (Danish Language). The volunteers arranged the café where they also provided practical help for the refugees about how to find a job, for instance, by linking them with job opportunities and vocational training in factories or the local farms.<br><br>Tenna is a social worker specialist in social interventions and responsible for coordinating between all the relevant NGOs working in Næstved commune. She is also involved with a lot of voluntary work with those NGOs, and she was the person providing support. She supported those volunteers by giving insight into the work of NGOs in this field as well as monitoring the different activities. According to Tenna, the most significant factor in their approach in Tappernøje is that there are no special activities for refugees outside the café. Instead, all refugees are invited to all the usual events that Tappernøje community usually arrange (e.g. the village dinner, football club for kids). This approach helps the refugees to feel like they |

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|---|---|
| | are part of the community. Tenna emphasises the importance of inviting refugees to local community activities. That help also the community to know the new families and children to get known to each other. Dealing with refugees as members of the community facilitates their integration where they do not see themselves as strangers, but invited like any other neighbours to normal community activities.<br><br>The volunteers who run these activities share the responsibilities where some of them are in charge of informing the refugee family about activities, others are responsible for the café in the library, and some collect donations of clothes furniture or any other items. |
| **Type of expense** | There are no direct "institutional" expenses for this approach. However, some resources are necessary:<br><br>- The Municipality provided the library, where they could use the spaces.<br>- Group of volunteers are arranging the activities and sharing information via a Facebook group.<br>- Donations by the community members<br>- Linking with relevant job opportunities in the community.<br>- Coordination and mapping all services provided by all stakeholders through regular meetings.<br>- Linking with other intervention, The refugee voluntary family... |
| **Involvement of host community** | All activities are arranged by local volunteers from the same community. Furthermore, all refugees are invited to all community activities where they participate as locals and communicate with them. Outside the café, there are no specific activities for refugees; all activities target everyone who lives there. |
| **Contribution to integration** | ☒ Labour market<br>☒ MHPSS<br>☐ Other**:**<br><br>The refugees feel welcomed by the community. Being in contact with Danish families who want to meet and interact with them also helps to know about the new culture and new living style.<br>Instead of just giving donations of refugees without asking them about their needs, through these activities, it is important for the refugees to interact with others...<br>Using an empowerment approach as mentioned by Tenna is essential, instead of taking over from the refugees. This kind of activities helps refugees to be able to talk to the municipality for instance. To be able to take care of their responsibilities themselves. That is a general reflection from the refugees, as Tenna mentions. |
| **Origin of the initiative:**<br><br>When the municipality decided to place refugee temporarily in Tappernøje, they met with the people in public. The majority of people decided to start these activities to help refugees. The community itself took the initiative into practice. | |
| **Challenges and possible improvements:**<br><br>- Language was a barrier; the volunteers ask the municipality to help them with an interpreter, but the municipality was unable to provide. However, finally, volunteers were able to cope with it. | |

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| - Volunteers are not trained to deal with psychological problems. Such problems should be addressed "by the right people". As well, they need to know not to ask refugees to tell their stories if they don't want to share.<br>- There is no "legal" contract with the volunteers. They are not trained how and when they are obligated to disclose information according to the Danish law.<br>- Volunteers are not vetted or screened, because they are not organised.<br>- Vision of municipality, on how to use the public areas how to work with the volunteers. |
| **Value given by interviewees:** Tenna highlights the importance of the activity to give refugees the feeling that they are part of the community by dealing with them as "neighbours" and being they are invited to all the normal activities in that community. Such spontaneous initiatives might be the only way for refugees in the countryside to have access to activities closer to where they live. Tenna also stresses the importance of coordinating and sharing information between all stakeholders and its reflection on the value of such initiatives. |
| **Outcomes and impact:** As a non-organised activity, there is no formal evaluation for it. However, Tenna emphasises how refugees felt about that, they felt they are welcomed, supported and in a network which helps them to work and to understand the community and the bigger society in Denmark….<br>In recent days, these activities are not as frequent as it was because those families are integrated with jobs and permanent residency. That can be an indicator for the positive outcomes of that approach. |
| **Adaptation and use in other contexts:**<br>It can be used in any context where people have a strong local system and access to public areas. However, in the city sites, it maybe needs more organisation because it is not as easy as in the countryside to share information between people and allocate resources. |
| **Other relevant comments**<br>- "No contracts might put some aspects we should look at. Vetting and disclosure for instance" |
| **Additional documents: No** |
| **Available for contact:** Yes. |

#### 9.3.5 Akinda AND Parcours Plus

General information

***c) <u>Basic data on organisation</u>***

- Name: *Bundesweite Arbeitsgemeinschaft der Psychosozialen Zentren für Flüchtlinge und Folteropfer e.V. (BAfF), however the programmes described below are run by Xenion a member of BAfF, which is an umbrella organisation*
- Location (of Implementation): Berlin
- Work on Integration:
  - People reached through integration work: N/A
  - Length of projects: varied, Akinda +20 years, Parcours since 2016
  - Area of focus: Mentor/mentee between individuals in host and refugee communities
  - Number of tools and solution discussed in the interview**:** 2

Akinda

| **Tool or solution** | **Akinda** |
|---|---|
| **Objective** | Volunteer-based programme to provide legal representatives for unaccompanied minor refugees |
| **Target groups** | Unaccompanied minor asylum seekers and refugees and volunteer members of society from all walks of life – examples include judges, teachers but also younger people |
| **Duration** | 20 year and ongoing |
| **Status** | Ongoing |
| **Description** | Akinda provides unaccompanied minor refugees with avolunteer legal representative (LR), who takes on the responsibility of ward or guardian of the minor until the minor reaches the age of 18 years.<br>In recent years Xenion has negotiated with local authorities that mentors are able to hold the role of full legal representative. This was previously the purview of government officials.<br>The programme has developed standards for work, contracts and obligatory training on key topics including understanding the legal system and how to navigate it, skills to provide psychosocial support, recognising and addressing/referring signs of trauma as well as so-called “Stammtisch” where smaller groups of mentors meet regularly with a coordinator/social worker of Xenion to animate discussion and resolve problems and issues relating to their guardianships and well as identify and follow-up on needs for further training. For this a semi-structured agenda is used.<br>Furthermore, Xenion advocates towards and works with other organisations in the “Network Vormundschaften”, a network for guardianships which originally did not include refugees and which works within the structure of the Berlin government’s youth department. This allowed Xenion to share its standards and experiences to capacity build the work with unaccompanied minors in these organisations. Up to now the LR have no standards on one to one psychosocial or educational support.<br>The Akinda programme is closely linked the Parcours Plus programme: as minors become 18 several public supports fall away and Parcours Plus contributes to supporting these young adults to transition into adulthood. |
| **Type of expense** | N/A |
| **Involvement of host community** | Highly involved as legal representatives |
| **Contribution to integration** | ☐ Labour market<br>☒ MHPSS<br>☐ Other**:** |

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| **Origin of the initiative:** N/A |
| **Challenges and possible improvements:** To successfully advocate for public bodies' stamp of approval for civilians to act as legal representatives. |
| **Value given by interviewees:** High. Volunteer LRs trained and supported by Xenion are more highly trained to support the unaccompanied minor than most government officials. The supervision or accompaniment offered to legal representatives by Xenion means that the volunteers feel safe and competent to take on the big responsibility that LR is. Furthermore, government officials are required to managed 50 cases each, leaving little time for each case. There are no standards – not even on child protection – and one to one contact is not a requirement. Xenion's LR do not face this burden and so can apply themselves better. Young adults that have reached 18 can be supported by an adult mentoring process provided by XENION as part of an overall XENION concept – psychosocial work seen as a bridge towards involvement within the society and into local communities. This means that the young persons are not left alone at a very crucial time of their life and development. |
| **Outcomes and impact:** Quality of care and legal representation is improved, local government supported, unaccompanied minor represented and supported in a way that includes PSS and trauma and volunteers competent and supported in their role |
| **Adaptation and use in other contexts:** Adaptable to other places and organisations in Germany, as many of the processes and content of the programme is written down it can be adapted to organisation in other countries as well. |
| **Other relevant comments** N/A |
| **Additional documents:** http://www.akinda-berlin.org/ |
| **Available for contact:** Yes |

Parcours +

| | |
|---|---|
| **Tool or solution** | Parcours Plus |
| **Objective** | Building/matching and supporting mentor-menteeships between volunteers members of society and young refugees between 18 and 25 years of age. |
| **Target groups** | Volunteers members of society and young refugees between 18 and 25 years of age |
| **Duration** | Started in 2016 |
| **Status** | Ongoing |
| **Description** | The mentors support the mentees to find their way or settle down in Berlin, they provide friendship, support the mentee to address trauma or discrimination and open their private and professional networks to help the mentee achieve further education, to obtain a job or find a place to live.<br><br>The mentors are trained in supporting mentee to find a place to live, trauma and therapy, the legal system as it relates to refugees, building a pathway to |

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| | employment as well as establishing the distance/closeness of the mentor-mentee relationship. The mentors are furthermore accompanied by a coordinator to helps them tackle issues, provide further needs based training, knowledge exchange etc. |
| **Type of expense** | X |
| **Involvement of host community** | Highly involved |
| **Contribution to integration** | ☒ Labour market<br>☒ MHPSS<br>☒ Other**:** housing |
| **Origin of the initiative:** as minors become 18 several public supports fall away and parcour plus contributes to supporting these young adults to transition into adulthood. | |
| **Challenges and possible improvements: x** | |
| **Value given by interviewees:** High – the programme addressed a need in young refugees that was hitherto overlooked. | |
| **Outcomes and impact:** Overall resilience of mentees is improved | |
| **Adaptation and use in other contexts:** As will Akinda, Parcour + can also be adapted and used in other contexts. An important component of the support structure for mentors is that the referral pathway to professional psychological support is very short as Xenion provides this in house. This provides great safety for volunteer mentors, as they know they can easily find support then they encounter MHPSS problems outside their skills set. For use by other organisations, the referral pathway could require some work to establish and potentially impact overall programme success if ill conceived. | |
| **Other relevant comments** N/A | |
| **Additional documents:** an evaluation of the programme for the 2015-18 period exists in German. | |
| **Available for contact:** Yes | |

#### 9.3.6 My Café for Refugees and immigrants

General information

***d) <u>Basic data on organisation</u>***

- Name: The Danish Red Cross, Vejle

- ❖ Location (of Implementation): Vejle Denmark
- ❖ Work on Integration:
  - Area of focus: Supporting Refugees to integrate in their new community.
  - Number of tools and solution discussed in the interview**:** One in depth (***my Café for Refugees and immigrant***) and other 2 mentioned (helping in communication and contacting the authorities, and linking them with Danish families)

Useful tools and solutions

| **Tool or solution** | ***my Café for Refugees and immigrants*** |
|---|---|
| **Objective** | To provide a space of refugees and migrants, bring them together to meet and talk. |
| **Target groups** | All refugees and immigrants in Vejle are welcome… But the majority of the guests are women and children. |
| **Duration** | An ongoing activity started in 2015. From 16-18 every Tuesday |
| **Status** | Ongoing, the Danish Red Cross Vejle is still running the Café. |
| **Description** | Danish Red Cross volunteers are running a Café for refugees and migrants (mainly for women and children). The café is opened every Tuesday from 16-18 in one of the Red Cross building where people come to talk and enjoy a coffee/or tea.<br>The activity was started in 2015 when the refugees arrived Vejle. The guests are mainly from Syria and Afghanistan. In the café, Red Cross provides a room with toilets and a kitchen, refreshment, some food for children and internet access to the guests. 14 Red Cross volunteers actively run and manage the activity where refugees "guests" can come and talk, share their problems and concerns, get help in Danish language homework and have the opportunity to discuss in private with the volunteers. The activity is linked with 2 other activities:<br><br>1- Helping the refugees in communicating with the authorities: How to fill formal papers and translating, that was started according to a request from the authorities. 5 volunteers provide the activity. Even though they don't have any legal experience or legal counsellor mission, they play an important role in this communication.<br>2- Linking all refugees with families, where volunteer families provide the needed support to the refugees<br><br>The Red Cross provides the space of the café, and 14 volunteers run and manage the activity. Those volunteers are already trained in dealing with traumatised refugees, understating different cultural aspects, and about the refugees and law. Red Cross train the volunteers where all training related expenses are covered. Training is considered critical, and the more critical is training a sufficient number of trained volunteers taking into account the volunteers' obligations in their life.<br>All these activities are run through an agreement between the Red Cross and the municipality. This agreement acknowledges the Red Cross volunteers' capacity as |

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| | non-professionals and they are not mandated to work with highly traumatised people or who have psychiatric problems. On the other hand, the role of volunteers is to strengthen the comers' opportunities for a good life in Denmark. This happens through the café and through helping people in Danish, writing CVs, and getting membership in the workers union...<br>For practical reasons, helping refugees with papers is separated on the café in timing. Previous experience in making them at the same time failed. Nowadays, the helping programme happens every Thursday afternoon for 3 h.<br>What makes the café works is the structure of the work where all volunteers feel the ownership of all the activities. Besides, regular communication via emails; and four planning meetings a year. It is obvious that the training is very critical as mentioned.<br>The café is meant to create a space for migrants and refugees to talk and to express themselves. Refugee come and talk about their problems and worries; sometimes they ask to talk in private about specific issues. Also, they get assistance with their Danish. As a development of the initiative, a light meal is now offered for children after noticing how hungry they were. Unfortunately, for capacity reasons, the café is not meant to target Danes.<br>The café is still going on, since 2015. However, the number of guests is lower nowadays. This is because men who used to come with their families are now in Jobs, and this is an indicator of the good integration of those families in Vejle.<br>The Red Cross considers coordination, linking and sharing information with other agencies working in the area very important of successful work. Accordingly, they attend coordination meetings with the job centre, department of trauma and torture, Save the Children, language centre, churches and the municipality twice a year. These meetings help to adapt activates to match the needs of people and to refer people to other services. |
| **Type of expense** | - Material: Coffee, tea and food.<br>- Venue: is offered by the Red Cross.<br>- Volunteers travel expenses and training costs. |
| **Involvement of host community** | Unfortunately, the café is not designed to accommodate Danes. Should that happens, that would mean people with other social problems will come, and the volunteers in the current capacities are not able to handle them. |
| **Contribution to integration** | ☐ Labour market<br>☒ MHPSS<br>☐ Other**:** |
| **Origin of the initiative:** This was designed like a spontaneous initiative after receiving a significant number of refugees in 2015 as a traditional way the Danish society use to be in contact with everyone and talk | |
| **Challenges and possible improvements:**<br>- The language was a challenge, but they could overcome, it was a challenge not a problem to them.<br>- The café is unable to receive host communities and refugees together; the capacity of such a volunteer-managed initiative will be overwhelmed by people with other social problems if it opened to Danes as well.<br>- "To sustain this café, we should be able to look at the need and to develop the approach" this is a piece of advice... make it as flexible as you can and try to meet the needs of the people. The ongoing development of the activities is important for implementing the café. | |

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| - As a development of the initiative, it can be extended to organising dinner occasions for refugees and host where they can come, work, get know and share a meal. |
| **Value given by interviewees:** Even no formal evaluation was conducted, Red Cross considers the cafe as a successful way to integrate refugees. This belief is built on the reflection from refugees themselves. They highlight that the cafe helps them to have a good time, develop networks and to make friends. They feel they are welcome in the community. Another indicator is the continuum of the activity for years with people continue to come. If they don't like being there, they would have stopped coming a long time ago |
| **Outcomes and impact:** Refugees have access to a social network in Vejle and get help to access the system. Resulting, a better integration within the new community. |
| **Adaptation and use in other contexts:**<br>The intervention should consider the availability of trained volunteers and the place. It is possible to use it in different contexts, without any considerable adaptation taking into account that volunteers should be from different group ages, and they should show commitment to the work. |
| **Other relevant comments** |
| **Additional documents:** (in Danish)<br><br>- Attendance number sheets in 2018<br>- Brochure of the café<br>- Draft MoU with the municipality |
| **Available for contact:** Yes |

9.3.7 Life skills for the refugees

General information

***e) <u>Basic data on organisation</u>***

- ❖ Name: The British Red Cross in Leicester.
- ❖ Location (of Implementation): Leicester, The UK.
- ❖ Work on Integration:
  - Area of focus: RCRC work, here the focus in supporting refugees to be integrated in the community
  - Number of tools and solution discussed in the interview**:** One in depth (***Life skills for the refugees***) And they mentioned one other, funded by the EU, but not implemented yet (Family integration).

Useful tools and solutions

| **Tool or solution** | ***Life skills for the refugees*** |
|---|---|
| **Objective** | Linking the refugees to the labour market and to integrate them through providing the needed life skills. |

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| **Target groups** | Refugees who arrive to Leicester. |
| **Duration** | An ongoing activity started in 2011. |
| **Status** | Ongoing, for all refugees in Leicester. |
| **Description** | There are two specific characteristics of the population in Leicester. First, almost half of the people there born outside the UK. Second, Leicester has a long history in receiving immigrants and refugees where they started to come since the 1970s. Accordingly, there is a good level of acceptance from the community to them.<br><br>In 2011, BRC got a fund from the National Lottery to support all refugees in Leicester throughout providing them with the needed life skills to get employment. That happens through assessing their qualification and providing counselling and linking them with the labour market or education.<br><br>BRC identified a problem that refugees struggle to understand the culture of the British community. For instance being mentored by women and gender equality, saying bad things in a job interview. Furthermore, people "hosts" expect them to learn about that culture by themselves. However, that was impossible with limited interaction with the community and being isolated. Teaching them about these issues was considered vital for them to understand the culture better, then, to access employment and education.<br><br>Through the education course, three questions regarding being in the community are answered:<br><br>1- What you are entitled to? : that is about the law, how refugees can function in their new community, and what they can do to be able to function. This is related to the next question.<br>2- What do you want? Refugees learn about building realistic plans.<br>3- What do you deserve? they deserve respect and equal treatment. They learn that they have the same rights as anybody else.<br><br>Those questions are answered through a group session. Afterwards, refugees get referred to an agency which assigns a caseworker to work with them as a mentor for 12 months.<br>The mentor works on the existing qualifications they got in their home country, and whether they can do the same in the UK. Also, h/she advises them about the process to access job or education and the available opportunities.<br><br>The average number of beneficiaries (refugees ) is about 40 adults per year. The majority of them are men (about 70%) from different ages. Usually, the programme's capacity is adequate to recruit all refugees who arrive in the city without a waiting list. The Red Cross conducts the first part "the group session" by a specialised staff, and then refers the refugees to caseworkers from 2 different agencies.<br><br>While people are waiting for their legal decision, BRC encourages them to start English courses. That usually happens through charity funds and through universities free courses. Refugees don't have any allocated governmental funds |

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| | for that before having their decisions. BRC role at that stage is to direct them to the right people in the community. The programme (life skills for refugees) starts after obtaining legal status in the UK, and that might takes even years..!!<br><br>Furthermore, the project helps refugees to get accreditation for their previous positional experiences (e.g. registering doctors in the medical council) by linking them with available training. Besides, sometimes, there is limited opportunity to fund their exams fees from, or buy their textbooks…<br><br>The agencies that refugees are referred to are:<br><br>- Race equality centre www.theraceequalitycentre.org.uk , specialised in welfare raise"<br>- Futures www.the-futures-group.com , specialised in training and education.<br><br>The agencies provide their services by free, and they got the funds outside the project. In Leicester, there is a very active social environment and a lot of charities with very good coordination and link with this project. That was mentioned as a critical element in the success of the project. For instance, people with emotional problems have the opportunity to be in contact with other organisations who provide MHPSS services. |
| **Type of expense** | The project expenses are:<br>- A staff member salary from the BRC<br>- Running costs for running the sessions<br>- Space is offered by the community (free of charge)<br>No other material resources are needed. It is considered a cheap project<br><br>The people who run the programme are professional caseworkers. They got in contact with refugees 4 times a year each time for 5 h. |
| **Involvement of host community** | Even though this programme is meant to target refugees, not hosts, the interviewees believe that getting employment is the first step to get in touch with the host community and being integrated. |
| **Contribution to integration** | ☒ Labour market<br>☒ MHPSS<br>☐ Other: |
| **Origin of the initiative:** The BRC designed that because there were pretty little recourses to the people who arrive from the states. Moreover, there was no explanation for them about how to find a job and all the relevant details. Further, there was a lack of understanding of the refugees' background and culture as well. The programme was built to respond to those gaps between the refugees and the new job culture. | |
| **Challenges and possible improvements:**<br><br>- In the beginning, it was challenging that the project was new, and no one run it before. It was challenging to predict the outcomes and successfulness. However, and with time and implementing it again, the experience and lessons learned gave the trust in the project.<br>- A big challenge is introducing people to the rules. In the recruitment, they don't commit to attending even after signing up to the project. People get late at the beginning time of the sessions… Commitment seems to be a challenge for implementers. | |

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| **Value given by interviewees:**<br>At the end of the programme, beneficiaries fill evaluation forms exploring its benefits. Also, the agencies "which work with them one to one" evaluate results at the end of the programme. Outcomes are positive, where refugees mention that the intervention helps them to understand how society works. Moreover, it helps them to learn about the system and the job market. Furthermore, the programme assists them to overcome the isolation feeling because of the group work in the sessions. It gives them an opportunity to know people in the same situation as them who live in the same society. In this sense, the programme provides an opportunity to share problems and solutions with them. |
| **Outcomes and impact:** Successful integration and access to labour market form the refugees. That can be reflected in the evaluation questioners as well as through sustaining the funds over the years.<br>With the follow-up, a lot of success stories are highlighted. People get access to work and home; families meet other people and have a normal life. Moreover, community perceives comers in a good way because of the history of welcoming refugees in the area. |
| **Adaptation and use in other contexts:**<br>The programme is local, not moved out outside the district. However, when building similar projects, it is highlighted that the main issue is the "inhibition" of telling refugees that things are different. Meeting the expectation between host and refugees and clarifying the differences to everyone makes no one feels offended. The fundamental part of the approach is to explain to the people what you are expecting them to do in a respectful and honest.<br><br>Another key factor is the networking where everyone understands the challenges. Networking allows all agencies to show commitment and passion in dealing with integration. Being with a long history in integration is an added value in Leicester, and engagement from different stakeholders makes the process works.<br>Looking at the resources in the local context is essential as well. Identifying the right partners is critical to achieving what such project aims to chive |
| **Other relevant comments**<br><br>- The integration starts from the arrival to the host country, and the time that a person spends in the asylum-seeking process contribute negatively toward positive integration. Their integration is also linked to their future in the country and whether they are staying or coming back home.<br>- The more time refugees spend before having legal status in the EU, the more difficulties in their psychological wellbeing. |
| **Additional documents:**<br><br>- Draft statistic report.<br>- Evaluation form for participants<br>- Skill module proposal |
| **Available for contact:** Yes |

### 9.3.8 Mandatory induction courses for refugees

## General information

***f) <u>Basic data on organisation</u>***

- Name: Skåne commune, Sweden.

- ❖ Location (of Implementation): Malmo
- ❖ Work on Integration:
  - Area of focus: Refugees integration
  - Number of tools and solution discussed in the interview**: 1 in depth (mandatory counselling programme).** Interviewee also mentioned a similar project for comers before getting the legal status, and another entitled "welcome to Skåne" as a development of the same project.

Useful tools and solutions

| **Tool or solution** | **Mandatory induction courses for refugees** |
|---|---|
| **Objective** | To interduce refugees to the Swedish society and system |
| **Target groups** | All Adult (20-64 years old) refugees arrived in Skåne (with legal status) |
| **Duration** | Still ongoing |
| **Status** | - Group sessions of 32 topics<br>- Each topic about 3h.<br>- Covers: Social, health, and integration within community diminutions. |
| **Description** | Since 2010, all municipality in Sweden were obligated by law to provide at least 60 hours of health, and social counselling for all refugees get the legal status. In Skåne, they implement a 100 hours course. The commune and municipalities fund the project. The programme is designed to help the newcomers to cope with the new lifestyle in Sweden and to access the community throughout group courses (number of participants of each group is between (12-25)). The course is given by trained counsellors speak the refugees' mother tongue. Those counsellors are professionals with higher education who came and settled before in Sweden.<br>These are about 20 staff counsellors, the majority of them speak Arabic. However, other languages are covered as Afghan, Persian, Turkish, Tigrinya …<br>The course is built on 3 themes. The first one contains information about the social atmosphere and life in Sweden (60h), the Second one is about health support for refugees (20h), and the last one and the last one is about integrating them with the local community. This integration happens through interduce the refugees to the associations, organisation, companies and museums.<br>Should refugees arrive in Sweden and have legal status, they got registered in the labour office. Then, they go through a consolidation process. This is composed of 3 different parts: the Swedish language course, the counselling course, and activities to interduce them to the labour market. The labour office informs the social planning department about the newcomers and when they have the minimum number of people, they open a course.<br>Usually, the municipalities (33 once) have the option to implement the programme in the best way, that mean the days, hours… etc according to their context where programme covers about 32 different topics with about (2.30-3h) for each.<br>The refugees get "refunds" from the labour office. Should they get absent from the course, they don't get the reimbursement. While refugees are heavily dependents on these refunds, they consider participating in this programme mandatory even it is voluntary by nature. The financial support is fully linked with |

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| | attending the course. And for this reason, the programme reaches all refugees in Sweden.<br>The counsellors reach the refugees at the local municipalities level where the venue is offered by the municipality and/or arranged by the community. Usually, the courses target all refugees, both genders, and, according to the current experience, there is no problem with mixed gender classes. The integration happens in the last (20) h of the course where refugees get contact with their local community where they: first, visit a museum, with specific programme there about the Swedish culture and history lead by professionals. Second, visiting (4-5) local NGOs and a link is built between those NGOs and refugees according to relevant interests. Third, visiting companies where refugees get linked with the labour market and get known about the system. Forth, visiting libraries where they have access to specific activities for children and families (e.g. cafés) and get Language support. Lastly, they have a physical activity component where they visit sports clubs and get linked with them. Interviewee emphasises the role of organised activities to access the Swedish community where that is the predominant culture in Sweden to get a social life. |
| **Type of expense** | The expenses of the programme are sharable between the municipality and government. The expenses are:<br>- Financial support for participants.<br>- The counsellors' salaries. |
| **Involvement of host community** | The programme mainly targets refugees, not hosts. However, in the sessions, host communities get involved in the activities through linking with NGOs and through the linking with companies. There is indirect involvement for host communities with different aspects of the programme as well. |
| **Contribution to integration** | ☒ Labour market<br>☒ MHPSS<br>☐ Other**:** |

**Origin of the initiative:**
Started since 2008, according to the refugees' needs. The programme was built to meet the needs of newcomers after discussing those need with them.

**Challenges and possible improvements:**

- Language is a barrier for rare languages. Now, there are online courses all over Sweden for people who speak these languages.
- Funds, where the funds depend on how many people registered in the course. Sometimes it can be a challenge to have the minimum number of participants to cover the project expenses.
- Training the counsellors, high-quality training, was not assured around Sweden in the past, but now this challenge is overcome.
- The programme health and psychological support are not mandatory these days, without a supporting law in contrast to the social counselling which is compulsory by law and policy. However, it is very essential to the refugees to get access to such support. The challenge is due to different political perspectives around refugees, are they recourse to the country or people need treatment...!!. On the other hand, people who suffer from high levels of stress will have more difficulties in accessing the community and getting integrated.
- The coordination between different actors should not happen spontaneously. Governments should support establishing a collaboration platform.

**Value given by interviewees:** Interviewee stresses the positive impact of the programme on the comers as well as its popularity among them. Refugees trust the counsellors, even more, the formal Swedish authorities because they provide relevant information for them and because the counsellors themselves are refugees who overcame the same stages and challenges.
Furthermore, an evaluation pre and post programme is conducted regularly. The participants' perspectives are utilised to develop the programme.
Both Swedish communities and municipalities are satisfied with the programme, not just the refugees themselves. As a result, nowadays, there is a suggestion to raise the number of mandatory hours to 80-100. The financial support, obviously, is a critical factor in the success of this programme in addition to the collaboration between all governmental bodies and NGOs for the successful implementation of the programme. The regular meetings and discussions between them play an essential role to assess the comers' needs and to develop the programme. This collaboration is a specific factor in Skåne and, according to Interviewee, this is an advantage in that area.
Finally, training the counsellors, in collaboration with 6 universities, has a significant impact on the successfulness of the programme where about 300 persons get trained and certified form universities throughout 1.5 years.

**Outcomes and impact:** here is a collaboration with universities to evaluate the effect of the programme on refugees. After activates, formal evaluations from specialised researchers are conducted, and impact is compared sometimes to control groups. The results of that evaluation are not ready yet. However, positive effects on people's integration are achieved. For instance, the legislation of the programme happened after 2 years piloting phase in 6 municipalities, with tremendous coordination efforts, and the excellent reputation of the programme. After that, an investigation was carried out to evaluate the impact of the programme which recommended such legislation.

**Adaptation and use in other contexts:**
It is possible to implement the programme into different contexts and countries where it needs:

- A law, with supporting and funding the activities.
- Adapting the session according to the local norms and based on the refugees' needs.
- Coordination between different bodies, guided and instructed by national policies. Should these happen, they facilitate getting the funds and implementing activities successfully.

**Other relevant comments**

- There is a similar programme for asylum seekers in the meantime of waiting for their decision. The programme interduces those to Swedish culture and language. However, it is not refunded, and the commitment is accordingly.
- Such programme needs support on the policy level. This is very essential for success.
- Collaboration with researchers and universities is very crucial to build best practices in the programmes.

**Additional documents: No**

**Available for contact:** Yes.

## 9.4 Annex 4 Longlist of best practices and solutions identified by interviews Q4 & desk review DRC

| *Short Description* | *Name* | *Country of Origin* | *MHPSS element?* | *Social Inclusion element?* | *Labour Market element?* | *Both HC & Refugee activation?* | | *Languages* |
|---|---|---|---|---|---|---|---|---|
| | | | ***25*** | ***28*** | ***31*** | ***23*** | | |
| **New York Declaration on Refugees and Migrants, September 2016**, all 193 Member States of the United Nations committed to **deliver more comprehensive, predictable and sustainable responses to address large-scale refugee movements**. UNHCR facilitated the development of the CRRF Global Digital Portal with the objective to create a **global community of practice around comprehensive responses**.<br>Includes, ao.o. : Pillar 3 - Support for host countries and communities, Pillar 4 - Durable solutions with, a.o. : Objective 1 - Ease pressure on the host countries involved, Objective 2 - Enhance refugee self-reliance, Objective 3 - Expand access to third-country solutions<br>E.g. country roadmaps, action plans, studies, CRRF global monthly updates, infographics | Comprehensive Refugee Response Framework (CRRF) Global Digital Portal | Global | Y | Y | Y | Y | http://www.globalcrrf.org/crrf-toolkit/ | English, Arabic, French, Portuguese, Spanish and Swahili. |
| Part 1: Understanding the World's Refugee Crisis<br>Part 2: Supporting Refugees in Your Community<br>Part 3: Countering Anti-Muslim and Anti-Immigrant Bigotry<br>Part 4: Advocating for Refugee Rights and Integration | Refugee Support & Advocacy Toolkit, The Unitarian Universalist Service Committee (UUSC) | US | N | Y | N | Y | http://www.uusc.org/sites/default/files/uusc_refugee_support_and_advocacy_toolkit.pdf | English |

This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No. 822401 (FOCUS).

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| Background information, Legal principles and the challenges of employing refugees, The IKEA Refugee Inclusion Programme as an example (Making an idea a reality/Preparatory phase/Recruitment phase/Implementation phase/Evaluation phase), Initial findings from the IKEA Refugee Inclusion Programme, Links and Sources | TOOLKIT Labour market integration programme for refugees, based on the principles of the IKEA Refugee Inclusion Programme, IKEA Switzerland AG | CH | N | N | Y | N | https://media.ikea.ch/filemanager/2017/06/RefugeeToolkit/IKEA_Toolkit_E.pdf | English |
| Tools to better link Syrians & Jordanians with long-term jobs in two industries with high hiring potential – garment and furniture. Tools focus on **private-sector engagement,** better understanding of employer skills needs & partnership development with employers in order to source ongoing employment opportunities. Tools also support the screening of job seekers for their interests and experience. Based on global best practice "Demand-Driven Training" (DDT) | Compatibility Toolkit, developed by Making Cents for NRC Jordan | JO | N | N | Y | N | https://www.makingcents.com/single-post/2018/06/29/Linking-Syrian-and-Jordanian-Job-Seekers-with-Employers-for-Long-Term-Success | English |
| Tools for youth work & training activities with (young) migrants, refugees and local communities. To help volunteers, social and youth workers implement new educational methods in daily work with young migrants as well as local communities. Categories: Diversity & Inclusion, Fighting Against Social Exclusion, Racism and Xenophobia, Humanitarian Action, Intercultual Learning, Migration, Supporting Peace and Human Rights Education, Organisations. Recommendations to policy makers & youth workers, based on large scale Erasmus + project "Time to be Welcome" in Greece and France. Contribution to the ongoing development of the ''European Solidarity Corps''. | Activity Packs and Tools "Time to be welcome" (collaborative partnership between 10 youth organisations, incl Scouts, British Red Cross and others). | GR, FR | N | Y | N | N | http://www.timetobewelcome.eu/the-project/activity-packs-and-tools/ | English, French, Spanish |

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| Practical guidance tool for CSOs that (plan to) offer employability & employment programmes for Syrian youth refugees in urban or semi- urban environments. General programme design tools referenced in the Additional Resources section. Syrian Refugee Employability Programme (SREP) was an initiative of the International Youth Foundation (IYF) to support youth refugees in Turkey, implemented in 2017 and 2018. ''Whole-youth employability programmes'' consider social connection, community belonging, physical and mental health, cultural ability, self-confidence and efficacy, intellectual ability, hope in the future, and other factors that build long-term resilience | 'YOUTH REFUGEE EMPLOYABILITY TOOLKIT A resource for programme implementers'' | TR | Y | Y | Y | Y | https://www.iyfnet.org/sites/default/files/library/Youth%20Refugee%20Employability%20Toolkit%20EN.pdf | English |
| Working with governments, NGOs and the tech and telecoms sectors, UNHCR will build strong, multifaceted partnerships that ensure refugees can benefit from the digital revolution. The 10 options below identify opportunities to: 1) expand the availability of mobile/internet networks, particularly in rural areas with poor or non-existent infrastructure, 2) reduce barriers to affordability for all refugees, and 3) increase the usability and relevance of the internet for displaced populations. It provides an overview of the first ever Global Assessment of Refugee Connectivity, as well as a summary of UNHCR's Global Connectivity Strategy for Refugees. | 'CONNECTING REFUGEES: How Internet and Mobile Connectivity can Improve Refugee Well-Being and Transform Humanitarian Action.'' | Global | N | Y | N | N | https://www.unhcr.org/publications/operations/5770d43c4/connecting-refugees.html | English |
| Part of the European Resettlement Network (ERN), the SHARE Network promotes partnerships for refugee inclusion in local communities across Europe. The toolkit includes template and guidance in three categories:<br>Arrival, Reception & Orientation;<br>Settlement Support & Integration Planning;<br>Multi-Purpose Tools for Caseworkers.<br>All toolkit materials are provided as word documents so that you can edit and adapt the tools to suit your context and needs. | 'The SHARE Local Inclusion Toolkit: A Toolkit for Welcoming, Supporting and Empowering Resettled Refugees'', | EU | Y | Y | Y | Y | https://www.resettlement.eu/page/new-edition-city-curriculum-share-local-inclusion-toolkit | English, Bulgarian, Croatian, Estonian, Portuguese, Romanian and Slovenian |

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| Paper on the integration of refugees in Europe is part of the organisation's development of a series of proposals entitled "The Way Forward - Europe's Role in the Global Refugee Protection System", designed to provide constructive recommendations on a number of topical refugee policy issues (including cultural integration) and contribute to positively influencing the European debate. | The Way Forward: Towards the Integration of Refugees in Europe, European Council on Refugees and Exiles, July 2005 | EU | Y | Y | Y | N | https://www.ecre.org/wp-content/uploads/2016/07/ECRE-The-Way-Forward-Towards-the-Integration-of-Refugees-in-Europe_July-2005.pdf | English |
| Toolkit/practical how-to guide for participatory mapping in refugee contexts. Tools and processes for responding to refugee situations by leveraging open and free map data for humanitarian assistance. 1. What is participatory mapping/why is it vital in refugee contexts. 2. Identify important contextual factors. 3. Series of tools & processes that offer practical solutions for humanitarians. Participatory mapping is the creation of maps by, and using input from, local communities. In a refugee context it is a way to incorporate protection principles and promote meaningful access to information.Participatory maps are visual representations of what a community perceives as its place and the significant features within it. They are based on the premise that local communities possess expert knowledge of their environments. | Participatory Mapping Toolkit: A Guide for Refugee Contexts, Humanitarian OpenStreetMap Team, 2018. | US/Global | N | Y | N | Y | https://www.hotosm.org/downloads/Toolkit-for-Participatory-Mapping.pdf | English |
| Online resource hub to assist and empower both individuals and organisations in the refugee resettlement process (initially), providing access to the latest publications and relevant statistics on all refugee categories throughout the entirety of BC. The mandate has been extended to include information on all refugee categories throughout the province.<br>''The Government of Canada's response to the Syrian refugee crisis set an example in humanitarianism not only for Canadians, but for many around the world.'' | The BC Refugee Hub - ISSofBC, in partnership with the Provincial Government of British Columbia, have created this | CA | Y | Y | Y | N | http://bcrefugeehub.ca/category/publications/toolkits/ | English |

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| Focuses on communities where new immigrants have made their homes, helping neighbors build relationships through trust and understanding. On-the ground strategies for practitioners seeking to appeal to ambivalent community members. The toolkit is organized around three key strategy areas: Contact, Communications, Leadership | THE RECEIVING COMMUNITIES TOOLKIT: A Guide For Engaging Mainstream America In Immigrant Integration. Spring Institute for Intercultural Learning & Welcoming America | USA | N | Y | N | Y | https://www.welcomingamerica.org/sites/default/files/Receiving-Communities-Toolkit_FINAL1.pdf | EN |
| This toolkit aims to assist national and regional funding authorities in implementing integration policies targeting people with a migrant background through the use of EU funds in the 2014-2020 programmeming period. For an overview of the EU legal and policy framework in the field of integration, please refer to Annex 5.2. | TOOLKIT ON THE USE OF EU FUNDS FOR THE INTEGRATION OF PEOPLE WITH A MIGRANT BACKGROUND | EU | Y | N | Y | N | http://www.adcoesao.pt/sites/default/files/toolkit-integration-of-migrants.pdf | EN |
| This is an effort to bring together resources and assets to help libraries serve refugees: best practices, toolkits, case studies, government resources, NGO partnership possibilities, and asset development.<br>•FAST RESOURCES – General practical information including toolkits, govt reports, and webinars<br>•TOOLKITS – Toolkits, just-add-water<br>•GOVERNMENT RESOURCES – Official reports, practical guidance, watch for changes<br>•LOCATIONS – Libraries that are providing direct support services to refugees<br>•ARTICLES – News stories about libraries providing services to refugees | Libraries Serve Refugees: Resources by librarians – for everyone. | US | Y | N | Y | N | https://refugeelibraries.org/toolkits/ | English |
| Through cooperative agreements with the federal government, USCCB/MRS works in coordination with partner agencies around the United States to welcome and ensure that the basic needs of each arriving refugee are adequately met. | World Refugee Day 2018 Toolkit United States Conference of Catholic Bishops' Migration and Refugee Services (USCCB/MRS) and Catholic Relief Services (CRS) | US | N | N | N | N | https://www.sharejourney.org/wp-content/uploads/2018/05/WRD-2018-Toolkit_FINAL.pdf | English |

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| Specific target group: highly-skilled refugees. Toolkit to empower refugee and migrant professionals and those working with them and to equip these two groups with competences and skills they need particularly in terms of intercultural communicative competence.<br>Two pathways: supporting refugee & migrant professionals to re-enter their professions and; supporting their teachers and other professionals working with them. Each module includes five parallel units: (1) context & background, (2) finding a job, (3) applying for a job, (4) being interviewed and, (5) starting a job. | Critical Skills for Life and Work project: Developing the Professional Intercultural Communicative Competence of Highly-Skilled Refugees (CSLW); 2-year Erasmus + development of innovation project (2017-2019). The CSLW project strategic partnership: Newcastle University (UK); Universität Graz (Austria); Fryske Akademy (The Netherlands); and Action Foundation (UK). | EU | N | Y | Y | N | http://cslw.eu/wp-content/uploads/2018/07/CSLW-toolkit-overview-Download-Version.pdf | English |
| Collection of Best Practices: consists of a series of 51 best practices successfully implemented in the SIMILAR project partner countries (Poland, Cyprus, Hungary, Slovenia and Germany). This collection (together with the SIMILAR Handbook, which provides general context and theoretical background) provides useful knowledge to those working closely with migrants via a multi-dimensional approach which includes communication and persons working with refugees (e.g. educators, students with focus on education and social care, municipal police and volunteers) and with stakeholders in the areas of integration and social welfare. | Supporting Integration of Migrant Learners, Asylum Seekers and Refugees. | PL, CY, HU, SI, DE | Y | Y | Y | N | http://www.similarproject.eu/resources/learning-materials/ | Polish, Greek, Hungarian, Slovenian, German |
| Over 200 tools and guidance documents aimed at averting, minimizing, addressing and facilitating durable solutions to displacement related to climate change and disasters. | WIM Task Force on Displacement Activity II.4 Mapping of existing international and regional guidance and tools on averting, minimizing, addressing and facilitating durable solutions to displacement related to the adverse impacts of climate change August 2018 | Global | Y | N | Y | N | https://unfccc.int/sites/default/files/resource/WIM%20TFD%20II.4%20Output.pdf | English |

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| Focuses on integration into American culture and society (and into American schools in particular) of newcomer students and their families and the needs to have myriad forms of support from multiple sources. 4 basic needs are discussed in this tool kit: A welcoming environment (Chapter 2), Academic programmes designed to meet academic and language development needs of newcomer students (Chapter 3), Social emotional support and skills development in school and beyond (Chapter 4), Encouragement and support to engage in the education process (Chapter 5) | U.S. DEPARTMENT OF EDUCATION NEWCOMER TOOL KIT | US | Y | Y | N | Y | https://www2.ed.gov/about/offices/list/oela/newcomers-toolkit/chap1.pdf | English |
| The Toolkit will benefit refugees by improving their health, safety, nutrition and access to education and economic opportunity. It will benefit host communities by leveraging the economy and aid that camps can offer. Underlying the Toolkit's methodology is the belief that regardless of their labels – camp, settlement, etc. – refugee communities should offer their citizens and neighbors the quality of life possible in more normative urban and semi-urban society.<br>1) "Refugees" are "actors" with "agency," not "burdens" waiting "idly." 2) "Hosts" are "partners," not "benefactors."<br>3) "Informal settlements" and "camps" are "cities" to be connected to their surroundings, not isolated communities.<br>4) Humanitarian aid should be deployed to benefit both refugee settlements and partner communities, not solely for the refugees.<br>Incl. Site Selection Tool, Site Analysis & Settlement Design tool, Measurement & Verification tool, and a Catalog of Good Practices. ''....exploring the application of the Toolkit to existing American cities with declining populations. (...)We are working on tools to define the design strategies that will foster exchange.'' | Rethinking Refugee Communities: Planning and Design Toolkit,<br>Ennead Lab actively applies architectural thinking to investigate challenging issues and intriguing design questions outside the traditional boundaries of architectural practice. | US, CN | N | Y | Y | Y | https://medium.com/insecurities/rethinking-refugee-communities-planning-and-design-toolkit-82543823da6d | English |

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| A JRS Refugee Action Team is a group of individuals dedicated to organizing their own community to support displaced people around the world through raising awareness, advocacy, fundraising, and other programmeming centered on refugees, and can be created at a school or on a college campus, in a parish, or with any group interested in promoting greater understanding of, and support for, refugees and the forcibly displaced. This toolkit will provides guidelines, suggestions, and resources to help people launch their Action Team and ensure it is successful | REFUGEE ACTION TEAM TOOLKIT, JRS | US | Y | N | N | N | https://www.jrsusa.org/wp-content/uploads/sites/2/2018/10/JRS_ActionToolkit_2018_v4_cropped.pdf | EN |
| The purpose of this Toolkit is to assist employers in BC (Canada) to more effectively recruit, hire, onboard and retain a diverse workforce that includes Syrian refugees. Employers who use the Toolkit will increase their knowledge of culturally sensitive hiring and retention practices and will boost their ability to create more inclusive workplaces. | Onboarding Syrian Refugees: A Toolkit For Employers. Immigrant Employment Council of BC, Canada | CA | N | Y | Y | Y | https://iecbc.ca/wp-content/uploads/2016/10/IECBC-Syrians-4a-web.pdf | English |
| First comprehensive study about the idea of integration of migrants and refugees, an untouched issue in Turkish public debate. Although the concept of integration is still not an unliked, popular term, there are several legislative instruments, administrative mechanisms and social initiatives that helps the survival of millions refugees in Turkey.<br>Aims to promote paradigmatic change in Turkey in conceiving the term "integration". Chapter 3. Best Practices Integration Policies: Germany, UK, France, USA, Canada, II - DURABLE SOLUTION OPTIONS FOR THE BENEFICIARIES OF INTERNATIONAL PROTECTION IN TURKEY | Challenges and Opportunities of Refugee Integration in Turkey Research Centre on Asylum and Migration (IGAM) | TR | Y | Y | Y | N | https://www.igamder.org/wp-content/uploads/2017/01/Challenges-and-opportunities-of-refugee-integration-in-turkey-full-report.pdf | English |
| Overview of EU Integration and culture, EU Legal framework,<br>European Union institutions on the role of culture in integration, EU projects in the framework of integration through culture, EU Financial support for cultural integration of refugees and migrants | European Parliamentary Research Service Blog: Refugees and migrants – challenges and benefits of integration | EU | N | Y | N | N | https://epthinktank.eu/2017/02/08/integration-of-refugees-and-migrants-participation-in-cultural-activities/ | English |

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| UNHCR Division of Programme Support Management and the Policy Development and Evaluation Service, Examples of effective urban refugee programmes and interventions are submitted by organisations working with this population group. Examples of good practices from local and international NGOs, government agencies, community-and faith-based organisations, academics and independent researchers. Good practices are compiled in this website's database and sorted by: region or country; sector; and implementing agency. In addition to the good practice examples, research, presentations, photos, films and policy documents are gathered on this website. Able to view the most recent, the most highly rated and the most frequently downloaded examples. | Good Practices for Urban Refugees DATABASE FOR PROFESSIONALS WORKING WITH URBAN REFUGEES, UNHCR | Global | Y | Y | Y | N | http://www.urbangoodpractices.org/guidelines/index/page:2/lang:eng?url=guidelines%2Findex%2Flang%3AengGood%20Practices%20for%20Urban%20Refugees%20DATABASE%20FOR%20PROFESSIONALS%20WORKING%20WITH%20URBAN%20REFUGEESMatrix%20Summary:%20Assessment%20of%20Tools%20and%20Approaches%20in%20Urban%20Areas | English |
| The Toolkit is for all UNRWA teachers from all grades (from 1 to 9, also Grade 10 in Jordan) and provides them with the tools they need to teach human rights in the classroom. These tools include a general guide on human rights, Planning Tools to integrate human rights education in their schools, and a range of activities to develop the knowledge, skills and attitudes of students to enable them to positively contribute towards a culture of human rights | Human Rights, Conflict Resolution and Tolerance (HRCRT) Toolkit, UNWRA | PS | Y | Y | N | N | https://www.unrwa.org/sites/default/files/hrcrt_teacher_toolkit.pdf | English |

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| Guidelines designed to assist child welfare and other community-based agencies working with children and families respond to the needs of immigrant families exposed to child maltreatment, domestic violence, community violence and current sources of traumatic stress. The basic assumption of the guidelines is that all formal and informal intervention must support and expand immigrants' resilience, respect cultural norms and provide evidence-based treatments for more severe and persistent symptoms. | A Social Worker's Tool Kit for Working With Immigrant Families. Healing the Damage: Trauma and Immigrant Families in the Child Welfare System September 2010 (Updated February 2015) | US | Y | N | N | N | https://bettercarenetwork.org/sites/default/files/A%20Social%20Worker%27s%20Toolkit%20for%20Working%20with%20Immigrant%20Families.pdf | English |
| CHANGEMAKERS LAB (CML) is a platform which in the medium term aims to form a sustainable innovation and entrepreneurship environment on Lesvos Island, Greece. Furthermore it aims to create an enabling environment through which locals and refugees can co-create self sustainable solutions, stimulating integration and local economic development. The CML project focuses on the social and humanitarian entrepreneuship sector and will include:<br>a coworking space in the center of Mytilene, as a base of the Lab's activities<br>an accelerator / incubator for social and humanitarian tech solutions<br>educational programmes, workshops, seminars<br>events and conferences organising | Refugee Co-Lab: Using Design Thinking to Integrate Refugees into Communities in Greece | GR | N | Y | Y | Y | https://babele.co/#!/pro/changemakerslab AND https://dai-global-digital.com/refugee-co-lab-using-design-thinking-to-integrate-refugees-into-communities-in-greece.html | English |

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| 'There are no legal entitlements to durable solutions in International Refugee Law; they are not rights per se and remain at the discretion of states. This imposes challenges, as, although the international community needs to work with durable solutions as "answers" to refugee conditions, core aspects of them are still rather feeble. A general framework for durable solutions is proposed.<br>Seeing durable solutions as part of a non-hierarchical toolbox – No a priori preferences among the existing durable solutions should guide action and options in each case. All possibilities need to be taken into consideration to find the most adequate durable solution in a particular situation.<br>This would entail, at the very least, the incorporation of a gender, age and diversity approach in all solution-seeking actions; and would allow for the inclusion of other perspectives on vulnerabilities and particular situations of refugees.'' | Durable Solutions For Refugees: Principles And Implementation Strategy Of A General Framework | BR | N | N | N | N | https://blogs.lse.ac.uk/humanrights/2016/11/21/durable-solutions-for-refugees-principles-and-implementation-strategy-of-a-general-framework/ | English |
| Welcoming International supports and connects institutions that are advancing inclusion around the world. Australia: Welcoming Australia** and its Welcoming Cities Programme<br>New Zealand: Immigration New Zealand**, and its Welcoming Communities Programme<br>Germany: Bertelsmann Foundation** and PHINEO** and their Weltoffene Kommunen Initiative, as well as the Welcoming Communities Transatlantic Exchange Alumni Network<br>United Kingdom: Inclusive Cities, a Programme of Oxford University's Centre on Migration, Policy & Society<br>**Denotes a Founding Partner of Welcoming International | Welcoming International | US | | | | | https://www.welcomingamerica.org/programmes/welcoming-international | English |

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| Repository of resources developed from 2012-2018 to help advance refugee welcome, including: Building Meaningful Contact: A How-To Guide, Harnessing Volunteer Energy to Support and Welcome Refugees in your Community: Five Tips for Success, The Welcoming Economies Playbook: Strategies for Building an Inclusive Local Economy Webinar, Promising Practices, Promoting Refugee and Community Wellness Toolkit, Building Bridges to Welcome LGBTI Refugees, and many more | Welcoming Refugees Resource Library | US | Y | Y | Y | Y | http://www.welcomingrefugees.org/ | English |
| This Toolkit reflects perspectives of both arriving and receiving communities. An individual and organisation can take action as part of one community for one set of goals, and take action as part of the opposite community for a different set of goals.<br>This Toolkit discusses in platforms rather than stages. Inform, Involve, and Invest are the three community engagement platforms identified. Each of these platforms has its own set of characteristics, strategies, and tactics (collectively referred to as "tools"). Readers are encouraged to begin reviewing the Continuum of Community Engagement and consider where their efforts fall on the chart. As you begin to consider the strategies and tactics that are part of each, consider who in the arriving and receiving communities can help you meet your goals. | Welcoming Refugees Community Engagement Toolkit | US | N | Y | N | Y | http://www.welcomingrefugees.org/sites/default/files/Welcoming_Refugees_Community_Engagement_Full%20Toolkit.pdf | English |

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| Nine councils across five regions are working with their communities to pilot Welcoming Communities, which puts out the welcome mat to newcomers: recent migrants, former refugees and international students.<br>Welcoming Communities is part of an international movement. Countries running similar initiatives include: Australia, Canada, Europe, United States of America, Welcoming International<br>The two-year pilot programme is being implemented with a parallel evaluation process. Based on its success, the programme may be rolled out to other regions in New Zealand from July 2019.<br><br>The support provided by Immigration New Zealand includes the following three components:<br>1. Knowledge sharing - Supporting local councils and communities to learn from each other and access resources.<br>2. Developing and accrediting the Welcoming Communities Standard for New Zealand to benchmark practices and services in welcoming newcomers. Supporting councils and communities to develop and implement their own individual Welcoming Plan. A Welcoming Plan sets out what each community will do to make their region even more welcoming.<br>3. Showcasing success in Welcoming Plan activities and shining a light on the programme outcomes.<br>Progress in improving the integration outcomes is measured annually against seven success indicators and one target (Education) approved by the Government. Baseline data has been established as a basis for assessing subsequent progress: Self-sufficiency, Health and wellbeing (incl Refugees' access to mental health services), Education, Housing Integration outcomes, Participation: (refugees actively participate in New Zealand life and have a strong sense of belonging here.) | Welcoming Communities | NZ | Y | Y | Y | Y | https://www.immigration.govt.nz/about-us/what-we-do/welcoming-communities/what-is-welcoming-communities | English |

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| Erasmus funded project that aims to prepare and empower young refugees and migrants (ad their service providers such as social workers and community workers) seeking a better life in a developed and safe community. The ultimate objective of the project is to facilitate the young refugees' smooth integration in the countries of resettlement, prevent their social exclusion, inform on their rights and æromote their autonomy, active citizenship and participation in social life and the labour market. Comprehensive orientation toolkit packaged in a mobile application for Android devices. Includes a.o. and in several languages basic topics such as language use, living and housing conditions, access to mainstream services, keeping and sharing your cultural identity, national laws and rights and resposibilities. Countries include Italy, Greece, Malta, Cyprus). | Blend In | EU | Y | N | Y | Y | http://www.blend-in.eu/en/component/phocadownload/category/1-report?download=2:download-handbook | English, French, Arabic, Pashto, Urdu, Somali, Tigrinya, Russian |
| The refugee inclusion approach advocated by Intercultural cities is based on the “diversity advantage” concept - that any person, wherever he/she comes from and whatever background he/she has, has something to offer to the society he/she chooses to live in. Intercultural cities is offering innovative policy practice, guidelines and tools for supporting cities in designing responses for an inclusive, sustainable approach to refugee arrival. | Intercultural Cities programme, Council of Europe | EU | N | Y | Y | Y | https://www.coe.int/en/web/interculturalcities/intercultural-cities-and-refugees | EN, some documents in other languages such as French, German, Spanish, Russian |

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| Focus:Migration and social cohesion (including regional population and economic growth), Sports inclusion for recently arrived migrants, refugees and people seeking asylum (inc. young people living with a disability), Intercultural mentoring and youth leadership, Support and pathways for refugee families, people seeking asylum, and recently arrived migrants to access essential services and to build community connections, Campaigns and events that advance welcoming and inclusion work<br><br>Our Strategies: Mobilise the Public, Change the Conversation, Enable Participation, Create pathways (for receiving and migrant communities to engage in welcoming and inclusion and participate in social, cultural, economic and civic life), Share Knowledge (facilitate access to evidence-based research, resources, policies and case studies), Build Partnerships, Celebrate Success, Set the Standard (establish the benchmarks and standards for welcoming and inclusion policy and practice) | Welcoming Australia | AU | N | Y | Y | Y | https://welcoming.org.au/ | English |

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| **Cities of Migration includes the following portals and projects:**<br>**The Refugee Portal: Good Ideas, Open Doors** promising practices on reception, settlement & inclusion of refugees and asylum seekers in cities around the world. From housing, language learning and healthcare to employment, education and recreation, many good practices, ready to scale. Also more informal responses to refugee integration. Community-based, often citizen-led, providing local solutions and driving innovation by bringing new actors and ideas to the table. Part of 'Integration For All', a transatlantic exchange of ideas between Cities of Migration, Bertelsmann Stiftung (Germany), Hire Immigrants (Canada) and Welcoming America (USA).<br>**The Living Together collection: Good Ideas Promoting Inclusion** Showcases innovative local practices that promote social inclusion, participation & intercultural dialogue. This includes practices, strategies and initiatives in the following areas: social cohesion, equality and nondiscrimination; belonging, identity and interaction; intercultural dialogue; participation and citizenship; and participatory approaches that strengthen engagement between civil society and local government institutions.The Living Together collection builds on the work of the Open Society Foundations' At Home in Europe project.<br>**The Building Inclusive Cities project** explores the multidimensional and interconnected factors that contribute to open, inclusive cities in an era of global migration.<br>My City of Migration (MyCOM) Diagnostic is a modular web app that helps city and community stakeholders assess 'inclusion factors' across the urban landscape and gain understanding of the conditions that enhance (or inhibit) immigrant inclusion.<br>The Building Inclusive Cities essay series provides in-depth analysis on what works, what doesn't, the cost of exclusion, tailored lists of good practices, policy recommendations, and opportunities for peer learning exchange (webinars). Collection of expert essays on major inclusion themes: Civic-, Cultural- Economic- Educational- Employment- Entrepreneurship- Financial- Health- Political- Public Space-, Role of Media, Social-, Spatial Inclusion Welcome Ability **Good Ideas From Successful Cities Index: Municipal Leadership on Immigrant Integration** (Learn, Connect, Plan, Municipal, Work, Live)Good practices in the delivery of core city services, HR management, active citizenship and inclusion, local economic development and more. Anchored in local policy & leadership.<br>In Good Ideas from Successful Cities: Municipal Leadership in Immigrant Integration, we share nearly 40 international good practices from city governments across Canada, the US, Europe and Australasia. | Cities of Migration | CA | Y | Y | Y | Y | http://citiesofmigration.ca/ | English, French, German, Spanish |

| *Short Description* | *Name* | *Country of Origin* | *MHPSS element?* | *Social Inclusion element?* | *Labour Market element?* | *Both HC & Refugee activation?* | | *Languages* |
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| Strategic programme of multi-disciplinary social scientific research, publication and dissemination, events, knowledge transfer and user engagement activities with a broad set of academic and non-academic users in the UK and abroad: Global Cities, Inclusion and Integration, Migration Governance, Management and Policy, New narratives on Migration, Asylum seekers and Refugees, Irregular migration | Global Exchange on Migration and Diversity is a COMPAS initiative facilitating knowledge exchange, collaboration and social impact. Centre on Migration, Policy, and Society (COMPAS) is a Research Centre within the School of Anthropology and Museum Ethnography at the University of Oxford. | UK | N | Y | N | Y | https://www.compas.ox.ac.uk/project/inclusive-cities/ | English |
| 'The National Seniors Council's Report shows that Aboriginal seniors, immigrant seniors and seniors who are caregivers are at higher risk of social isolation than others. These groups, for different reasons, may have limited social networks and challenges in accessing appropriate community programmes and services. For example, it is likely that seniors born outside Canada who have limited language skills or low literacy in English or French will have greater difficulty in finding and negotiating community services and programmes, increasing their risk of social isolation. If these seniors do manage to access programmes, there may still be cultural differences that make the programmes appear inhospitable.'' Includes tools on how to deal with social isolation among seniors. | Social isolation of seniors - Volume 1: Understanding the issue and finding solutions | CA | Y | Y | N | N | https://www.canada.ca/en/employment-social-development/corporate/partners/seniors-forum/social-isolation-toolkit-vol1.html | English, French |
| Group focus<br>1. Identifying and reaching persuadable people in your Community<br>2. Persuading them that there is a better and more humane approach to supporting people seeking protection<br>3. Demonstrating this change to your Member of Parliament (MP) | 2017 Refugee Activist Toolkit Amnesty Australia | AU | N | N | N | N | https://st1.amnesty.org.au/wp-content/uploads/2017/03/Refugee-toolkit-2017-2-1.pdf | English |

| *Short Description* | *Name* | *Country of Origin* | *MHPSS element?* | *Social Inclusion element?* | *Labour Market element?* | *Both HC & Refugee activation?* | | *Languages* |
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| The Roundtable convened in late 2015 as a committee of employers, employment and immigrant serving agencies, and government representatives with a goal to develop a strategy to increase Syrian refugees' access to employment opportunities that utilize the talent and skills they bring to the GTHA. This document is a snapshot of the key elements of the Roundtable, a guide to help you create similar initiatives that work for your city and community. | Syrian Refugees Jobs Agenda Kick-Starting Employer Action | CA | N | N | Y | Y | http://www.hireimmigrants.ca/wp-content/uploads/FINAL-Syrian_Roundtable_-Kick-Starter.pdf | English |
| Developing a social business model: a case study about urban support to refugees<br><br>''Throughout this theme, we will refer to a single case study, Social Enterprise D, an organisation that provides advice, information and support to refugees and migrants in city 'y'. This hypothetical organisation is used to illustrate some of the key processes and thinking required when developing your social model.'' | SOCIAL ENTREPRENEURSHIP AWARDS TOOLKIT, UnLtd. | UK | N | Y | Y | N | https://kooperationen.dk/media/115786/Social-Entrepreneurship-Awards-Toolkit-Unltd.pdf | English |
| found! supports start-ups that create jobs and employment opportunities for refugees in Austria. These projects are supported during a tailored five-months accelerator programme. The goal is to support the businesses to create impact even better. Applications can be submitted by individuals, teams, or existing initiatives.<br>We especially encourage projects that are using modern, innovative technologies in their business model.<br>What you get: Up to 15.000€, Expert Support, Mentoring by Deloitte, Tailored workshops | found! Impact Hub Vienna | AT | N | N | Y | N | https://vienna.impacthub.net/programme/found/ | English |

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| Includes. a.o.: Building Champions of Anti-Racism and Anti-Islamophobia: A Practice Guide for Alberta's Settlement Community<br>A practical manual of principles, tools, resources and case examples that can help you address racism and Islamophobia at an individual, community, or systems level.<br>Civic Engagement for Immigrant Women<br>guide to civic engagement, covering volunteering, elections, voting and having a public voice. Municipalities could use this guide as a template for a handbook for newcomers on how to vote in municipal elections or how to get involved in the community. The guide has been translated into Arabic, Farsi, French, Mandarin and Spanish.<br>Everybody's Welcome: A Social Inclusion Approach to Programme Planning and Development for Recreation and Parks Services | Alberta Urban Municipalities Association (Canada)<br>Integrating newcomers - Toolkits and guides | CA | Y | Y | Y | Y | https://auma.ca/advocacy-services/programmes-initiatives/welcoming-and-inclusive-communities/tools-resources/resources-type-diversity/newcomers/integrating-newcomers | English, French, Arabic, Farsi, Mandarin and Spanish. |
| Cooperation project between the Erasmus+ youth National Agencies from Belgium-Flanders, the Netherlands, Sweden, Germany, Slovenia, Malta, Portugal and Italy. 'Becoming part of Europe' aims to develop new methods and activities (e.g. training) and to formulate policy recommendations. But the national expert groups in each partner country also collected good youth work practices.<br><br>The tool kit is the translation of a tool (in Dutch language) that was originally developed within and for Flemish youth work. It exists as a website (in Dutch language) and targets youth workers who have little experience in working with newcomers. This translation has been made possible within the 'Becoming part of Europe' project thanks<br>to Erasmus+ Youth in Action funds. This toolkit has been adapted, where possible, to make it are useful tool<br>for the rest of Europe. It does however contain references to Flemish youth work. That's why we give you a little bit more background about youth work in Flanders: | GloBall: a tool kit for youth workers working with young migrants, refugees and asylum seekers | BE | Y | Y | N | Y | https://www.wereldspelers.be/sites/default/files/wysiwyg/globall_interactief-spreads_hr-compressed.pdf | Dutch, English |

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| In 2016, the UN Secretary-General put forward a Plan of Action to Prevent Violent Extremism (PVE),which laid out the global recognition and imperative to address violent extremism. Based on this, UNDP developed a global framework for PVE which highlights that prevention needs to look beyond strict security concerns to development-related causes of and solutions to violent extremism, using a human rights-based approach.<br><br>A community of practice is developing to better inform PVE programmeming. However, the systems and tools for understanding the suitability of PVE as an approach and the impact that PVE interventions have in different contexts have not yet been available. Programmeming has been criticised for not sufficiently testing assumptions with systematic scientific and empirically based research.<br>The objective of this toolkit is to help close this gap. It is designed as a living document for UNDP practitioners and partners who are working on programmes that are either specifically focused on PVE, or have PVE-relevant elements to them. It draws on best practice for design, monitoring and evaluation in complex, conflict contexts adapting these for PVE programmeming. The toolkit includes modules, processes and approaches as well as an indicator bank that can be used within UNDP, with national and communitylevel partners and as part of a capacity-building approach around monitoring. | Improving the impact of preventing violent extremism programmeming: A toolkit for design, monitoring and evaluation | NO | Y | Y | Y | Y | https://www.undp.org/content/dam/undp/library/Global%20Policy%20Centres/OGC/PVE_ImprovingImpactProgrammemingToolkit_2018.pdf | English |
| It has been noticed that most of refugees have a smartphone. It is for them a tool of crucial importance. To keep a connection with their past life but also to integrate into their new life. In the other hand many technological initiatives have been noticed to improve refugees' lives. This site is a toolbox concentrating useful applications for the new arrivals. | A simple toolbox for the new arrivals | FR | N | Y | N | N | http://www.refugees.tools/ | English |

| *Short Description* | *Name* | *Country of Origin* | *MHPSS element?* | *Social Inclusion element?* | *Labour Market element?* | *Both HC & Refugee activation?* | | *Languages* |
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| Coursera for Refugees launched in 2016 (U.S. Department of State) access to Coursera's full catalog at no cost to refugees around the world, with over 11,000 refugee learners,with 30 programme partners, Coursera for Refugees reaches learners in 119 countries to provide access to transformational knowledge. | Coursera for Refugees | US | N | N | N | N | https://refugees.coursera.org/ | English |
| The Tent Partnership for Refugees is a coalition of more than 100 companies making efforts to support refugees around the world. The Tent Partnership, which incorporated the private sector commitments announced in response to President Obama's 2016 Call to Action, serves as a platform for companies to share information and best practices, increase private sector coordination, and forge innovative solutions to deliver greater impact in response to the global refugee crisis. | The Tent Partnership for Refugees | US | N | N | Y | N | https://www.tent.org/resources/ | English |
| Kit that facilitates a cross cultural and personalized integration of refugees - a workshop kit that facilitates progressive refugee integration through a personalized and easy-to-access information delivery system, that engages refugees in their integration. The kit was developed and tested in a workshop organized in November 2016 by Refugee Academy in Berlin. It was ideated and designed by Abrar Burk, a young interaction designer from India, who developed a research for his master thesis. The project includes a data collection device for the digitation of the workshop results; a mobile app for making accessible the integration events and an interaction kiosk to make the event accessible to non-smartphone owners | Re:boot | IN | N | Y | N | N | https://digitalsocial.eu/uploads/digital-social-toolkit.pdf | English |
| Understanding the needs of destitute migrants, developing a shared understanding of "no recourse to public funds", Cross sector working between refugee, migrant and homelessness services | Migrant Destitution Toolkit: How to facilitate local partnership working and develop pathways out of destitution | UK | Y | Y | Y | N | https://www.homeless.org.uk/sites/default/files/site-attachments/SAMD%20Migrant%20Destitution%20Toolkit.pdf | English |

| *Short Description* | *Name* | *Country of Origin* | *MHPSS element?* | *Social Inclusion element?* | *Labour Market element?* | *Both HC & Refugee activation?* | | *Languages* |
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| This paper argues for an improved humanitarian response to urban displacement crises by working directly with municipal authorities and through a resilience lens. It draws on the International Rescue Committee (IRC)'s collaboration with 100 Resilient Cities – Pioneered by The Rockefeller Foundation (100RC) and engagement with two municipal authorities, the Greater Amman Municipality (GAM) and the Kampala Capital City Authority (KCCA). The IRC first worked with Amman, a member of the 100RC network, to support their city resilience planning. While Kampala is not in the 100RC network, the IRC replicated its approach in Amman with KCCA to support their own plans and<br>strategies and bring an urban resilience lens to displacement within Kampala. Humanitarian-municipal partnerships can achieve the following benefits: 1 Strengthening coordination, sustainability, and impact of multi-stakeholder responses to urban displacement; 2 Linking humanitarian programmeming to long-term development goals of the city;3 Improve the understanding of municipal authorities in relation to the needs and preferences of urban displaced; and 4 Ensure the inclusion of displaced and marginalised residents in municipally provided public services | From Response to Resilience Working with Cities and City Plans to Address Urban Displacement: Lessons from Amman and Kampala, IRC | JO, UG | N | N | N | N | https://www.rescue.org/sites/default/files/document/2424/fromresponsetoresilience finalweb.pdf | English |
| Communities, Culture and Social Connections, Key issues identified through New Scots engagement, Objectives and Actions framework | New Scots Refugee Integration Strategy 2018 – 2022 | UK | Y | Y | Y | Y | http://www.scottishrefugeecouncil.org.uk/assets/0001/5445/New_Scots_2018_-_2022.pdf | English |

## 9.5 Annex 5 Mapping and Ideation workshop output and longlist of tools identified

| | Name of tool | Group questions | Plenary Comments | Facilitator comments |
|---|---|---|---|---|
| Session A | On the Job training (Croatia) | Aims to expand to higher levels of training (e.g. engineers) | Concerns/ politics/ media | |
| | | Important to highlight the role of volunteers in this programme | Refugees have the same opportunities as hosts. | |
| | | Contributes to the cultural competency of host communities | Having a diploma (vocational diploma) facilitates accessing the job market | |
| | | 4 | Coordination and language are barriers | |
| | | 5 | Something similar could be implemented in Sweden but is more appropriate for small scale programmes (Katarina) | |
| | | 6 | Length of programme could be extended | |
| | | | Legislation may act as a barrier for this type of programme | |
| | | | Role of employment services is important for this solution | |
| | Café (Vejle) | 1 | Structure and organisation is necessary (having a plan for volunteers/agenda) | |
| | | 2 | Needs to be flexible and adapt to the needs of refugees | |
| | | Difficult to show the value to local authorities - lack of indicators | Contributes to building social networks | |
| | | 4 | Sometimes refugees become volunteers | |
| | | 5 | | |
| | | 6 | | |
| | Partnership Skane | Cost-effective (3000 refugees - 1.6 million euros) | Great value in integrating health and social needs through a holistic approach | |
| | | 2 | Cost-effective and evidence-based solution | |
| | | Feedback from refugees has positive | Mandatory nature of the intervention is important for the effectiveness of this programme | |

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| | | 4 | WHO has identifies the programme as a key learning example of integration | |
| | | 5 | Collaborates with members of civil society and NGOs | |
| | | 6 | Still needs to strengthen the host community component | |
| | Akinda | 1 | Providing the support for children who reach 18 in the transitional phase is important | |
| | | 2 | Coordination/ advocacy/ Networking is crucial | |
| | | 3 | Training volunteers. Volunteers retention /sharing experiences regularly among volunteers | |
| | | 4 | | |
| | | 5 | | |
| | | 6 | | |
| | Friends pave the way | 1 | Both ways interaction : Host VS refugees)(Administration + professionals VS volunteers) | |
| | | 2 | Building on the existing System | Who is doing what. |
| | | 3 | Networking helps with Jobs (there is an evaluation shows that) | Even though the activities is not meant to help with job, networking helps the refugees to access the labour market. |
| | | 4 | | |
| | | 5 | | |
| | | 6 | | |
| | For both Akinda, | | | |
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| | Friends pave the way and On the job training | | System supports the integration from different aspects VS. challenges in the process without coordination /system support | |
| Session B | Barriers for integration | Group | Facilitator notes | |
| | | Economy (living + work) | The group also highlighted that bad economic status prevent children, for instance, to access the clubs. Trips, and to be in touch with hosts. Economy can also contribute to the Xenophobia from Refugees | |
| | | Fear | Fear from hosts about refugees and from refugees on the new culture within host communities | |
| | | Language | | |
| | | Politics | | |
| | | System | | |
| | | Future plan (for refugees and hosts) | | |
| | | Cultural differences | | |
| | | Legal status | | |
| | | Waiting time in Asylum seeking process | | |
| | | Standards in the new community | related to the job qualification, norms of socializing (linked with System and work as well) | |
| | | Image | The image members of the host community have of refugees is a major barrier for integration | |
| | | Difficulty in navigating societiy | Understanding the unspoken rules (e.g. time), knowing how to dress for the climate | |
| | | Difficulties integrating to many cultures | Refugees are coming to multicultural societies and may have difficulties navigating this | |
| | | Lack of recognition of skills | Refugees loose their professional status due to lack of recognition of their education and experience | |
| | | Racism, prejudice and fear | From both groups | |

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| | | Lack of appropriate social benefits | For both vulnerable host communties and refugees | |
| | | Challenges to integrate to civil society | Difficulties joining sports and cultural groups | |
| | | Stereotype | Hosts and refugees deal with each other according to one variable "hosts VS refuges" they forget the other aspects of their human being | |
| | | Opportunities | Even refugees have the "rights" they don't have the same opportunities in the host communities, this makes them always dependents on the system and help..! | |
| | What can organisatoins do? | Coordinate better/advocate | Throughout different level, even having formal MoUs + agreements (legislation) | |
| | | Revise welcome packages | What should they include? Relevant information for inclusion should not only be presented in a brochure | |
| | | involvement of Refugees | | |
| | | Assessing the needs better | | |
| | | Space for innovation | Create space for refugees and host communities to create their own activities and programmes | |
| | | Feedback | Feedback and follow up mechanisms | |
| | | Participatory approach | Refugees are involved in all phases of programmeming | |
| | | Approach the community structure | Organisation should build interventions matching the existing community structure which facilitate the successfulness | |
| | Mapping tools | Name of tool | Description | Country |
| | | ASIG (Asylum seekers information group) | Access information | Denmark |
| | | Voices | Access information | UK |
| | | Cultural mediators | | Sweden |
| | | 100 years of information | | Sweden |
| | | Rood room for helping asylum Seekers | | Denmark |

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| | | MindSpring method | Peer to peer method used by Danish Refugees Council in Demark, origin from Holland. For parents, youth. Children.. Accessing information. | Denmark |
| | | SoMe - possibilities (Start with a friend) | | Germany |
| | | Jalla-Trappan- Café mode refugees woman | | Sweden |
| | | Integration pilots | | Germany |
| | | The Taste of home | Share food and cook together | Croatia |
| | | equal possibitities/ participation | Via first aid courses, visiting musiams, providing food, Red Cross integrates regugees with Denes, being in such activities grives the refugees feeling of having the same apportunities and equal participatoin with others | Denmark |
| | | Maternity groups | Parinting skills | |
| | | Employmnet help activites | Pringing Germans with Refugees (feeling equals) | Germany |
| | | Help with housing | Reading news in Sweden | Sweden |
| | | Refugees as mentors | Refugees act as mentors to members of the host community or to newly arrived refugees and this contributes to their empowerment, self-esteem, recognition and language skills | Denmark and Sweden |
| | | Civil society groups | Joining soccer clubs, cultural groups, hobbies helps overcoming prejudice and meeting naturally through a common interest, no politics, away from thinking about difficulties | Croatia and Sweden |
| | | Art Groups | | |
| | | News caféa | | |
| Session C | MHPSS needs | Group | Facilitator notes | |
| | | Information for hosts and refugees/ on different levels | Group talked about the need to have information about access to system and aid /information about each other/ information about culture/ | |

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| | | | information delivery (different needs) Content (different) | |
| | | Holistic health check when arrival | Considering to include mental health evaluation in the normal health examination….. + Access for individual help/rehabilitation/therapy… | |
| | | Social interaction | For both hosts and refugees | |
| | | Networking and making new friends | | |
| | | Need to reconnect with families | | |
| | | Ability to gain/re-gain new skills | | |
| | | Need to feel safe | | |
| | | Long term solutions | Sustainability for services | |
| | | Agency | Feeling to be able to do something your self/ self efficacy. | |
| | | Personal orientation / loss of status/loss of identity. | Where people don't feel their identity anymore in the new communities… paradoxical influence from their "home of origin" and new communities…, vary especially between family members (new generation VS parents) | |
| | | Hope and dreams | | |
| | | Understand the different/ sense of values //culture | About right. Gender equality. Social norms. Group discussed differenced even between generation, children might have double personalities and values accordingly | |
| | | Tools for self care | Here some discussion on psychoeducation | |
| | | Violence prevention | Considering both refugees and the host community | |
| | | Safety | | |
| | | Building trust in the community | | |
| | | Psychoeducation | | |
| | | Opportunities and motivation | | |

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| | | Fairness | This referred to equal opportunities for refugees as well as for vulnerable populations in the host communities | |
| | | Support and recognition | | |
| | | Day structure | | |
| | | Information about accessing services | | |
| | | Empathy and acknoledgment | | |
| | Mapping tools | Name of tool | Description | Country |
| | | Parenting Skills Project | | British Red Cross |
| | | Protection for people with special needs in the reception centres | Assess protection concerns in the reception centers, especially hostels and provides information + reporting mechanisms on these concerns | Germany /Governmental? |
| | | Online platform | online platform with information | Sweden |
| | | EU skills profile tool for 3rd country national | Online information guide for all comers including refugees | Croatia/ (maybe over EU) |
| | | Job skills | | Sweden |
| | | Campaigns toward politics | People arrange campaigns to support the refugees' rights and to change the Xenophobic attitudes | Germany |
| | | In My back yard | People arrange events with their neighbors. Events take place on the back yards and people use WhatsApp for arraignment | Holland |
| | | providing the reception centers with independence advisors | A project proposal to provide independent (legal, health, social) counselling in all reception centers | Germany |
| | | Cultural information for potential refugees | Providing information about the work/like in Croatia for potential refugees in Turkey in different languages | Croatia |
| | | eLearning : migration information | After getting residence permit on social health integration | Denmark |

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| | | eLearning for migration officers/ training in Germany | | Germany |
| | | information meeting in local context/ town/ community | | Denmark |
| | | Leaflet on how to connect with community RFL | | Denmark |
| | | Advertising media + campaigns+ train journalist to cover immigration | | Germany |
| | | MindSpring method | | Denmark |
| | | Children art scene | | Germany |
| | | Humanity in Practice | | Denmark |
| | | Psychoeducation and parenting skills courses | | Sweden |
| | | Burnout and stress prevention through buddy programme | | Austria |
| | | Women for Women programme | JRS has a support group for refugee women | Croatia |
| | | Meditation for staff | | Austria |
| | | Tool for dialogue | Danish Red Cross uses a tool to help young refugees understand which actors they can ask for support (NGOs, government) that helps them identify the services and decide which are useful | Denmark |
| | | Games for violence prevention | Programme for youth in Austria | Austria |
| | | Peer to peer training in psychosocial support for DRC volunteers | | Denmark |
| | | Narrative Exposure Therapy | Intervention for refugees in the North of Sweden | Sweden |
| | | System for scheduling activities for young refugees | Helps young refugees structure their day | Austria |
| | | Safety protocol in reception centres | JRS has a protocol for making sure refugees are safe in the reception centres | Croatia |
| | | Restoring Family Links | | Denmark |

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| | | Support for searching new apartment for young refugees | | Austria |
| | | Advocacy campaign addressing the benefits of social integration | Participants suggested that media could play a fundamental role in social integration through a large-scale campaign on the benefits of social integration | N/A |
| | | Supervision programme for Danish Red Cross volunteers | Danish Red Cross is pilotting a new supervision scheme for their psychosocial volunteers | Denmark |