



Strategies forrefuGees

ERASMUSPLUSKA2
STRATEGIC PARTNERSHIP FORADULT EDUCATION
EXCHANGES OF PRACTICES

Project n.2017-1-UK01-KA204-036504

Focus Groupsreport withrefugees,asylum seekers and migrants

Country: Greece, Italy, Poland, Romania, Spain, Turkey, United Kingdom

Number of interviews as per application: 87

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1. Introduction

Europe is facing one of the most difficult period of its existence and one of its most important problem is the refugees and migrant crisis. The last years were characterized by: - EU's external borders have increasingly been the scene of human tragedies - the Brexit demonstrated the weakness of the Union - the continuing arrival of refugees coming from Syrian, Afghan, Nigerian, Pakistani, Iraqi and Eritrean is increased a lot - Europa in under a terrorist attacks often organised and done by single person so very difficult to be stopped The arrivals in many countries of our project partnership are arrived enormous numbers (e.g. more than 174.000 have arrived in Greece and more than 181,000 in Italy) as the number of people died in the Mediterranean Sea (more than 5.000). The number of refugees hosted in Europe is about 4.5 million (+43% more than 2014 and +158% more than 2013). In Turkey, according to the official numbers • there are 1,645,000 Syrian refugees in Turkey as of November 2014. Unofficial numbers are estimated at around 2 million. These numbers mean that Turkey hosts a Syrian refugee population of 2.1% (officially) and 2.5% (unofficially) of its population. • 1.2 million people have been included to the 10 million already residing in cities near the Syrian border The number of refugees in Turkey has reached over 3 million people, making Turkey the host country with the largest refugee population in the world. About 90% of Syrian refugees in Turkey remain outside of camp settings with limited access to basic services. And the situation in many countries in 2017 is becoming more difficult day per day. It is every day more and more necessary the help of the associations and NGOs to help and to work in parallel with the public authorities facing the problem. But for doing this, it is necessary to find, understand and share the good practices to have the opportunity to applicate them in the local territories, helping consequently the situation, offering best services and guiding the population to accept and respond positively to all the humanitarian needs: this is one of main objective of this project. For this reason, our project has planned different activities that support the partners (working al in the specific field) but also the local communities and directly migrants and refugees.

ITALY

The main objective of this study was to find out what is the experience of migrants in the local community of Sassari, what are their plans for their futures and which obstacles they have encountered. To provide a context to our survey, we are going to present some data extracted from the Ministry of the Interior and the UNHCR. Coherently with the rest of Europe, Italy witnessed a decrease in the arrival of migrants: from the highest peak of 181.436 reached in 2016, to 119.369 in 2017 and 23.370 in 2018, less than in the month of June of the previous year. This significative drop is certainly a consequence of the political decisions taken by national actors and international organizations, such as the EU, concerning the arrival of migrants, with the main purpose of reducing the business of smugglers and guaranteeing a safer journey.

The number of asylum seekers does not variate exclusively according to the number of arrivals: in fact, a dramatic increase in the requests since 2014 led Italy to an impasse, so that at the beginning of 2018 there were nearly 150.000 pending requests. Nonetheless, the gap between the applications received and the requests evaluated started tightening as, concurrently with the decrease of arrivals, Italy received less requests during the year. According to the UNHCR, up to 2018 Italy counted 186.648 asylum seekers and 167.335 refugees.

An asylum seeker in Italy can have access to three different types of protection: besides the refugee status and the subsidiary protection, which are recognized internationally, Italy makes extensive use of the so called humanitarian protection, which allows the individual to stay in the country by virtue of his/her personal history, according to which he/she would encounter serious problems if repatriated. The reception strategy is regulated by the Protection System for Asylum Seekers and Refugees (SPRAR), a network of local institutions created in 2002.



Different types of structures have different functions: the hotspots are set up in landing posts and are in charge for first assistance and reception; the CARA (reception centres for asylum seekers) host asylum seekers for the time necessary to examine their asylum request; the CAS (Extraordinary Reception Centres) are structures that supply additional accommodation in cases of defects of ordinary reception system. In 2017, 158.821 migrants were living in a CARA/CAS or similar structures, whereas 24.741 were under the system of SPRAR.

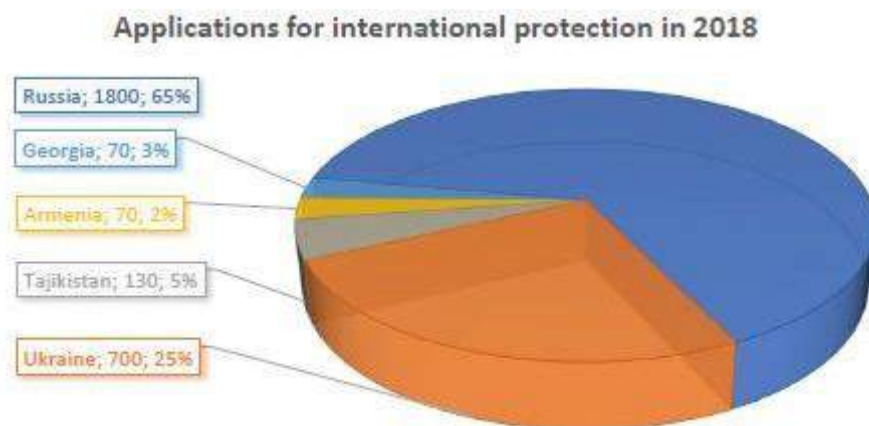
POLAND

Through this study we tried to understand their needs, the problems they faced, how they integrate in our society, also how the society welcome them, and what experiences they had until now. We were impressed to discover that all of them said that Romania is a beautiful country, they would like to stay here, but they prefer to come back in the country of origin or to go further to the west countries where they are well paid.

In 2017 over 192 thousand foreigners applied for residence permits in Poland. It is 35% more than in 2016 and 78% more than in 2015. The foreigners who want to settle in Poland most often are from Ukraine, Belarus, Vietnam, China and India. It also seems that these trends will be kept in 2018. In 2017 applications for international protection (refugee status or subsidiary protection) have been submitted by 5,000 foreigners. Most of the applicants came from Russia, Ukraine, Tajikistan, Armenia and Georgia. The terms of granting international protection were met by 520 foreigners:

- 276 Ukrainians
- 87 Russians
- 35 Tajikistanis

Negative decisions received 2.1 thousand people (37% of the applicants), and 3 thousand proceedings were discontinued (53% of the applications). Procedure of getting international protection is discontinued when the foreigner was not interested continuation of the process in Poland and left the country before issuing the decision. Foreigners applying for international protection in Poland can use support and accommodation in centers for foreigners. In Poland there are operating 11 such centers. In this type of facilities, there are currently around 1.4 thousand people. Outside of the centers live about 1.8 thousand foreigners who receive benefiting from social assistance of the Office for Foreigners. Until March 2018 the most numerous groups of foreigners undergoing the refugee procedure are citizens of countries shown below:



The scope of social assistance in the centers includes:

- accommodation;
- full board according to cultural standards of foreigners;
- permanent monetary assistance in the form of: "Pocket money" (around 12 Euro per month), funds for the purchase of personal care products (around 5 Euro per month), clothing and footwear (around 35 Euro once) and coverage of travel costs (in specific cases);
- cash equivalent in exchange for meals (this applies to children up to 6 years old, children attending kindergarten, school primary, middle school, high school), if organizational considerations require it (around 3 Euro per day).

ROMANIA

Millenium Center Association conducted a research in march-april months of 2018 among immigrants established in Arad, a small city in the west of Romania, at the border with Hungary. In Arad we have two universities and there are a lot of students from Italy, arabic countries and many other countries, who come to study in here, in specially medicines, and we wanted to discover how they integrate in our society learning a new language, studying in this language which is similar or very different from their mother tongue language. Some of them come only to study, some of them come with the desire to establish here, but many of them remain in Romania even if they did not had this objective before starting to study in Arad. Besides student we interviewed three business mans, who have told us their experiences in terms of trying to start a business in Romania, and also some participants or volunteers who will stay here for a long period of time, up to 1 year and some of them with desire to find a job and establish in Arad, so we wanted to understand how they feel and how difficult the integration is for them.

Through this study we tried to understand their needs, the problems they faced, how they integrate in our society, also how the society welcome them, and what experiences they had until now. We were impressed to discover that all of them said that Romania is a beautiful country, they would like to stay here, but they prefer to come back in the country of origin or to go further to the west countries where they are well paid.

SPAIN

This is a personal proposal: consult with adolescent migrants to test their perspective on this reality. The cause that led me to make this proposal is that the perspective of the adolescents is a different one and that, usually, is not taken into account, as if because they are minors, they were still children, but they are not. Being a reality that I know from my professional work as a teacher of young people between 13 and 18 years, when I have met immigrant students (first generation) or descendants of immigrants (second generation), I have found that they have a particular problem to which, frequently, no voice or response is given. In the first place, they live a reality that they have not chosen, since, normally, they have not been consulted in the decision to migrate. In certain cases, family relationships are especially difficult, because the parents emigrated earlier, leaving the children with grandparents or uncles; When the time for reunification arrives, this separation of years increases the problems of parental-filial communication, which are not facilitated by the parents' long working hours, which prevent young people from feeling emotionally wrapped up. Another problem that I have detected is the feeling of being part of two worlds, without belonging to any one (the culture of origin and host culture). This misplacement occurs even in boys and girls who



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came from very young (with months) or, even, in those born here (second generation). In certain studies, these feelings of disorientation and what they experience as abandonment, is one of the causes why some adolescents become part of conflicting (if not criminal) groups of their nationalities of origin, in which they find a strong sense of belonging that they can not find in their family or in the host society.

TURKEY

The interviews are applied to migrants available in our local area. The migrants voluntarily participated in the interviews and helped us to understand the situation. The main objective was to find out about their experiences, job roles, future plans, and expectations in the host country, issues and problems they face and how they are best helped through these circumstances. From the questionnaires we were able to learn about the difficulties refugees face and without the correct guidance how their life becomes worse. The main issues we concluded from our findings were; incorrect guidance / help for refugees, language barriers and discrimination were the major hurdles.

The report informed us the perspectives of the refugees and asylum seekers in Kırşehir. Thanks to the regional similarities and a common background with regard to religion and race the interviewers informed us on how happy and comfortable they are for being in the province. They expressed their gratitude for the local people hosting them and giving a helping hand for the ones in need. More interestingly we have learnt that most of them are happy to be here and not planning to leave as they feel safe for themselves and their families.

The most obvious result we gathered is how thankful the people living here. We have about 14.000 refugees roughly 10% of the whole population and they still can manage although they are not given the citizenship and have no official right to work in here. They live on the money provided by the government, help by the municipalities and NGOs. There are some who try to run their own business or work in the industry sector but the rate is very low. The migrants here are all under the protection of social security system provided by the government and it is completely free for them. The children are provided with education at schools and if they know the language they are even accepted in regular schools with the Turkish students. The accommodation is provided as the city has enough facilities to host the newcomers.

We researched information about refugees using the infopacks provided by the provincial migration office and NGO named SGDD-ASAM. The info provided is officially up to date and covers the first quarter of the year 2018. We have to point out that the statistics cover the refugees and asylum seekers. The Europeans or Russians living in Turkey are not considered within that classification. Kırşehir hosts many organizations working on migration issue mostly public ones. The funding and the facilitation of each migrant is done through those organizations. Kırşehir hosts around 14.000 refugees from different countries, mostly the Afghans and Iraqis. In this report we have asked the respective questions to the representatives of each organization to have a precise idea on the latest situation regarding the refugees in our province. We are happy to provide a source through the EU project funded.

The Syrian refugee crisis arose as the Turkish government was in the midst of overhauling its immigration system to meet international—and, particularly, European Union—standards. The implementation of these reforms has limited Turkish authorities' capacity to manage the Syrian inflows, and as a result, management of the crisis was left largely in the hands of national organizations working on the ground, in camps, without larger policy guidance. Meanwhile, formal immigration channels, including recognition of refugee status, remain restricted to Europeans, while non-Europeans receive temporary protection status and are expected at some point to resettle in a third country.

According to the latest available figures from the Turkish Directorate General for Migration Management



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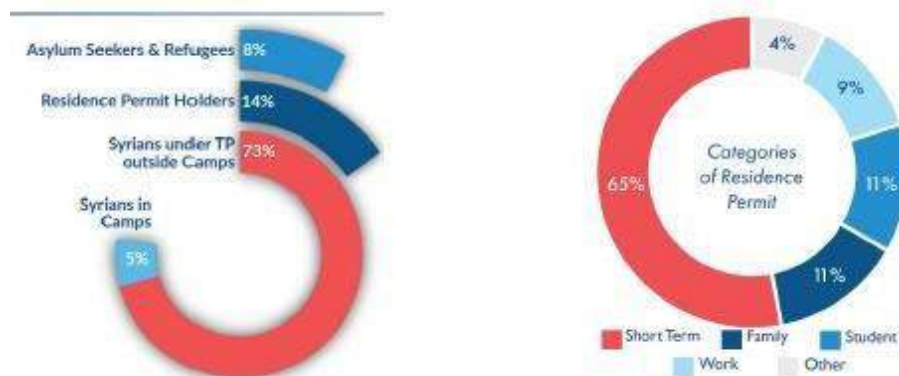
(DGMM) currently there are more than 3.9 million foreign nationals present in Turkish territory seeking international protection.

Most of them are Syrians 3,567,130* who are granted the temporary protection (TP) status, while according to UNHCR another large group of the foreign nationals requiring Turkish humanitarian and international protection are 356,843** asylum-seekers and refugees consisting of different nationalities, but mainly coming from Iraq, Afghanistan, Iran, Somalia and other countries.

In addition, there are 655,599* foreign nationals under residence permit holder status including humanitarian residence holders.

*Data Source DGMM, 29.03.2018

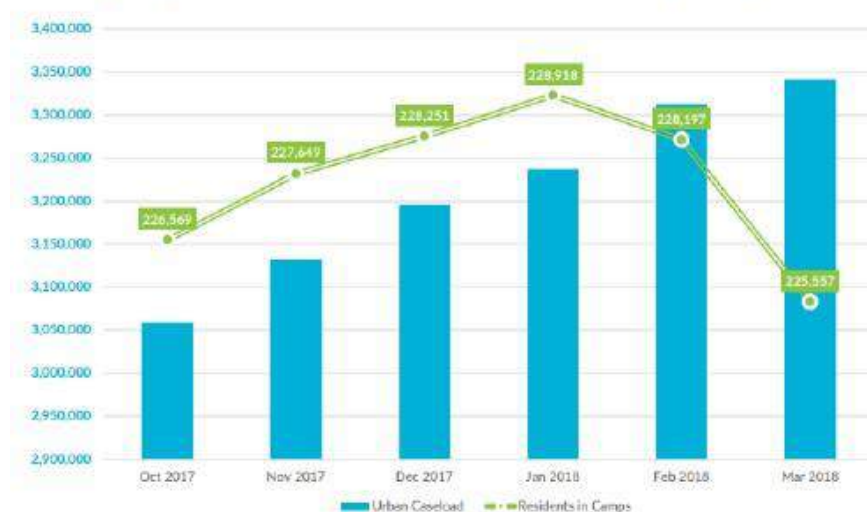
**Data Source UNHCR, 30.11.2017



Temporary Protection

Turkey implements a Temporary Protection regime for 3,567,130 individuals from Syria which grants beneficiaries right to legally stay in Turkey as well as some level of access to basic rights and services. A vast majority of them, 3,341,573 individuals, live outside the camps and are spread across the Turkish border provinces while nearly 225,557 live in 21 camps also majority of which are close to the border with Syria.

Monthly Population Chart of Persons Under Temporary Protection



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UNITED KINGDOM

The main objective was to find out about their experiences, job roles, future plans, and expectations in the host country, issues and problems they face and how they are best helped through these circumstances. From the questionnaires we were able to learn about the difficulties refugees face and without the correct guidance how their life becomes worse. The main issues we concluded from our findings were; incorrect guidance / help for refugees, language barriers and discrimination were the major hurdles. However, the refugees that had received help and correct guidance from charities expressed how appreciative they were and how the charities were very “welcoming” and “comforting” to them in their time of need. The charities offered shelter, food and clothes, which many of the refugees were in great need of. In addition, one of the refugees stated that the charity “Crisis helped me a lot; the staff were very encouraging and compassionate”. This refugee can now speak fluent English thanks to the evening classes he took at the college. Another refugee had received guidance from an employment advice service, which helped him with job searching, he is currently in employment working in a supermarket, and stated “I’m happy with the job.” Similarly, one refugee who had received help from The Welsh Refugee Council, stated they had given him food money weekly, and eventually he was given a house in Cardiff.

We researched information about refugees using charities websites, articles online, and the UK Government websites. Using these different sources allowed us to understand the statistics of refugees in the UK, and what charities were catered towards specifically helping refugees. Findings produced from other research methods;

- According to the UNHCR, by mid-2015 there were 117,234 refugees, 37,829 pending asylum cases and 16 stateless persons in the UK
- The UK has pledged to resettle 20,000 Syrians. As of June 2016, 2,682 Syrian refugees have come to the UK through this scheme, which has had a “truly transformative” impact on people’s lives, the United Nations has said.
- In 2016 there were 39,000 applications for asylum in the UK, among the estimated 600,000 immigrants who came to work or study.
- According to the UNHCR, by mid-2015 there were 117,234 refugees, 37,829 pending asylum cases and 16 stateless persons in the UK.
- Asylum applications to the UK are relatively low – 32,733 in 2015. Although they have increased a little in recent years, they’re still significantly lower today than the peak of 84,000 applications back in 2002.
- In 2016, the UK received applications for asylum for 39,000 individuals (including dependents)
- In 2016, the largest number of applications for asylum came from nationals of Iran (4,192), followed by Pakistan (2,857), Iraq (2,666), Afghanistan (2,341), Bangladesh (1,939), Albania (1,488), and India (1,488).
- The government says the UK has contributed £1.1bn since 2012 on food, tents and other humanitarian aid.
- It has also said the UK is giving a further £10m to help vulnerable refugee minors already in Europe.
- In the EU as a whole, the nationality with the highest number of positive decisions was Syrian (109,790) with a grant rate of 98%, followed by Iraqis (17,945; 61%) and Afghans (13,830; 51%).
- The UK government offers Housing, Cash support, Extra money for mothers and young children, Maternity payment, education that is free for children and free school meals, free National Health Service (NHS) healthcare, such as to see a doctor or get hospital treatment and also have access to;
 1. Free prescriptions for medicine
 2. Free dental care for your teeth
 3. Free eyesight tests
 4. Help paying for glasses



2. Participant Profile

3.1. Participant Selection

GREECE	<p>We did instead of one focus group, we divided in three different groups being a little bit different the questions:</p> <ol style="list-style-type: none"> 1. youngsters, coming here to study, or they came with their family and they needed to integrate to the school system from Romania: from Syria, Armenia, Tunisia, Israel and Algeria. 2. Youngsters who came through different activities purposes or projects: Colombia, Mexico, Portugal and Turkey. 3. Business: Cyprus, Jordan and Israel. <p>The selection for the first focus group was not very hard, as these students have a place where they go to spend their free time and to relax after the exams, so as we found them there we approached them and explain about our project and they accepted because they wanted to tell us the experiences they had. For youngsters, some of them are our volunteers, or some of them participants or volunteers in other organisation from Arad, they were involved also in Timisoara Refugee Art Festival where we met another youngster from Syria. For business sector, we contacted them at their company/ store and inviting them to focus group, to share the good practices and challenges with other entrepreneurs.</p>
ITALY	<p>MV International interviewed 10 refugees (6 men and 4 women) on April 19th, 2018.</p> <p>In the focus group all the participants were refugees residing in the CAS shelter and waiting for the documents allowing them permanent residency in the country. They were all living in Italy alone, with their families left behind or estranged.</p> <p>The focus groups were conducted as part of the Italian NGO's involvement in StrateGees project to produce a National Report. The interviews were designed to gather information from the refugees and migrants in regard to better understand the potential role of NGOs in refugee and migrant integration.</p>
POLAND	<p>University of Social Sciences interviewed 15 migrants who came to Poland in different circumstances and in a different time. In order to select participants was used support of university staff working in international relations department who helped to select and contact with migrants related with the institution as a student, graduate or employee. To contact with the refugees or asylum seekers University of Social Sciences have sent special request to the Head of the Office for Foreigners. In Poland most of the refugees stay in centers for foreigners where you can entry only with an official permission. Unfortunately, there was no reply. University also used some a help of informal organizations operating in the social media to contact with foreigners who were invited to take part in the interview. All participants took part in the event voluntarily and without any incentives given in order to attend. They had will to share about their experiences of the stay in Poland.</p>



ROMANIA	<p>We did instead of one focus group, we divided in three different groups being a little bit different the questions:</p> <ol style="list-style-type: none"> 1. youngsters, coming here to study, or they came with their family and they needed to integrate to the school system from Romania: from Syria, Armenia, Tunisia, Israel and Algeria. 2. Youngsters who came through different activities purposes or projects: Colombia, Mexico, Portugal and Turkey. 3. Business: Cyprus, Jordan and Israel. <p>The selection for the first focus group was not very hard, as these students have a place where they go to spend their free time and to relax after the exams, so as we found them there we approached them and explain about our project and they accepted because they</p>
SPAIN	<p>Finding participants proved quite complicated. The people to whom they were proposed did not understand the usefulness or necessity of this study or the project. This made it difficult to involve refugees and immigrants in the interviews. We did not have any incentive to offer, the people who agreed to participate did so, only for personal appreciation or sympathy and none had time to do the questionnaire in a face-to-face interview. Many accepted the proposal with the condition of taking the questionnaire and completing it at home. Despite the daily reminders and extensions of deadline for delivery, of the 25 that agreed to participate, only 10 completed the process. The little interest and results make us think that there is no concern about these issues or that the data obtained is very insignificant.</p>
TURKEY	<p>Kırşehir Valiliği interviewed 12 refugees from different backgrounds, who came to Turkey In order to select the participants, the consultants visited immigration office, and interviewed the refugees willing to participate. The refugees were given the assurance that their personal information would stay safe. Anyway they were ok to give their personal details as we were officials from the Public Office. The participants were mostly interviewed individually.</p>
UK	<p>KBM interviewed 10 refugees from different backgrounds, who came to the UK at different times in previous years. In order to select the participants, the project team of KBM visited charities that help refugees, and interviewed the refugees willing to participate. The refugees were given the assurance that their personal information would stay safe as they were very wary of sharing their issues, lest it should backfire in some way. Most of the participants preferred to stay anonymous. The charities that support the participants were very kind in helping us meet the refugees. The participants did not want to meet in groups so they were mostly interviewed individually.</p>

3.2. Focus Groups

GREECE	<p>The first two interviews were quite overwhelming, they took place at Nea Apollonia Camp in Volvi at 14/2/2018 and they lasted for 3 hours. Refugees refused to be video recorded; one of them was scared for his life. Next three interviews took place in Kilkis, NGO OMNES at 20/3/2018; discussion lasted as expected. Five interviews took place at Blue Refugee Day Centre in Thessaloniki at 27/3/2018 where the refugees were mostly video recorded.</p>
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ITALY

The focus group was held in MV International's office in Sassari. The focus group followed the indications received by the coordinator for the organization of the event and for the atmosphere to be created. The participants, during the focus groups, had always been comfortable in their way to express themselves freely in front of others and were always aware of the objectives of the research project to which they participated. Before starting the interview the trainers explained them the aims of the project and the objectives of the research and have answered to their preventive questions on the initiative and the European programs in which is developed. Of course, the Italian facilitators underlined always that this research was realized in the framework of the European program called Erasmus Plus KA2, explaining that is an action to support strategic partnership directed to support innovative initiatives and to offer new adult education opportunities in the participating countries. Facilitators: - helped to generate discussion and highlight differing points of view. - played a proactive role in the focus group, asking members to elaborate on certain issues and controlling the „air time“ of group members so that certain individuals do not dominate.

POLAND

There were three meetings with invited migrants. One in the University in Lodz city, next at the university campus in Warsaw, the third one in one of the companies who hires foreigners. Each meeting had the same formula which was adapted to the request of participants: 1. at the beginning each responder took over the questionnaire to review the questions and think shortly about answers. Some of them wished to fill it initially or make some notes, as they did not feel very confident about language; 2. next each person was interviewed separately, because they wished to have more privacy while responding the questions; 3. in the end we had discussion in group of 4-5 migrants. Each of the three meeting took around 3-4 hours. Some responders allowed to be recorded, some allowed to take the picture while they were filling survey and some of them did not want to be recorded or photographed.

ROMANIA

We did three focus groups with three different target groups focusing on how they could integrate, what help do they had from public administration and NGOs, positive and negative aspects of their life here, integration in community, how the Arad people see them, how easy or hard they could find a job or being accepted to study. In this research we interviewed 14 migrants, because in our city we did not had access at refugees asylum before and the group over 60 refugees majority coming from Syria were distributed to other countries in march. One focus group was made in KF, a youngsters pub for foreign people, where we could share, debate, speak about immigrants and refugees issues; but later on, we did it individually and recorded them in our office. One focus group was made in a coffee shop, owned by an Israeli guy, together with his wife. That is a place where the foreigner students are gathering, having a relax time. The conversations lasted more, but with each, approximately 10 - 30 minutes with every person and there were used a video or audio recording, depended on their availability to express their feelings and informations about their adaptation in this country.



SPAIN	<p>It was not possible to organize group events, participants stated that they only agreed to complete the questionnaire personally. Despite the fact that assistance was offered, none expressed doubts about the issues; the result is very little elaborated answers, some of them blank. Most of the participants have been Spanish-speaking. We work with a translated version of the questionnaire. The lack of linguistic competence was one of the most frequently alleged reasons for declining the invitation (both by offering the questionnaire in Spanish and in English), another was the lack of time available. In general a lack of interest.</p>
TURKEY	<p>All interviews were held at the offices of the Educational Directorate. We had used the same format provided by the coordinator namely the questionnaire for the refugees. All the interviewers were from the local area and the ones living in the city center. Each interview we conducted lasted around an hour. We were able to meet and interact with different nationalities covering Syria, Iraq, Afghanistan and even Palestine. Interviews were conducted face to face and the ongoing talk reported by the consultants in a briefed mode to get the main topics out of the whole talk. We have also covered the statistical info to give an insight about the situation of the refugees.</p>
UK	<p>All interviews were held at the charities' offices. We had prepared a detailed questionnaire for the refugees. All the interviews are from the months of March/April, and we met some refugees in a mosque in Crickwood, where they come from surrounding shelters (such as Ashford Shelter Home) as the mosque offers them a safe place to pray as well as meet others from their own countries. Each interview we conducted lasted around an hour. We were also able to meet Syrians who were gathered at the same mosque one day for a wedding. We spoke with some of them. Other interviews were conducted on Skype as well as information collected through a charity organisation called DASH in Huddersfield, as the asylum seekers there were not willing to be interviewed at such a sensitive point in their lives, but the organisation was kind enough to share some case studies with us which were very helpful in studying their issues as well as the support they get. A lot of information was also researched online, and websites of charitable organisations who work with refugees, asylum seekers as well as immigrants were very useful as they contained details of the problems that refugees face, including case studies, and then how these problems were being resolved.</p>



3.3. Participant Profile

GREECE

1. **Age Range(s):** 19 – 51, mostly around 20-30
2. **Country of origin:** Pakistan (2), Syria (6), Algeria (1), Iraq (1)
3. **Duration of stay in hosting country:** from 5 months up until 2 years!
4. **Family situation:** members also staying in hosting country 1 single woman, 4 single men, others with parents/brother/wife/children/friend
5. **Circumstances of arriving to the hosting country:** all smuggling (irregular migration) from Turkey: through the river Evros (1), walking through the borders (3), by boat to the Greek islands (6). Some of them mentioned that they wanted to use the “Balkan Route” and go to another European country
6. **Legal status in hosting country:** asylum seekers (7), recognized refugee remaining in Greece under the UNCHR program (3)
7. **Employment:** all unemployed in Greece
8. **Other** (not included in questionnaire, if any) all of them had jobs in home country, single men need to support families in home country

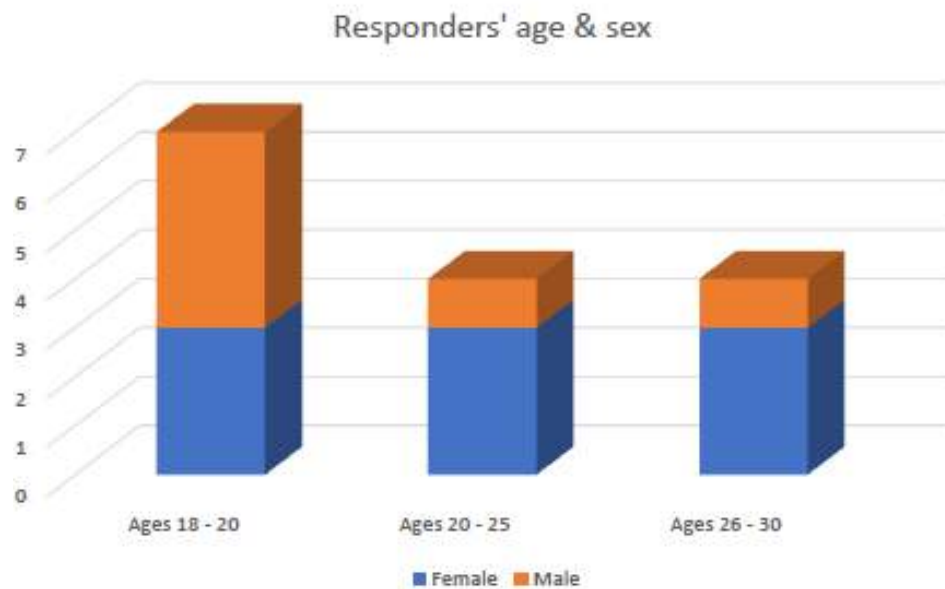
ITALY

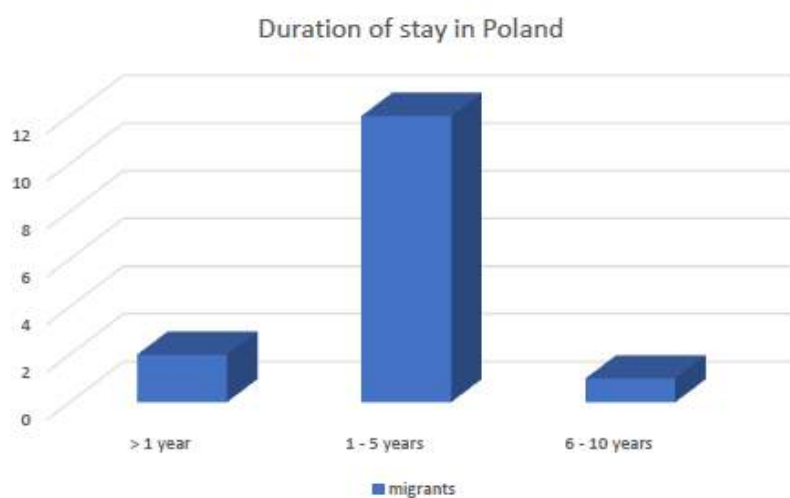
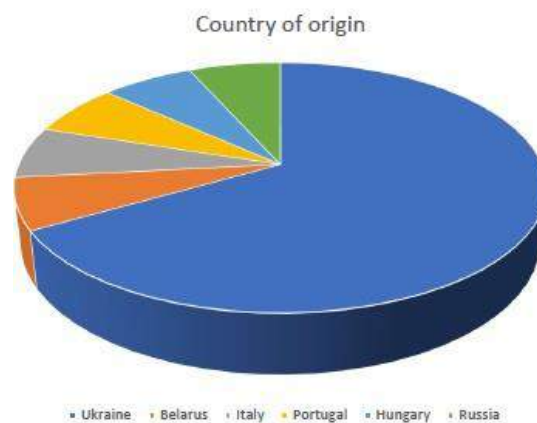
1. **Age Range(s):** 17-28
2. **Country of origin:** Togo, Ghana (4) , Gambia (2), Niger (3)
3. **Duration of stay in hosting country:** from 10 months up to nearly 2 years
4. **Family situation:** all the respondents are alone in the hosting country. Some of them have some family in their country of origin or in which they were living before, others do not have any relatives.
5. **Circumstances of arriving to the hosting country:** they came to Italy to change their life, improve their possibilities, escape a threat for their future.
6. **Legal status in hosting country:** asylum seekers
7. **Employment:** some of the respondents are currently working in the camp as cultural mediator, and two of them would like to work in that field. One would like to study mechanical engineering, two others would like to become professional sport players (football or basketball). All of them go to school and they study Italian.

8. **Other** (not included in questionnaire, if any) In their future, they wish to become independent, integrate in the community and find a job.



The general profile of participants reflects the current migration trends in Poland. In 2018 out of the number of foreigner who started legalization of their stay in Poland, 63% were Ukrainian citizens. Also, Ukrainians are one of the largest groups of the asylum seekers in Poland. Therefore, Ukrainians were the most representative participants of the interview. The largest group of migrants in Poland are in age between 18–35 like participants of the focus group.





Family situation - members also staying in hosting country: Majority of the members of focus group came to Poland alone. Only two of them arrived with a company of the close friends and three migrants are in Poland with some family members. These who came here alone from time to time visit their family and some of them started relationships in Poland with other migrants or Poles.

Circumstances of arriving to the hosting country. All responders came to Poland become one of the reasons: for studies, to work, to improve quality of their live. They stay in Poland legally.

Legal status in hosting country. All participants of the interview stay legally in Poland and they obtain statuses:

- Temporary Residence (11 migrants),
- Registering the Residence of the EU Citizen (3 migrants),
- Permanent Residence (1 migrant).

1. **Age Range(s)** : the persons who were interviewed are between 20-30, one of 34 and only one 55 years old person, who do not want to record the interview.
2. **Country of origin**: Israel, Tunisie, Turkey, Algeria, Cyprus, Jordan, Portugal, Mexico, Colombia, Syria.
3. **Duration of stay in hosting country**: the period they are in Romania is from 2 months, and the longest is 27 years - for the 55 years old business man.
4. **Family situation** - members also staying in hosting country: the major part are alone because they are students, but there are also some of them with the parents or wife or husband.
5. **Circumstances of arriving to the hosting country**: the persons who were interviewed came here because they wanted to study, most of them the medicine, but they want to go further to another country to work. Some of them decided to remain and they opened here their own business.
6. **Legal status in hosting country**: the major part are students, project based volunteers or business man.
7. **Employment**: those who are students do not work, because it is hard to do both of them, so they want to focus on studying.

ADULTS:

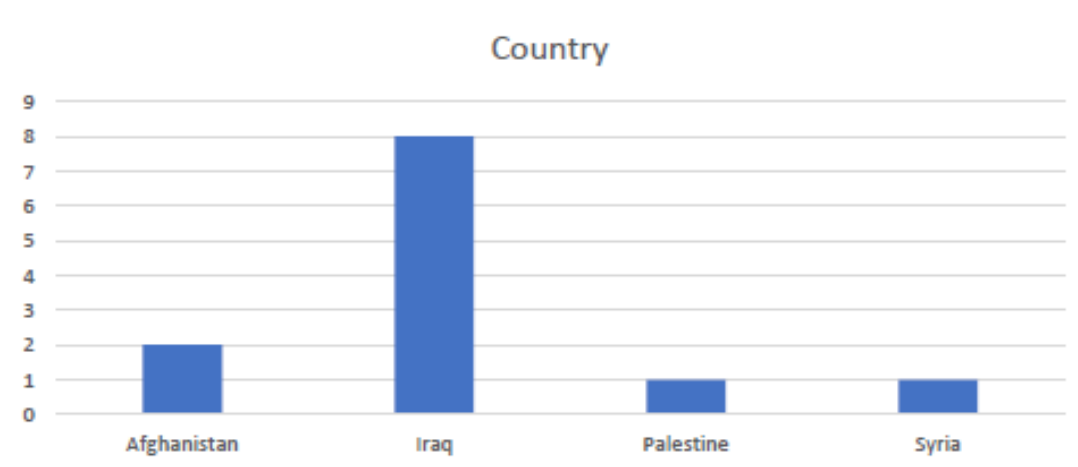
1. **Age Range(s)** between 36 and 50 years (36, 37, 39, 41, 42, 45, 50).
2. **Country of origin**: 1 Perú, 2 Ecuador, 3 Rumanía, 4 Venezuela.
3. **Duration of stay in hosting country** between 7 and 18 years (7, 9, 14, 14, 15, 16, 16, 17, 18, 18).
4. **Family situation - members also staying in hosting country**: Most are with their husbands / wives and children. Only one specific person who spent 10 years until he was able to gather his family here. A person also has siblings, nephews and cousins. Only one is here without any member of his family.
5. **Circumstances of arriving to the hosting country**: Venezuelans had the largest number of asylum applications in Spain last year, ahead of Syrians and Ukrainians, but none of them is in a position to seek asylum. This is because they arrived a long time ago with work permits.
6. **Legal status in hosting country**: Regularized situation (residence and work permit). No one can access refugee status.
7. **Employment**: Logistics (warehouse waiters), hotel and construction.
8. **Other (not included in questionnaire, if any)**: Regarding the level of education and previous work experience (issues included in the questionnaire but not in this report), most of the respondents (5/7) respond to have average studies; one says to have higher studies (university), without specifying what career or if it concluded them. One person did not answer this question. Regarding their work experience, a wide repertoire of jobs is collected, in some cases, with significant differences between the work carried out in their places of origin and those carried out in the host country.

Among those who specify what they worked in their countries, jobs are mentioned in the secondary sector (industry, without specifying what type) and tertiary, such as trade, culture and public services. In Spain, the jobs they have done, apart from their current work in logistics, are also varied, from taking care of children or cleaning houses, to bricklayer, heavy machinery operator, agricultural worker or waiter. This lack of specialization, makes us think that, once in Spain, they choose their jobs driven by economic need, rather than following a plan of professional progress, which, for the most part, can not be allowed to have no family or social support.

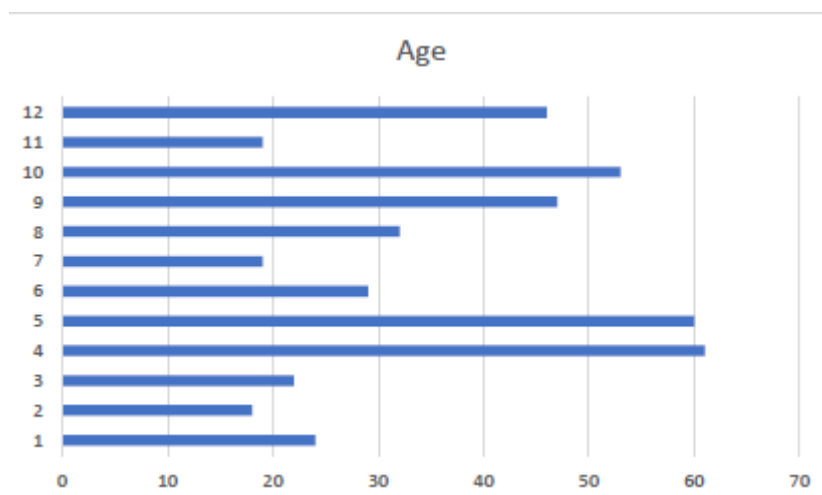
TEENS:

I chose adolescents of immigrant origin, mostly first generation, but also some second generation (born in Spain) among the current students of my school (Colegio María Reina- Hijas de Jesús), for closeness and trust. I also made the proposal to alumni of 17 and 18 years with whom I still have contact. This relationship of proximity for having been or being their teacher, facilitated their affirmative response to participate in the project and the authorization of the parents in the case of minors. Although I adapted the document, the answers require certain maturity, so I only proposed it to young people between 14 and 18 years old. I made the offer to 14 young people, of which, they agreed to participate 10. Only 6 of them finally responded to the questionnaire (despite frequent reminders and extended deadlines twice); only one accepted to do it in person in an interview. None accepted the introduction of photographs for this document.

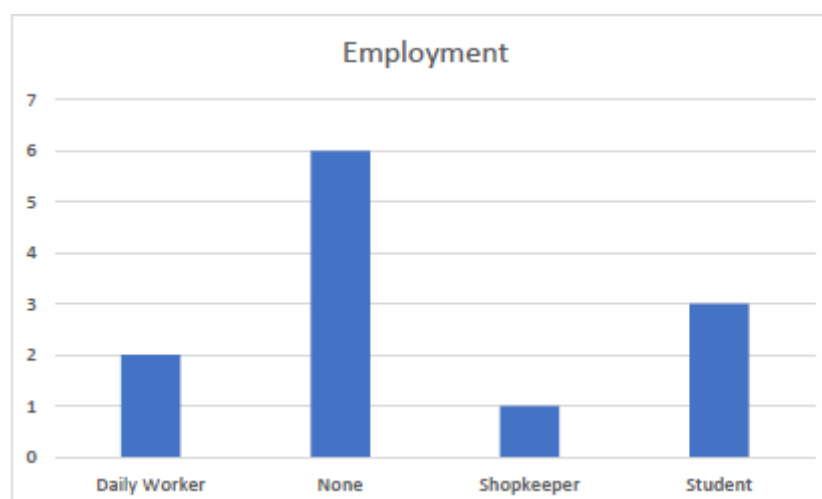
Country of origin. The table below shows the country of origin the participants had come from;



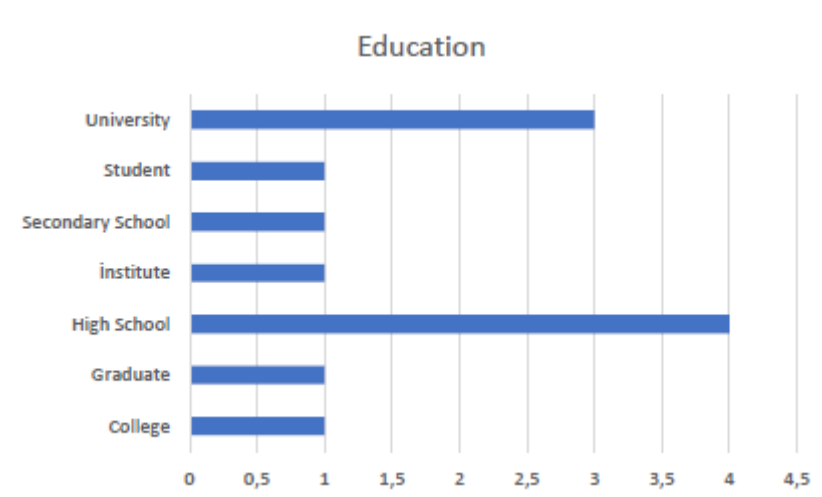
Kırşehir province hosts thousands of refugees sent by the government and as the chart shows most of them are Iraqi people living in here. The second group is the Afghans as they consist of a huge number following the Iraqis. We do not have so many Syrians as they are sent to the other provinces. The number of the Syrians are about 2000 in Kırşehir.



We have interviewed 5 female and 7 male refugees. 6 of the participants said that they were single, and their relatives were in their native country and in here Kırşehir. The rest were married and their family members were also in the province living together with them. The younger ones were students and they were trying to learn Turkish to go on their education in Turkey. Their families were not in Kırşehir.



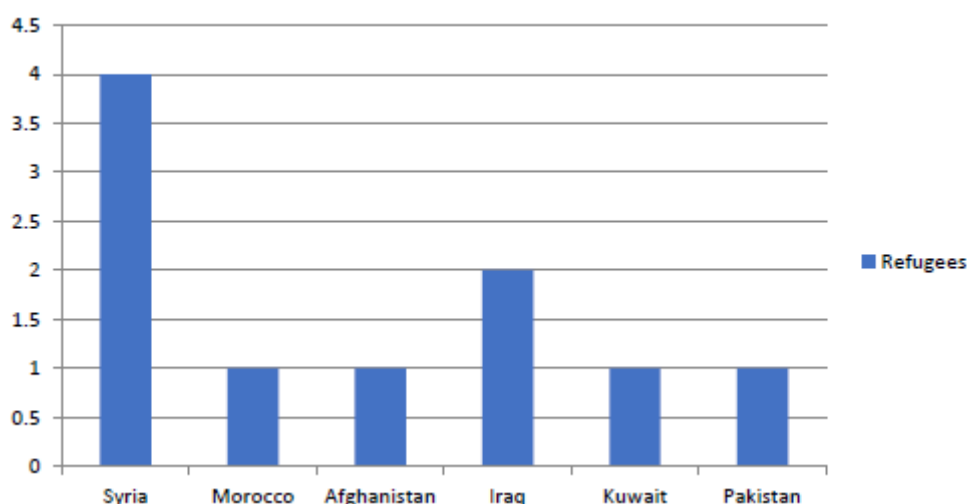
Officially Non-Tr citizens are not allowed to work as they do not have necessary requirements to enroll in the social security system. All the refugees and asylum seekers are under the protection of health system but they still need to live on and earn money as the families left their properties and money back. There are supporting bodies such as municipality and NGOs together with the UNCHR but they are not sufficient for a proper life standard. Some refugees already started their own business as an entrepreneur and the rest are working unofficially in different sectors of the service. The refugees especially from Iraq are well educated and have professions as university graduates but language barrier lowers the chances of finding a job in Turkey. Most of them work in areas other than their professions. The majority does not have a job and they try to find daily jobs in the center. There are Afghanis working in the fields and villages as they are needed in the production and animal breeding sector. Some interviewees were students and they were trying to get the necessary documents to validate their previous education in their countries and trying to learn Turkish. They are provided with adult professional courses by the NGOs and the municipality so that they can work or sell what they have produced.



From the graph, we understand that most participants are well educated and have degree. Majority of the participants arrived in TR illegally. They left the camps in the border and scattered around the country. The government asked the refugees to apply the provincial directorates of immigration and register themselves. There has been a great influx that the government found the solution as letting them get in the country but register in the place they live so that the government can follow the movement of the refugees.

Country of origin: The table below shows the country of origin the participants had come from;

A graph to show the country of origin



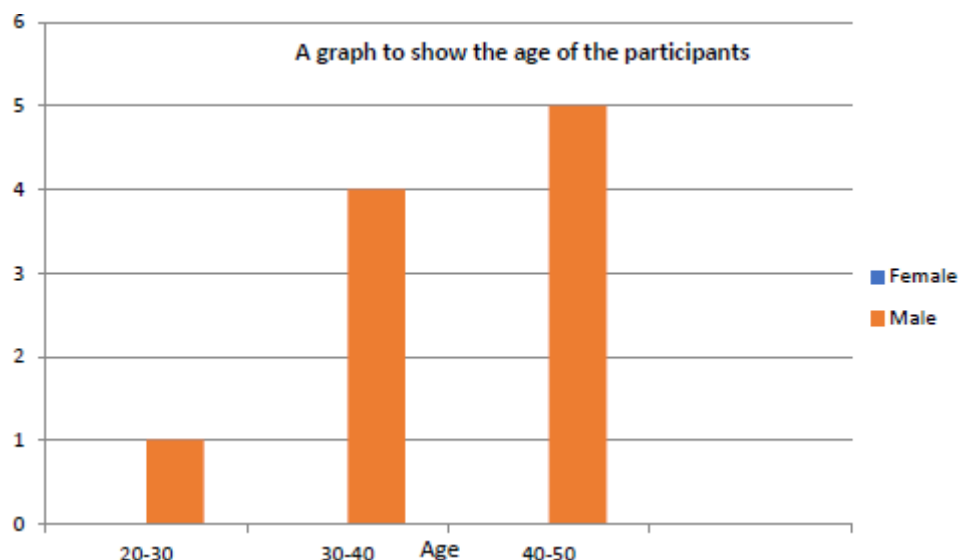
As shown in the graph it is clear to see the most common country of origin was Syria. This is no surprise as over 10,500 refugees have been resettled in the UK under schemes for vulnerable people shown in the latest quarterly Home Office immigration statistics- February 2018. In 2017, a total of 6,212 people were resettled in the UK - a 19% increase on 2016 - with 4,832 of these people coming through the Syrian Vulnerable Persons Relocation Scheme. 539 people arrived under the Vulnerable Children's Resettlement Scheme (VCRS) which will resettle up to 3,000 at-risk children and their families from the Middle East and North Africa region by 2020. Since 2012, across Syria and the region, the UK has provided over 26 million food rations, over 9.8 million relief packages and over 10.3 million medical consultations and over 8.3 million vaccines.

UK

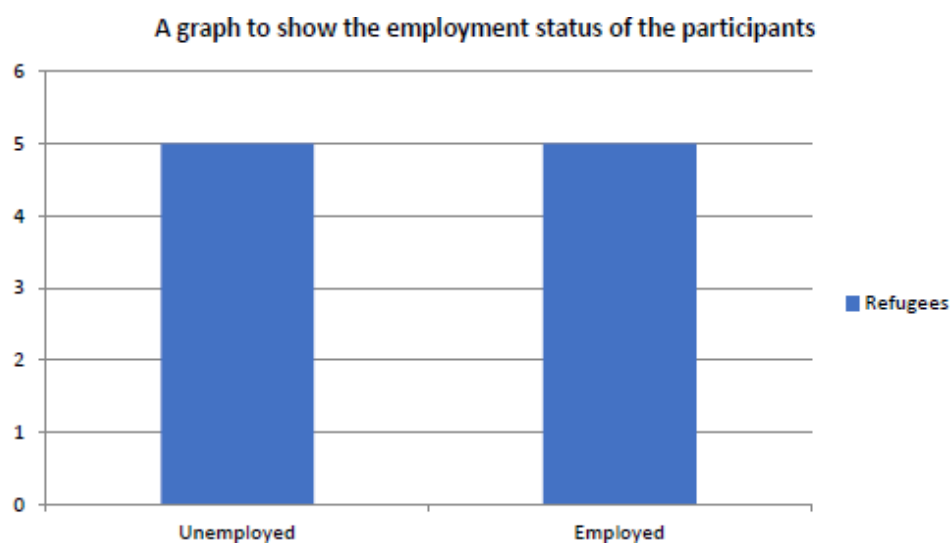


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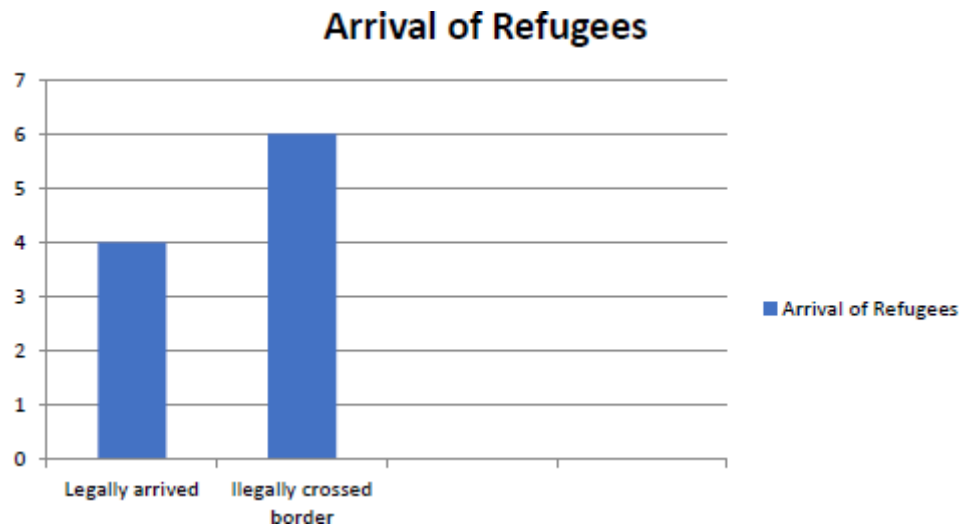




All of the 10 participants were male. Two of the participants said that they were single, and their relatives were in their native country. Two participants were married and had a family in the UK, One of the participants was single and had no family members in the UK, two of the participants were married but their wives and kids were in their native countries, leaving a remainder of two participants who said they had family members only in the UK.



A few examples of the job roles were; security work, barber, construction and car washes. Five of the participants that were unemployed stated they found it hard to find a job as they had no qualifications and had a language barrier. In addition to this, they had worked for a few months but then later left employment. The participants also expressed their interest for training courses e.g. chef courses, barber courses, English courses, shop management, and construction in order to gain experience to later then apply for jobs. Many of the participants stated that they had made friends in their community; however the remainder said they had not settled in well and were lonely. Major concerns that kept arising from participants answers were; the safety of their families in their native countries, not finding a job and being able to provide money for their families, and struggling to find stable accommodation in the UK.



From the graph, you can see that 6 refugees had arrived in the UK illegally. One of the refugees stated that he was hidden in a container, on a truck, and was given biscuits and water, when it was night they were put in houses, however when it was time to get back on the road they were placed in the containers again. Once he had arrived in Wales, he was placed into prison for 2 days, and later taken to a refugee council for help and support; in 2010 he had received his British passport. Another refugee who arrived on a small boat in 2009 said he was refused asylum and had fled to France on a truck, and stayed there for 2 months. He arrived back in the UK, and was placed into a hostel, however feared he would be deported back, the refugee fled from the hostel and after 4 years of being illegally in the UK, he had applied for asylum again. In contrast to this, 4 refugees had arrived in the UK legally. One of the refugees from Pakistan said he came to the UK on a student visa, and later applied for asylum. Lastly, one refugee had explained how he was Syrian, however applied as a Kuwaiti refugee as “It was very scary for Syrian, it was quicker as a Kuwaiti”.

4. Discussion Results

4.1. Experiences and Integration into the host country

4.1.1. Question #1 – your experiences in hosting country

Could you tell us about your experiences you have had up to now since the day you arrived in hosting country, please tell both positive and negative experiences.

GREECE

Everyone that was interviewed firstly emphasized on the negative experiences. People who are asylum seekers mostly sleep on the streets. Some of them had been arrested and spent time in prison when they entered Greece. They have been waiting to be legally enrolled as refugees for months, so during this period they do not have an income or a house or a job. As asylum seekers they get a white card without a national security number (called AMKA in Greece), so they do not have access in health care. They are making appointments in organizations to wash their clothes and to have a shower. They get a meal twice a day also by organizations. People that have asylum are in better condition; however, they also do not have a job therefore they are mostly depressed. The money that they get (cash card) is not enough; particularly those who live outside of the city do not have money to visit



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Thessaloniki, in order to look for a job or to learn Greek by interaction with the locals. Regarding the positive experiences all claim that Greek people are treating them nicely, with respect and solidarity.

ITALY

All of the respondents expressed gratefulness and happiness about the safe living conditions, possibility to go to school, provided accommodation and food. However, the negative experiences are related to social isolation, racist attitudes, lack of social interaction outside the CAS shelter. Some local people would avoid sitting next to them on the bus, or would say bad words to them thinking they cannot understand, or also some guys would not allow them to play football together. These facts made them feel bad, and they want to be accepted as good people.

POLAND

Most of the responders listed a lot of positives they have experienced after the arrival to Poland. As a big advantage of their migration they mentioned: possibility to meet new people from different cultural background, learning new languages, knowing new country and its traditions, getting other point of view and perspective and possibility to have better live than in their home country. As a negative experience from their stay in hosting country they recalled difficulties at the beginning, shortly after arrival. They felt very confused and alone without support, especially these who came here alone. Initially they felt alienated by Polish society for being foreigner. They experienced problems stemmed from lack of knowledge Polish law and customs (ex. they received some penalty fee or did not know how correctly terminate the contract). Some of the have been cheated by Polish employer, landlord of their apartment or other foreigners.

ROMANIA

They had bad experiences, for most of them the main problem was that they are far away from their families and they had to handle every situation alone. It was hard for them because they did not know the language, and it was difficult to make a conversation, even to order food. And of course there is also a good part, because they find here friends, and they do activities to develop themselves.

SPAIN

All say they feel welcome in Spain and have not had problems of integration. They argue that this is due to having found kind people and willing to help them. They also comment that they like to have known a new culture and to be able to participate in different traditions. Of the Spaniards, they value the food, the way of thinking and the kindness. Some recognize that the first year was harder to get used to the new reality, even when migration had been a personal choice. They explain that these difficulties are related to the lack of employment and problems to regularize their documentation.

Teen migrants as for the positive experiences, they emphasize having had specific language training and curricular compensation classrooms at the beginning of their schooling in Spain. They recognize the support received by teachers and schoolmates. Also having managed to make a group of friends (without specifying nationality, or if



they are schoolmates, neighborhood neighbors or acquaintances in extracurricular activities). It is positive for them to express curiosity about their culture of origin. As for the negative experiences, they express difficulties of adaptation to the beginning of their stay in Spain, which were due, mainly, to the rejection of some colleagues for being foreigners, and to the ignorance of the language that prevented them from being able to communicate with others. One of them, says that the unemployment situation of his mother for several years, has been the worst of his experiences here. Specifies that, as a consequence of that situation, family relationships are, for her, the main problem. After overcoming the initial difficulties and despite specific problems with some people, they express being satisfied with this country.

TURKEY

The refugees interviewed expressed their gratitude to the authorities as they had better atmosphere here after they fled the war. They feel safe and started making plans for the future. The main issue is how to handle the language barrier and have the children educated in the best way. Many of the participants mentioned that they had settled well in their community and made friends.

- “I can say everything outside here as a good experience. I have a normal life here and no fear of life safety. First, we live better than in Turkey, homeland, people treat us very nice and helpful. The reason for our negative experiences is language. Because they do not know the language, my children cannot go to school and cannot continue their education. Thank goodness we are living in a good country, happy here. But my children could not continue their education due to language disability. Their future is gone, I feel sorry for him.”
- “Life here is difficult for us. My money is not enough, my brother works but they do not pay enough. But there is still an order, we have safety. The people of this place are merciful and helpful, they care very well for us. And we have the safety of life. But living here is hard, it is expensive for us and there is no business.”
- “I like people here they are good and the laws are fair and I like it we feel eased our pains after the bad experiences we had in our own country.”
- “I found that this country is safe and sound and that people love their country very much and they sympathize with the Palestinian and provide us with all required facilitation.”
- “As for the negative points that I faced here, my language is not fluent and that means lack of awareness of this beautiful country’s laws. My experiences in my country, What we have faced were not good I was with my friends we worked together and cooperated with others but we were not lucky after they destroyed and threatened our future.”

UNITED KINGDOM

Many of the participants mentioned that they had settled well in their community and made friends. In contrast to this, one refugee had mentioned the trouble he had faced when coming to the UK, he was not given the proper help and advice instead was advised by the wrong people. This is a common problem as many refugees are not aware of the help on offer for them; this is an example of why this project is so important in order to give the correct guidance to the most vulnerable. Six of the participants have lived in the UK for 10 or more years, whilst the remainder four has only been in the



UK for a few years. Overall, each of them is thankful for whatever support they are receiving since they have nothing to fall back on.

4.1.2. Question #2 -communication

How do you communicate?

GREECE

Most of the people who are currently in Greece wish to leave and go to another European country. So in that case they do not have motivation to learn Greek. Also some are non-educated so when they attend Greek classes where there is no translator they find it very difficult to learn the language. A few know some Greek and even less English, they also manage to communicate in body language. Some communicate only with refugees from own country, such as people from Pakistan who speak Urdu.

ITALY

What emerged from the interviews is that communication can be a critical issue. The respondents said that, among them, they can use English or their African languages as well, but with Italian people they find it difficult to speak in English, since Italians do not really know the language, or it seems as if they don't want to use it. Anyway, all the responders are attending courses to learn Italian, and they can try to speak it.

POLAND

Ukrainian, Belarusian or Russian citizens communicate in Poland in Polish, Russian, Ukrainian or English. They claim that similarity of Slavic languages helped them very much to improve their Polish and at the beginning they experienced that although many Poles do not speak Russian, they can understand it more than less, what was crucial at the beginnings. Other, English speaking responders highlighted that Polish is not so required to communicate in Poland. Many people in Poland speak fluently in English so they do not have much problems with communication at work, on the street or at daily routine. Also, in many offices, banks, shops or restaurants you can easily get information in English. Therefore, they started to learn Polish only for pleasure and to improve their abilities to communicate in hosting country.

ROMANIA

On one hand, the students communicate in English, because they have also the courses in English, and as if they do not want to stay in Romania they did not make any effort to learn the language, only some basic words. On the other hand, those who are in Romania from more years they did not realise when they learn the Romanian language. And for the volunteers is easy because they benefit from Romanian lessons from NGOs.



SPAIN

Adults they all communicate by themselves in Spanish. For Latin Americans, it is their mother tongue, and Romanians often learn to speak Spanish with ease. All young migrants of them communicate by themselves in Spanish, with Spaniards and with migrants from different nationalities of their own. They also speak comfortably in Spanish with their relatives if they are in public. Fun facts:

- Some specify that if you talk to a compatriot who also knows Spanish, they mix the two languages.
- One of them also speaks in Spanish with her mother instead of using her native language.
- In the case of the Chinese girl, it is she who serves as interpreter to her parents. It has been that way since she was relatively small (even for school or medical issues), since her parents have never acquired sufficient communicative fluency in Spanish.

TURKEY

Many of the participants had problems speaking Turkish. The public education centers and provincial offices cooperate with the immigration office to provide language training and enroll the refugees so that they can learn and communicate with the community. Interestingly children are eager and faster in learning, which makes parents take advantage of this through communicating their children. Most refugees are here for more than 2 years and they can communicate to facilitate their needs. The new generation is compensating the gap by attending the schools specially prepared for them by the ministry of education.

“I depend on myself to meet my family need and refer to Iraqi translators when doing things that need explanation and talk with people, although I have enrolled in a course to learn Turkish in the Turkish cultural center in Iraq for a short period, but still my level is basic because I had to leave Iraq and travel because I had been threatened due to my Palestinian nationality, the matter that affected my children as they hold Iraqi nationality.”

UNITED KINGDOM

Many of the participants had problems speaking English. The refugees that had children in the UK, said that they communicate through their children. Even after enrolling on English courses through organizations that helped them, they still speak very basic English, not enough to land better work or to generally aid everyday communication. This also takes away a lot of their confidence as some refugees who do work have found jobs with employers who speak their own language. This helps these refugees earn but it is a drawback in their integration in the community at a wider scale.

4.1.3. Question #3 – difficulties / challenges / problems

Have there been difficulties/challenges or problems? If yes, can you tell us what these problems were and if you could solve them and how? Did you have problems finding a job?



GREECE

The difficulties/challenges/problems have already been described in question #1. Overall, the asylum seekers have problems with asylum, documents, accommodation, money, job, access to free health care, language. The refugee centre provides a lawyer that consults/helps them. UNHCR provides medicine to homeless refugees at night; a car drops off the medicines. The people who were interviewed and have asylum live in an isolated area, far away from Thessaloniki. They feel like prisoners because they have nothing to do there, they cannot communicate with the local people therefore cannot integrate in the Greek society. They don't have money to travel to Thessaloniki to look for a job. They are also afraid of what is going to happen once the program of UNHCR finishes.

ITALY

All the respondents find the workers of the CAS shelters really helpful with the daily issues, like health, helping with documents "here in the shelter, the workers are like our parents, when we came here, we don't know other people, only them". They affirmed that they didn't face any obstacle in solving medical issues, but they consider the evaluation of their asylum request a big concern. Outside the "safe" center environment, they often feel alone and isolated, as they have no family, no friends or contacts in the outside, they are on their own, with the exception of one of the young men interviewed, who had been living with a local family for three months.

POLAND

All responders discovered that finding job in Poland is very easy and they did not experience any problems with it. One of the participant even noted that "if you are not able to find work in Poland, the work will for sure find you", because Poland is very open for hiring foreigner employees. In Poland there are many work agencies and headhunters who are looking for employees so some of the participants of the interview found new job without searching it. Also many came to Poland only because they were hired in Polish company before they even arrived or someone of their friends, who have been already in Poland, gave them recommendation for the position. The only requirement to find work in Poland, in their opinion, is that you need to know at least English. Many international companies are operating in Poland and they require from candidates to have communicative English language. Other skills can be developed by trainings during the work.

ROMANIA

For those who tried to open a business they faced a lot of problems, because you cannot find a help in Romania, you are forced to handle it by yourself, to discover what you need and where you have to go when to solve some problems. And the main problem is that there is the control guard who comes very often to control your activity



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and gives you fine for no reason, in specially if the owner is a foreigner person. Another story someone told us, is related to bureaucracy, they were from different countries and decided to get married, and they went a three or four times to Bucharest, and every time every other person gives them other instructions, and they spent a lot of money for a simple problem which could have been solved very easily if the employees knew from the beginning what documents they need.

SPAIN

The most prominent problems for adults are housing (getting where to live and the price in relation to their salaries), the difficulties to regularize their residence documents and work. On this aspect, they talk about the problems to get work permits, the shortage of job offers, temporary work and salaries, barely enough to cover expenses. One person comments that he had to face prejudices and generalizations about his nationality and another, the difficulty to learn the language.

Teens: Two people leave these questions unanswered. Another explains that she does not remember having problems. The others mention as main difficulty to overcome, the language and the academic contents different from those that they had received in their countries of origin. They recognize having solved these problems thanks to their personal tenacity and to the adaptive measures of the school (support in specific classrooms, small groups, attention of teachers and help from classmates). In one case, the behavior of some Spanish children towards newcomers from other countries is cited as a problem. He explains that the problems were due to having a less disciplined culture and education than that of his country of origin (Ukraine). In this case, their personal strength and family support were the means to solve this situation. As for the problems of their parents to find work, except in one case, the others are not clearly aware that they have had them. Two of them say that their relatives found work quickly, in a few months. In one of the cases, he understands that the main impediment was to have experience but not accredited titles that accredited him. In another case, it is explained that his parents quickly found work through contacts with compatriots, but in very precarious working and salary conditions, and the situation did not improve until they set up their own business (only then could family reunification take place). Only one girl explains that her mother took several years to find work, which made them financially dependent on her boyfriend, something that seriously affected her mother-daughter relationship.

TURKEY

Officially the refugees are not permitted to work as they are not considered as a citizen. Many of the participants said they found it hard to get a job even if they had necessary qualifications, and having a language barrier. It is harder for them to get a job due to being refugees considered as stateless. Most refugees work in unregistered daily jobs to support their family when the aid is not enough. Luckily the life standard is not high in Turkey and families can live on the money they get from the public offices and UNCHR.

- “Sometimes the public can distinguish between attitudes of refugees. There are even Turkish origin refugees from Ozbekistan and sometimes they are luckier as they know the language.”
- “My wife, the merchant, constantly travels to Iraq for this reason. We want to get a tourist residence here but we do not have such a possibility. If only I could.”
- “We were thinking of going to America but our application has been refused. Our plan was all about it, but



now the only country that accept us is TR.”

- “The biggest challenge is financial problems. Women do not work for our culture, and because I do not have a father, I look after my entire family. He also has a stomachache, he cannot work at all.”
- “We have difficulty finding a job, not enough help, and of course there is a language problem.”
- “The most important issue is the language and travel permits, which make us feel as if we are restricted, Hence it should be a difference between graduates and non-graduates who can make a difference for the economy.”

UNITED KINGDOM

Many of the participants said they found it hard to get a job due to having no qualifications, and having a language barrier. In addition they felt that it was harder for them to get a job due to them being refugees, they felt they were getting discriminated against on a human rights level. The majority of the participants had no education; however four did complete only school-level education in their native countries.

Having to wait to get their paperwork completed or their status as refugee confirmed is also a time taking process during which they have limited funds and shared housing. As one refugee stated, he lives in a very ‘bad’ shelter home and he wants desperately to have his own house. With the language barrier, lack of professional qualifications (almost all refugees interviewed had either primary schooling or none back home), no family support as they are unmarried and cannot bring wives from back home until they have their own place to live, and a continuous wait to get their status confirmed, all this formulates a very difficult daily life, full of stress and a fear of the unknown.

Most of them stated that they would need to learn more English, which was apparent during the interviews, and some said they needed to train for work while others were happy to find small jobs in shops. They do get help by the local councils and charity organisations but this help is not enough. But they were all very patient and appreciative of all the help they receive.

4.1.4. Question #4 -expectations

What are your expectations from the society and the NGOs, government, people?

GREECE

General expectations are to live a decent life, including a job, accommodation and access to health care. Asylum seekers get a lot of help (food, legal advice, language lessons and clothes) from the organisations. Refugees need the government to listen to their problems, which is directly related to job finding and income. They also want them to be allowed to go to other European countries such as Sweden where their families. They all want to feel safe and that they have a future.



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ITALY

All the respondents confirmed that, besides physical safety, which is a basic need that they are provided by the EU ad for which they are grateful, there are some other essential necessities. Between the most important things mentioned there was not feeling rejected by the society, but managing to find love, sincere care and interest in refugee problems, understanding of the reasons, why people come to Europe (running away from danger vs economic wellbeing). “The help is not money, it’s not that. We need to connect to make better our future”. They wish that NGOs and the EU may intervene on their needs.

POLAND

All participants strongly highlighted that work of the immigration office must be improved. Firstly, they are complaining that staff in immigration office do not speak in foreigner languages and if you do not speak Polish fluently you need to hire a special assistance or a lawyer what is very expensive. Secondly, they have a lot of problems with submitting documents (they need to wait many hours in the office) or they do not understand procedure. But the biggest problem is with the duration of legalization of the stay. Foreigners who wish to receive permit for stay in Poland need to wait few month or even a year. During this time, they are not able to cross Polish borders, so they feel like prisoners in this country. Without legal documents they cannot also apply for work or get promotion. They suggested that very helpful would be support centers for foreigners which could help them with search for job, translate documents, open the bank account or to resolve legal or medical issues. Although in Poland there are some NGO's supporting foreigners, nobody from the participants have never heard about any of them. They also claim that current government is too conservative and, in their opinion, it supports racism and xenophobia among Polish society. They advised to open more a widely dialog on the place of the foreigners in Polish community, especially as they put income into the Polish budget.

ROMANIA

The main answer is “respect”. All they want is to be treated as a romanian person, and to not judge them all the same, because if he is a mussulman person that not means he is a killer, a terrorist. And another problem the business mans do not understand is why the Romanian state don’t want them to have a business in here. For example they opened a restaurant, they pay taxes, they offered a job to people, so there must be a help from the government not controls to punish you.

SPAIN

For the most part, adults focus their responses on the government, from which they expect honesty and effectiveness to improve the quality of life. A person expresses concern about the laws and aid relating to single-parent families. Another is concerned about legislation and aid related to foreigners. All the questionnaires were made before the change of government in Spain, we do not know if these answers would be different in the current situation. Only one respondent talks about NGOs, which he says play an important role in helping people, without specifying anything else.



One person in teen group did not answer this question. Of the others, those who most develop their responses, show little hope in the rulers or in society, especially in relation to their neighborhood (a very depressed area south of Madrid). They consider that an important part of society discriminates against foreigners and that aid is only received from their compatriots and friends. Two of them are more optimistic: one appreciates that Spanish society has improved in terms of the reception of immigrants, and another trusts that society will increasingly have a more open and more respectful mind. There is a certain contradiction between their responses related to their reception and personal integration, which is generally valued positively.

TURKEY

The refugees stated that the community to be welcoming and helpful. The number of the refugees in the province are too high and it is normal that the government cannot handle all the facilitation for them. Still people are happy to be supported by the authorities and NGOs. The educational facilities are run by the public and they are pretty sufficient for the refugees. As for the NGOs the country is not really based on facilitation of the civil society. The refugees are trying their best to form groups and help each other through sharing their information and food they have together with the houses in case they are needed. They are happy with the attitude of the society and that is what makes them eager to stay longer in Turkey.

UNITED KINGDOM

The refugees stated that they expected a lawyer to help their case. In addition they said that some of the charities were very helpful. They also mentioned the community to be welcoming and helpful.

4.1.5. Question #5 - integration

What activities would help you integrate into the host community?

GREECE

A lot of proposals came up during our interviews, mostly included to get familiar with the language; that involves more Greek lessons and interaction with the local community so that they can practice the language. Also, some referred to English lessons. The major issue again though is to find a job; this is the key to integrate and live a normal life. Also, further education and training could help them. For the asylum seekers it is really important to get the asylum so that they will get legal documents and look for a job. An asylum seeker who is sitting on a wheelchair claimed that a cure would help him integrate. Also, another person thinks that social activities which involve sports, chess and photography would be a great opportunity for integration in the host community.

ITALY

The respondents underline the role of culture and sports in integration: what one of them said, is that “Europeans don’t know our culture, but also we don’t know your culture”, so he suggests that reciprocal learning might get the people closer and increase mutual understanding. One of the respondents expressed the need of intercultural



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learning at schools: “There should be massive advocate, everywhere, they should teach children, at schools. In fact, it should be a topic, a subject at school”. Another then said that organizing sports activities involving refugees and the host community might help them feeling more accepted, but the rapprochement should not stop once the activity ends, it must continue in the outside; furthermore, the activities should be held more than once, so there would be a possibility to build relations and understanding between different cultures. Finally, they think that there should be more awareness and sensitization on what racism is and how it takes place.

POLAND

The most important factor which helps participants in integration with Polish society are activities and events organized in workplace or in educational institutions. Many respondents took part in orientation days at schools or special dinners / barbeques at their work, where they had possibility to make new friends and it also helped Polish people to know better foreigners from their neighborhood.

Also, very important are Polish language classes where immigrants can learn not only the language but also be familiarized with Polish culture. Many participants mentioned that the knowledge of music, films, politics of the hosting country is extremely helpful to make a good contact with local community and it creates plane of understanding. They wish also to have more possibilities to participate in English language events. One participant has referred about the city tour with Poles which was organized by employer in English language. It helped her not only to get orientation in the city but also learn directly from Polish people their customs. The other one admitted that he appreciates the film events very much for foreigners organized in local cinemas for free. But all of them have a deep need to have more opportunities to participate in activities with use of basic Polish and English language.

ROMANIA

To integrate better in the host community as an answer we received from the students was that they need only to be respected, because sometimes in the university the staff treat them bad and when they ask for some help, everytime they need to wait a lot. The volunteers said that to integrate better there should be more intercultural evenings, cultural events, maybe activities like sport and art.

SPAIN

Two adults responded that they are already fully integrated. None of the participants express needs specific activities to integrate, some feel integrated and others refer to the personal qualities of each as the best way to integrate in any society (be a good citizen, be sociable and collaborate in the neighborhood). In general, teens appreciate that they do not need specific activities to integrate, although they talk about experiences that have helped them or could help other people, such as joint activities between Spaniards and immigrants. For them, schooling in a school with Spaniards and people of different nationalities, has been the main means of integration. In their host schools (in three cases different from the current one), they found structural support (classrooms with specific hours for language learning and academic compensation) and staff in the teachers and most of the classmates. They also value that the academic, cultural and values training received in the schools has allowed them to integrate themselves in the city and in the new schools. One of them mentions work as an effective and



necessary means to integrate.

TURKEY

The refugees are happy as they do not feel discriminated or isolated in the society thanks to the similar backgrounds they have. The biggest issue for them is to be considered as an officially permitted worker and have the chance to support their families. In order to integrate into the community, the most of the refugees stated that they would like to go on an language course (including those who already had attended the course but it wasn't enough learning); this would therefore allow them to hold conversations with their neighbors, and allow them to go onto job interviews. The Iraqi refugees have professions they want to improve and use in Turkey so that they can earn money and contribute to the economy.

“I have had a huge experience regards civil engineering, sport, and even trade, that I can guide plumbers, workers, smith and many others and even train them to gain skills. But I like to enroll in a training course to learn (AutoCAD) for designing on computer because I am an old graduate and that time civil drawing and designs were manually and I did not use this application.”

UNITED KINGDOM

In order to integrate into the community, the most of the refugees stated that they would like to go on an English Language course (including those who already had attended the course but it wasn't enough learning); this would therefore allow them to hold conversations with their neighbors, and allow them to go onto job interviews. In addition to this, many of the participants expressed their desire to go on training courses, in order to gain experience and therefore be able to apply for jobs. Once they are somewhat settled, they expressed their desire to get married and have families, and that would be a very natural way of integrating in the community.

4.1.6. Question #6 - wellbeing

What are the most important issues for your wellbeing in hosting country.

GREECE

Once again, the issue of unemployment is the major problem both for the asylum seekers and the refugees. Everybody needs money to live a decent life. Asylum seekers need documents in order to feel secure. Refugees need to make networks (get to know people), learn the language, have access to health care, feel safe and of course find a job. Two of the refugees who live in the houses of Nea Apollonia feel very lonely and desperate because they are isolated from the Greek society.



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ITALY

The respondents stress out again that, although their wellbeing is primarily ensured by the fact that they can live safely, they need communication and contacts with the rest of the community, not only for their personal comfort, but also to get a job, which they consider to be an issue of the utmost importance.

POLAND

In opinion of the responders, for foreigner the most important issue for to wellbeing in Poland is to understand and respect the traditions and customs of the local society. It builds common understanding and helps to avoid intercultural issues. They also notice that if you are alone in the new country you it is highly important to find a group to which you can belong: colleagues from work, student organization or club of interest. In the third position they mentioned financial independence and employment, especially having a job according your qualifications. Almost all of the participants decline that knowledge of Polish is crucial to have a good quality of life in Poland. Of course, it is helpful but not essential.

ROMANIA

Some of them did not answer to this, but in general the most major issues is linked to the labor market because they are very bad paid. And also, regarding the business, those who want to enter this area faced a lot of problems and are not helped, so most of them tried to go in another country, as the Romanians do. So, there are a lot of situations that also the Romanian people are facing the same problems.

SPAIN

The main concerns are related to the economy, housing and work, especially due to the insecurity and instability of their work situation (fear of losing their job). One person comments that he is worried about the lack of family support, since he does not have an extended family (parents, brothers, uncles...). Teens for the most part, they say they do not have big concerns related to their own well-being. Some shows concern for their relatives: small brothers and fathers, in relation to how they are treated by some people or health problems developed since their arrival in Spain because of the jobs they perform.

TURKEY

Turkish is a very difficult language to learn. Grammatically it is totally different from Arabic or Persian. Most refugees regard not being able to speak Turkish as the most important need for them. The psychological situation of the refugees are well as they are treated as an isolated individual. Culturally they feel comfortable to be a part of the community and that has already been realized by them. Without language and validated



diplomas and training they are not confident in looking for work. Without work and money they cannot live on. The majority of the refugees we interviewed have entered an age bracket where normally they would have children who are teenagers, so for them life is delayed in every aspect and is a cause of great concern.

UNITED KINGDOM

Most refugees regard not being able to speak fluent English as the most important need for them, as many are struggling even after attending English lessons for months. They expressed that as their most important issue for settling in the UK. A few of the refugees also highlighted that they have a few health issues, and worry that due to these problems they are not able to find work. For instance, one refugee's story was very distressing, he explained that he had been sent to prison back home, and there he had been assaulted and had broken his skull, left arm, nose and leg. He expressed his inability to work as a result, and felt that things were moving very slow for him here, as he has to get regular medical benefit for himself. All their problems do seem to come hand in hand, though. Without good English and training they are not confident in looking for work. Without work and money they cannot have a home, without which they cannot think about settling down in marriage. The majority of the refugees we interviewed have entered an age bracket where normally they would have children who are teenagers, so for them life is delayed in every aspect and is a cause of great concern. They would like processes to speed up so that they can have normal lives.

4.1.7. Question #7 - work

What problems have you encountered when looking for work?

GREECE

Asylum seekers need proper documentation in order to find a job. Refugees – even though they have legal documents – also cannot find a job; these people realise that Greece has a huge unemployment rate; therefore it is quite unlikely to find a job, ever. In addition, Greek language is a problem for all of them. Finally, a person mentioned that even though he has no job, he has not faced racism from employers or other Greek people. He mentioned that because he had faced racism in Turkey.

ITALY

On the work issue, one of them affirms that “Some of the Italians don't want to accept black people as workers, we cannot remain in the shelter forever”. Being accepted in the community is then essential. What they also underline is the importance of volunteering, which can bring them to job opportunities in the future. The respondents affirm that the difficulties they face are related to the lack of skills and knowledge about the process of job searching.



POLAND

Although that many respondents claim that you can find works in Poland in 2-3 weeks, they also mentioned some problems which can be encountered when you are looking for work. Firstly, they complain that many descriptions of the work do not match to the real duties which you have on the position. Also, they have noticed the policy of hiring foreigners in Poland is very complicated and even if company wants to hire non-Polish citizen, it can have some issues. Therefore, to avoid complications foreigners prefer to apply for job in big companies which have special HR department who supports foreigners with getting work permit.

ROMANIA

Regarding this subject we do not have an answer because none of them tried to search a job, all they want is to finish the study and then they can think about working. Another response was that they don't want to work because in Romania the salaries are very low.

SPAIN

Three people commented that they had no problem getting a job (one of them even says it was easy). One person says that their main problem was training, but it does not specify if the difficulty of the received or the lack of it. Two Romanian persons state that their nationality was a problem when looking for work, without specifying if it was due to prejudice, communication difficulties due to language differences or other reasons. Also mentioned as problems in the search for temporary employment, the shortage of offers and the requirements (does not specify if in terms of skills or qualifications) that are required even for unskilled jobs of minimum salary.

Regarding the problems of their parents to find work, except in one case, the others are not clearly aware that they have had them. Two of them say that their relatives found work quickly, in a few months. In one of the cases, he understands that the main impediment was to have experience but not accredited titles that accredited him. In another case, it is explained that his parents quickly found work through contacts with compatriots, but in very precarious working and salary conditions, the situation did not improve until they set up their own business (only then could family reunification take place). Only one girl explains that her mother took several years to find work, which made them financially dependent on her boyfriend, something that seriously affected her mother-daughter relationship. In general, they do not specify the reasons why their parents might have trouble finding a job.

TURKEY

“The main problems that kept arising were; language issues, lack of qualifications, and experience. Furthermore, lack of IT skills made it hard for the participants to look online and fill in job application forms. The biggest problem is I'm not a stranger. So I am employed by employers with less salary or in uninsured jobs as we are not Turks. I think that this problem can be solved more if the government increases the supervision of the employers.”



UNITED KINGDOM

The main problems that kept arising were; language issues, lack of qualifications, and experience. Furthermore, lack of IT skills made it hard for the participants to look online and fill in job application forms.

4.1.8. Question #8 - qualifications

Does your current job not match your skills and training?

GREECE

Nobody out of the 10 people who were interviewed has a job in Greece—even though all of them were employed back in their home countries.

ITALY

Among the respondents, some participants were still in school, some others were looking for education and one of them was working as a cultural mediator in the shelter.

POLAND

Most of the respondents have a feeling that current work does not match to their skills and training. Some accepted a job with lower position than the one they had before in their country or in the current company they can use only half of their possibilities.

ROMANIA

On this field I can say about the business men, they reveal us that are doing what they like and desired, and even they are facing some problems, they want to stay in Romania and they hope to continue this for a long period of time.

SPAIN

This is one of the least elaborate answers: two participants did not answer it and the rest answered a simple no, with that one word (keep in mind that the formulation in the questionnaire is in affirmative "Does your current job, if working, match your skills and training from your home country? "). They do not specify what their previous training or experience was, their own abilities that are not related to their current job, if this is a disappointment or frustration, or, on the contrary, it is a challenge or a stimulus for them.

Teens we ask about their relatives, especially about their parents. In most cases, the training or work experience acquired in the countries of origin, are not related to the work performed by their parents in Spain. On some occasions,



they work in services (cleaning) or construction, having completed higher education and having worked in specialized jobs for a long time before emigrating (education, company, administration...).

TURKEY

The answer is not so different from the other countries running the surveys:

- “My wife, the merchant, constantly travels to Iraq for this reason. We want to get a tourist residence here but we do not have such a possibility. If only I could.”
- “We were there and we built a business. We already opened a shop here, selling spices.”
- “I’m already in my own country. I myself contractors. I had a construction company and 50 workers. I would like to be able to do this here too.”

As seen in the replies there is a variety in job possibilities of the refugees some try to go on in their own way and serve the public. Some others try to gain supplements of the diplomas so that they can proceed in their own professions. All of them now find their own ways to handle the issue as they have been here for more than 2 years. Unfortunately that period is not enough to be considered as a Turkish citizen and they still need to do their best through using the possible aids from the government and the NGOs.

UNITED KINGDOM

Many of the refugees who are employed have gained skills and confidence from their job. For example one refugee worked as an Afghan barber without completing any training courses in barbering. Another one said he worked at a shop which was an Arab’s shop and he felt comfortable there as there was no language barrier with his employer. So the short answer is, no, none of the interviewees have the qualifications or training they need, but they lack the confidence to start thinking about training as they have other more stressful day to day issues. Because they do not come from educated backgrounds, their concepts for training are not very clear.

4.1.9. Question #9 - further training

Do you think in order to keep your job or find one, you need further training?

GREECE

Everyone agreed that in order to find a job they need further training. This involves training in the Greek language, or finish school. Also, people who were trained in their home countries (eg seamstress or electrician) believe that if they were to find a job in a different field in Greece they would need further training. What was really a surprise is the note that the asylum seeker from Algeria made; she wants to get more training in sewing in “Solidarity Now” but she cannot manage to do so because the organization does not provide training to those who don’t have legal documents; i.e. to asylum seekers.



ITALY

Another very important issue mentioned was the need of support and lack of training on finding a job, a skill gap, e.g. writing a CV: “said I need to write a curriculum (CV) and you should apply. I don’t know how to do it – I need someone to help, or advise me how to do it. Maybe NGOs could help, have a training, that would be helpful”.

POLAND

All participants feel that to find better job they need to take or additional trainings or improve the Polish language skills. At the same time, they claim that many companies provide special trainings to adapt candidate for a position. Some of the participants wish to get degree in Poland. It is possible for them because many companies adjust working hours to the university schedule.

ROMANIA

As an answer from the students, for when they will search a job, in specially in medicine, they admitted they need further training and specialization. The volunteers who want to establish here, in Arad or Romania, said they need to learn more the language even if temporary they have linguistic support in Romanian language and to find jobs where they have an advantage of Kurdish, Turkish, French, Spanish or Portuguese languages spoken. But also they need to learn how to apply, to learn about conditions, labour contracts benefits for their stay and calcues for sustainability and living standards, about residence permits and legal stay for a long term period.

SPAIN

Five participants affirm that the training is necessary to improve in any profession or trade. As for the type of training they think would be useful, they only refer to what is related to their current position. It seems significant that none show more aspirations, think about the present moment and the job they are doing today, which may be a consequence of the temporary nature and insecurity of their contracts and of living up to date due to their precarious salaries. One participant answers no, without giving further explanations, and the rest does not respond.

In addition, we ask teens about your future expectations, and if you would like to receive professional training (plumbing, masonry, hairdressing ...). Everyone values the importance of training and practice as the basis of any job. In some cases, they complain that the training and work experience of their parents has not helped them to find a better job in Spain, where, of necessity, they have to work in jobs not related to their studies or previous professions. Except for one of them, none is interested in vocational training. Their expectations are to continue their academic studies until university and to develop professional careers from there (coach, awyer, flight attendant or psychologist).



TURKEY

The refugees that are employed stated their desire to want to go onto a training course that is related to their current job, for example one refugee works in the construction industry doing building work. He stated that he would like to enroll on a carpenter work course, in order to gain the skills and necessary qualifications. But as stated before, most are not sure whether or what they need to train for, or said that they did not need training. It seems to be so because they do not have complete knowledge of what they can be capable of achieving. They have very limited goals and concepts.

“From now on I would have had to make a distinction between Turkish originated refugees and Arab origins. And since we are foreigners, most of the people are refraining from giving their homes to the rent. Apart from that, I would like to be able to send my children to the school near our house. We have 6 children, 3 go to school, there is a school set up to send our children away but far from home. That makes it difficult.”

UNITED KINGDOM

The refugees that are employed stated their desire to want to go onto a training course that is related to their current job, for example one refugee works in the construction industry doing building work. He stated that he would like to enroll on a carpenter work course, in order to gain the skills and necessary qualifications. But as stated before, most are not sure whether or what they need to train for, or said that they did not need training. It seems to be so because they do not have complete knowledge of what they can be capable of achieving. They have very limited goals and concepts.

4.1.10 Question #10 -language

Did you have a problem learning the language?

GREECE

The Greek language lessons do not involve the presence of a translator; the teacher is the only educator. The absence of a translator came up as a problem in language learning process, especially by those who are uneducated. Apart from one asylum seeker everyone else responded that it is difficult to learn the language and it was even harder at the beginning. What was also mentioned is that even though people attend Greek language they cannot practise it because they don't have contact with the local people.

ITALY

The biggest barrier of learning the Italian language is the lack of possibility to practice outside the classroom. It is related to the unwillingness of local people to communicate with refugees in everyday life situation, e.g. on the street, in the bus etc. Some of the respondents were willing to invest a lot of time in education, to change the attitudes in the society about black people, showing them the human potential: “I don't have



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enough access to learning, I would be happy to get more, I want to go to school. The EU, and NGOs help us, but I want to show them, that we Africans can do more, we can show some culture, we can do more, I want to show the good culture.”

POLAND

Migrants who took part in the interview did not have a lot of problems with learning Polish language. Of course, it is still very difficult to them, but they know that is only matter of time. Also, it was ease for them to find Polish classes at work, at the university or at local language schools.

ROMANIA

Regarding this, yes, most of them had a problem learning the language, also because they want to come back to their countries and as they do not want to stay in Romania they did not make any effort to learn the language only basic words. . But the others learn it very fast.

SPAIN

The majority are native Spanish speakers (Peruvians, Ecuadorians and Venezuelans); As for those who had to learn Spanish (Romanian), only one person said that they had difficulties in learning the language. In this case, he says that the two reasons why it has not been easy for him to learn Spanish are work (we suppose it means that having to work has prevented him from studying Spanish) and living with compatriots. We consider that these answers refer to the oral use of the language, because, as we perceive when reading your questionnaires, they all show certain deficiencies in reading comprehension and written expression.

Three of them have not had problems in this sense, two because they are of Spanish-speaking origin and one because they were born here and have always been trained in a bilingual environment (Spanish and Polish). The three who had to learn Spanish at ages over 8 years, experienced this as a problem in their first moments in Spain, since not knowing the language made it difficult for them to interact with other children. One of them, despite recognizing that orally is already communicated in an adequate manner in Spanish, thinks that his linguistic deficiencies (especially in vocabulary, pronunciation, written expression and reading comprehension), may limit him at the time of his insertion in the world of work .

TURKEY

This is the most major concern of the refugees that they expressed over and over during the interview. Almost all of the participants stated they had major problems learning the English language, even though many of them went onto a course to learn the language. In contrast, some of the participants had not yet been on an English Language course at all, and still are struggling to speak and understand the language.



- “It would have been nice if my son's work was supported by the governor or the local council. This is because they also need to teach Turkish to the refugees, which makes it very easy for them to get together and that is what we were doing for free. I wish we had some financial support for this.”
- “The courses were not sufficient in number and level, and did not meet the requirements to be more geared towards children start primary school. The biggest problem apart from the language itself was great. I can see that people here are so cooperative and never hate strangers, and being not fluent in Turkish language”

UNITED KINGDOM

This is the most major concern of the refugees that they expressed over and over during the interview. Almost all of the participants stated they had major problems learning the English language, even though many of them went onto a course to learn the language. In contrast, some of the participants had not yet been on an English Language course at all, and still are struggling to speak and understand the language.

4.1.11. Question #11 – language 2

What were the major problems learning the language?

GREECE

The major problems learning the language were described in the previous question. To summarize (a) the absence of a translator is a big issue, (b) the lessons are done a few hours per week which are not enough to learn, (c) absence of communication with local people; hence absence of practice of the language. What also came up as a problem is that the Greek classes overlap with appointments for food/have a shower/wash clothes. If one misses the appointment, it takes a while until they get a new one, so they have to prioritize; food/shower/cloth washing or Greek classes? This of course is a problem for homeless asylum seekers.

ITALY

As described in the previous question, to learn Italian in the local community, according to one respondent, is that “we only learn at school, because we don’t have communication, we only learn the book.” What he underlines is that other foreign communities as well experience this kind of isolation, and as a result they cannot speak Italian although they have been to Italy since a long time.

POLAND

For many foreigners the most difficult is to learn pronunciation and grammar. Polish language is one of the hardest languages to learn. They have a lot of problems with writing, especially Russians or Ukrainians because the Latin alphabet which is new for them. But all have very strong will to learn Polish.



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ROMANIA

The most major issue was faced by Arabic persons who found the Roumanian language very hard, that it has a different alphabet, and also because they write from the right to the left. But those who gave their best they succeed learning it very fast. Excepting the volunteers, who have this service from NGOs, the others do not have access to any service to learn the romaian language, there is no language course in this part of the country, even not one with a fee.

SPAIN

The main two reasons why it has not been easy for them to learn Spanish are work (we suppose that means that having to work has prevented him from studying Spanish) and living with compatriots that not speak Spanish. Among teens the main problems when learning Spanish, grammar and pronunciation issues stand out. In general, it was easier for them to start communicating orally than in writing, something in which some people still do not feel safe.

TURKEY

The language is a big issue as the structure is totally different from the Arabic. There are Turkmen, Uzbeks who are more advantageous and Afghans and Iraqis together with Syrians trying to learn Turkish. Only 24% of Syrian children outside the camps have access to education. Less than 60% of the 900,000 school-age Syrian children are enrolled at educational institutions, and only 18% attend regular schools. 432 temporary education centres are available for Syrian children. As of March 2017 459,521 Syrians have received educational services, and Turkish authorities are preparing bilingual learning sets that include games and language learning exercises for Syrian children. Children in camps can be taught in Arabic. Out of camps, there are also some schools launched with the support of NGOs and some local governments, but they are very few. Working children cannot attend school and there are few Turkish language and vocational training courses for adult males and females. This will lead to an army of unqualified and cheap labor for the future. Legally, these children have the right to attend schools, even universities in Turkey; but due to language barriers it is impossible for them to exercise this right, apart from refugees of Turkic origin. Recently, TÖMER courses were made available to Syrian students who would attend university to learn Turkish first. Still, because of these language difficulties many Syrians are unaware of their rights and services that are available. The problem is serious since less than 10% of Syrian refugees in Turkey can understand and speak Turkish. This places them in difficult position especially in health facilities, government institutions and community life.



UNITED KINGDOM

Considering the refugees had fled from different countries, in which they were born and raised, they therefore had to learn the English Language from scratch once they arrived in the UK. Learning a brand new language is very difficult and takes up a lot of time and effort in order to attend classes and understand the teachers. It seems that because they find more comfort in being with people from their own countries who they get to meet at places like mosques and local markets, the refugees are not fully integrating into the wider community yet not realizing that this is part of the problem why they are slow at learning the language despite opportunities.

4.2. Future

4.2.1. Question #12 -plans

What are your future plans for you and your family? What kind of future you see?

GREECE

The answers to this question were diverse. From one point of view there are people who want to move further in Europe, so Greece is like a milestone to them. These people do not see a future here because of the huge unemployment rate, so they would either wait for travel documents (which is not an option from the EU at the moment), or continue smuggling into Europe. On the other hand there are people who are rather optimistic; they like the local people and the weather here, they feel safe, so they hope that they will find a job in order to continue living here. In both cases, everyone wishes to be re-united with their families who are either in Europe or back in their home countries. If this is not possible, those who have their families back home need to send money – so once again they need to find a job.

ITALY

All the respondents expressed the need to study more in order to go forward with their future plans. Another important issue is lack of support system after leaving the shelter. The respondents were anxious about their future outside the safe shelter environment: “How do we find what to eat and where to sleep. Before we leave the center, they could offer us some traineeship, during the time we are waiting, we could learn some job, look for a job and then we could go out and start our life, discover what you are good at”.

POLAND

The future of interview participants is mostly connected with Poland, which they consider as a good and peaceful place to live, where they have plenty work opportunities. Most of them want to stay permanently in this country, apply for the citizenship and bring there the rest of their family. Also, some of them stay now in love



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relationships with Poles, so adjust their plans to the partners. Only some of them mentioned that they plan to stay in Poland for next 5-6 years and then transfer to the other country.

ROMANIA

These plans depends from the person to person, some of them want to finish the studies and to come back to their country of origin, others wants to continue their specialization in medicine in another country and those who are already here for a lot of time, they enjoy Romania with good and the bad and feel Romania as their second home.

SPAIN

It is very revealing to see how none of them has serious plans for the future. Some speak of getting a better paid job that allows them to buy a home or reunite the family here, but most of them say they simply aspire to be happy, stay with their family, have health and work. Three people specify they lack future plans.

Teens: Four of them do not specify what their future plans are. Among the two that do have them, one of them wants to study psychology or law, starting their studies in Spain and going from Erasmus to any country to learn a profession as well as a new language and culture. The other (already in high school) plans to continue higher education in Spain to become a psychologist. He would like to continue living here, work in the integration of immigrants (especially Chinese), and occasionally visit his family in China (where his parents plan to return next year). In this block we find it interesting to include your reflections on the question "8) If your family had the resources, do you think you could start a business of your own? ..." Only one of them responds that they would not mount it, not even having the means to do it. Another person does not respond. The others affirm that they think that their family would mount a business to have resources for it. They show awareness and maturity by accepting that it would affect them in two ways, by having to collaborate and because a business of their own could improve the health of their parents, damaged by their current jobs. One of them explains that, in fact, his parents did (they have a food store). She explains that the fact of being an establishment open 14 hours a day uninterruptedly (from 9:00 a.m. to 11:00 p.m.) has been detrimental to her due to paternal and maternal absence during her childhood and, currently, due to the time she must devote to attending the store and that he has to subtract from his study and leisure time (which can hinder his social integration and academic progress).

TURKEY

Many of the refugees want to work or set up their own businesses (such as shops) in the TR as it is in partner countries, in order to settle here and have a stable, comfortable life. They expressed their desire to be able to speak better Turkish.

- “The war does not end in Iraq, it has been going on for years. This is now like our country. I hope we are not fired. Even if the state wants us to work here and give citizenship. To teach my children and give them a good future. We do not have any news from Syria. We cannot live there anymore, so I want to make a good life here for my children.”
- “We wanted to go to America but rejected without our application. We do not have a place to go other than



this country. That's why we want to live here and live here. I want to learn Turkish. I want to go to college by training. I want to use the skills I've got there in my life.”

- “To get a nationality because I am a Palestinian 1948, my country is gone, to prove that I am a human who have a life and a home country, Since I was born I am a refugee and unfortunately until now I did not get refugee card from UNHCR in Ankara Turkey although I have been in Turkey two years, But in Iraq I was holding refugee card and I couldn't have any privilege because I am Palestinian and a refugee.”

UNITED KINGDOM

Many of the refugees want to work or set up their own businesses (such as shops) in the UK, in order to settle here and have a stable, comfortable life. They expressed their desire to be able to speak better English. Many of them want to call their family members such as parents, siblings, wives and children over as almost all of the interviewees are living alone, and those who are single want to get married and start a family in the UK.

4.2.2. Question #13 – plans 2

What would you need to realize these plans?

GREECE

Once again, the responses were related to language learning, money and legal documentation; either for staying in Greece as a recognized refugee or to have permission to travel to Europe.

ITALY

The respondents fear their uncertain future. Thus, what they wish to do is to obtain the papers to be allowed to stay in Italy, complete their education, find a job and an accommodation that allow them to be independent.

POLAND

To carry out their plans they need to have:

- enough financial resources,
- satisfactory job
- and they wish to improve Polish language.



ROMANIA

To realize these plans they need to pass the exams, to finish the university, and if they exceed this threshold than they can think more about what they wanted to do. Maybe they find someone in here and make a family and stay in Romania. For volunteers - to gain work experience, self-confidence, improve Romanian and apply for jobs, proving that they deserve to be employed even if they are foreigners.

SPAIN

Three adults leave this question unanswered. The others (they say having or not having future plans), affirm that they would need stability and job security that would allow them higher income and institutional support.

In this aspect, they divide their needs in three areas: what they need from society or the government, what they need from their families, and what they are aware they should do their part. They are all aware that they need motivation, effort, patience and perseverance to continue and successfully complete their studies, aware that it will be a difficult path. Regarding their families, they know that they will need their support. Finally, they would like to see political improvements that increase services and scholarships. In all this, they do not feel different from other boys and girls their age.

TURKEY

1. Learn Turkish
2. Receive training in skills and professions that they would need
3. Have a confirmed residential status in TR
4. Have their own Business
5. Have work that can support them and their families

Almost all of the plans the refugees addressed were related to work, therefore they would need to find jobs, in order to find jobs they would have to attend courses to gain qualifications and experience.

“I want to live in Turkey until the end of our lives and our children read here make continuous build a life. I want to work and save money and spend it on my children's education.

“Legal support to get nationality, Home and money to start a project whether business, sport engineering to step forward to achieve my goals.

UNITED KINGDOM

1. Learn English
2. Receive training in skills and professions that they would need



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3. Have a confirmed residential status in the UK
4. Have their own accommodation
5. Have work that can support them and their families

Almost all of the plans the refugees addressed were related to work, therefore they would need to find jobs, in order to find jobs they would have to attend courses to gain qualifications and experience.



5. Conclusion

GREECE

From the discussions that we have had with the asylum seekers/refugees we came to the following conclusions:

- Greece is a milestone to most of the people who came in Greece, who had the impression that Europe will welcome them. This impression came up from the media back in their home countries.
- Even though people do not wish to stay here, they feel safe in this country and they like the local people who treat them with respect. Greece is facing one of the major migration flows of the past centuries. Nobody was prepared for this or the followings to come.
- Asylum seekers are too many and are waiting for really long periods of time to get legal documentation.
- European values and human rights are intruded due to lack of infrastructures and funding. It is unbelievable that people are homeless, without a job, without access to free health care, without a future in Europe of 2018!
- Greece cannot support the thousands of these people. The only reason why there has not been a rebellion yet is because Greeks are characterized by hospitality and solidarity. However, no one believes that there is a future for these people in Greece, since the country suffers austerity measures and the unemployment rate is huge. The real question is: What will happen once the program from UNHCR comes to an end?

ITALY

Making a final evaluation of the survey conducted on the various target groups we can say that there were not so much differences among the situations declared by them. All the participants were engaged in the focus groups and brought their own experiences. Migrants underlined the issues faced by them, such as isolation due to the lack of social contacts outside the centres, that hampers the improvements in the Italian language. Migrants said that NGOs could cover a role to have them understand the European culture and for wellbeing.

POLAND

All participants admitted that they consider Poland as a good place for a decent life. They acknowledged that Poland holds many job opportunities and offers good education. They feel in Poland very welcome and safety. Therefore, almost all of them wish to settle here and start a family. Most of the negative experiences or challenging issues have met our responders shortly after their arrival. They claim that at the beginning they were confused, lonely and deeply missed their family. Some of the at that time were cheated or even robbed. Fortunately, with time they experienced Poland positively. At work or at the university they met new friends, they started to understand Polish customs and have been learning Polish language. All migrants who were interviewed did not have any problems with finding a job. The highlighted that if you speak at least good English, you can find a work. They also have a feeling that their work is needed and have good influence of Polish economy. The feedback we received clearly states that migrants have a lot of problems with legalization of their stay in Poland, what according them is very time consuming.



POLAND	Without proper documents they are finding problems with traveling to their home country or in finding job. They also complain that in immigration office all communication must be done in Polish. It is hard to understand for them, especially that in daily routine they can get along without knowledge of Polish. In conclusion we also realized that migrants are not informed at all about any activities of NGOs. All of them admitted that they need support in integration with Polish community, to resolve legal or medical issues, but they do not have anyone to whom they can refer.
ROMANIA	In conclusion we have discovered that not all of them are satisfied about what they found here, the only thing what they said is "Romania is a beautiful country, but i do not want to remain here". The Romanian state has many flaws, does not satisfy the expectations of many people, the Romanian people are quite welcoming, but when they are facing the problems about bureaucracy, or even a short meet with an public employees, they feel like they are discriminated, without knowing that this is how the system works.
SPAIN	For migrants or refugees of South American origin, integration in Spain is much easier by eliminating one of the main barriers, the language. Therefore, we can say that there are two different groups of emigrants in Spain, those who come from Spanish-speaking countries and those who come from other countries. For this first group, their priorities are finding work and a stability that allows them to unify their families. They seem to have no problems beyond finding a job that allows them to pay a rent and legalize their situation. For the other group, the first step is to learn the language, and this is not always easy. But once they do, integration seems to be a success. Another issue is the groups of emigrants from Africa. but in this report there are no opinions on how is their situation or integration process.
TURKEY	Refugees make up a quite dynamic group; there are some returning back to Syria, there are newcomers, those leaving Turkey by crossing the sea, others changing their places within Turkey, there are also new-borns and other who died while in Turkey. According to AFAD sources there are 270,000 refugees in 25 camps located in 10 border provinces; ten times as much as this are out of camps, mainly in such border provinces as Urfa, Hatay and Gaziantep where they stay with their relatives or just anywhere, trying to survive. There is a large group settling in İstanbul. There are others concentrating in such Aegean provinces as İzmir and Çanakkale planning to cross to Greece. There are Syrians in almost all 81 provinces in the country. Now Syrians can work in Turkey legally. But still, incidences of informal employment and child labor, which are both already prevalent, are expected to rise. People staying out of camps have no regular assistance. Even when some aid comes from NGOs, international organizations and local governments it is hard to say they are distributed equally and fairly. Some refugees are employed at workplaces established by other refugees or owned by Turkish citizens. These are mostly in the sectors of textile, construction and agriculture. They work by getting 1/3 of what is normally paid in a given sector. Since their employment is in most hazardous works and without preventive measures, the incidence of work accidents and the risk of occupational diseases are high. Many workers are children, as they are preferred to adult workers. Refugees living in south- eastern provinces work as agricultural laborers in summer, getting half of the normal wage rate.



TURKEY

Turkey is an outstanding country in terms of migration movements. The list includes Jews fleeing Spain in the 15th century; then Hungarians and Poles running away from the oppression of Austria; 300,000 ethnic Turks from Bulgaria in the 80s; 1 million people during the war between Iran and Iraq; people coming in from Asian and Caucasian countries following the collapse of the Soviet Union; 500,000 Kurdish refugees in the aftermath of the Gulf War; 25,000 Bosnians coming in upon the break-up of Yugoslavia and more recently millions more from Syria... At their point of departure, social injustices, poverty, unfavourable living and working conditions, armed conflict, individual or institutional violence, lack of access to health services and diseases are important risks for migrants. Health problems existing prior to migration are related to the public health status of the country of origin. Often, these countries are characterized by the prevalence of violence, political and economic instability. The journey too often does not take place in safe conditions and specific health problems emerge. Other risks include those related to transportation, particularly risks in seas which lead to the drowning of many. Once in their destination, irregular migrants cannot benefit from existing health services either from lack of information about these services or legislation in effect or both.

UK

In conclusion, the feedback we received clearly states that the refugees wanted to stay in the UK for good and were generally settled in their communities. Their overall plans are to find a stable job, and have a family settled in the UK. The refugees acknowledged that the UK holds many job opportunities. In addition, the refugees mentioned how they felt safe in the UK, due to the protection laws. The refugees stated that the charities that have helped the participants were very useful. However, for better and quicker integration, the refugees need to be more open to education and training. Perhaps age is a hurdle since being in their middle ages (for most of the interviewees) they seem to have no strong will to gain training and are happier to find small jobs at shops in their localities. But it is disheartening to see their loneliness, and how they miss their families that they had to leave behind or who they lost in wars. The UK government, its local bodies and charity organization are already doing their best to help them, which may not seem enough, but one must remember that the number of people looking for support is very large which is why this is a time consuming exercise. However, more focus could be put on allowing asylum seekers and refugees into work earlier than it usually is, as it can be months before the refugees are allowed to earn for themselves, and what they receive in support is barely enough for one.

The issues that keep highlighting out of our findings are

1. Refugees lack good English language skills and this undermines their confidence
2. Almost all of them come with little or no formal education because of which they lack direction and are not sure what courses or trainings they could attend for finding jobs
3. They are extremely lonely, mostly lone men in their middle ages, who are waiting for a chance to have a home, work and a family
4. They are not demanding and are very appreciative of the support they receive from the local charities, mosques, and places like Job Centre Plus, but they need a lot more support.



6. Recommendations

GREECE	<p>One recommendation is to be discussed in this section and it clearly refers to EU. Whoever decides on the treatment of refugees needs to provide a sustainable future; both for the refugees and the hosting countries!</p>
ITALY	<p>Operators working with migrants stated that one of the most important problems in migrants' integration is the lack of knowledge of the Italian language. Communication with the country nationals is easily achieved through online tools. There is a need of direct experience with the local population. The connection with public and private local stakeholders is very important. Bureaucracy is a major barrier for the achievement of integration. All the participants had a great faith in the value and aims of the European Union and they considered as fundamental the opportunities given by all the community programs.</p> <p>The participants underlined that the European programs contribute a lot:</p> <ul style="list-style-type: none"> • to fight discriminations • to facilitate integration and inclusion • to give job opportunities to the target group • and are essential for the development of a Europe based on its own fundamental values.
POLAND	<p>It is also important to address that the migrants must know which NGO to their needs, so if they need urgent help they would know where to go. They need to be educated about the possibilities of getting free of charge support in Poland, as now they use only private agencies offering legal support which are very expensive.</p>
ROMANIA	<p>As a recommendation, firstly, the greatest discontent comes from the business mans, who had faced a lot of challenges, and they has no support from the Romanian state. Instead to be appreciated because they offer a job to the people, they are discouraged to do this. The Romanian legislation to open a business if you are a foreigner should be as one of a Romanian, once you live in Romania a period.</p> <p>Secondly, the main problem encountered in every public institution in Romania, when nobody knows nothing and they are not able to not guide someone to prepare the documents they need from the beginning, this being an integration issue, and they need support to find the proper place, proper documents to do, to pay, and to be very clear the system, moreover, they need linguistic support but htis is a general issue even for Romanians.</p> <p>At Service of Immigrants there are a lot of internal changes in therms of documents and is not easy at all to pay them or to realize all of them, to manage the changes occured since the moment when you started to do your plan and application folder for residence permit. It take 1 months since it is applied but they can offer support.</p> <p>Thirdly, there should be available more courses - at least beginner, medium levels of Romanian language courses, preferable for free, but even if is with a fee, there are inexistent for them, only in the past year the foundations and associations who with with refugees, provide it, but only project-based or of they are center, part of refugees asylum.</p>



The recommendations coincide with the fact that we have identified an important problem related to refugees and migrants, and this problem will not disappear. So it is up to us to take advantage of this situation and transform this problem into an opportunity, working for the integration (focused on multiculturalism) of all these people who add and enrich our society. Recent events prove that this phenomenon will become a determining factor in the model of society we aspire to be. This is undoubtedly an extraordinary opportunity to build Europe, the Europe that we all want and that we could be proud of. Based on our findings and the conclusions of this report that we pointed out in the previous sections, we try to offer praise on how to improve, improve or change the issues addressed in this focus group, such as the integration of migrants or refugees. Therefore, our recommendations include a deep reflection on the need for a different approach not limited to: behavior modifications, structural improvements, changes in workflow or a new program. Of course, all these measures are welcome, but all are useless if we do not change our mentality and open our minds to interculturality. Our recommendations are derived from our findings in this focus group, but also from the latest changes in the international political landscape and the events that are occurring in migration flows.

- There is a need to diversify employment opportunities for Syrians to find ways in which they can market their home-based products.
- Rent increases in urban centres must be controlled. In each neighbourhood a maximum rental must be set with respect to given environments and housing quality.
- Local authorities must identify unhealthy and insanitary dwellings for necessary improvements or, if not possible, provide other housing opportunities to their dwellers.
- Assuming that many refugees will not be able to return, the right to education must be guaranteed together with necessary curriculum adaptations.
- Translation services: In each hospital or polyclinic, there must be a person on duty speaking Arabic/Kurdish.
- Absence of official registration: Registration is a must to be able to benefit from all rights and services that refugees are entitled to.
- Failure in using family doctors effectively: Refugees must be informed about health services that they can benefit from.
- Family doctors' failure in registering refugees: In order to avoid any discriminatory attitude, family doctors too must be informed about services that can be delivered, rights and responsibilities.
- Not covering the cost of medicine (prior to the latest circular, the implementation of AFAD articles related to medicines provision had varied by provinces): Reimbursement of costs of medicines must be made uniformly according to the AFAD Regulation in all provinces.
- Changes in residence: For registered refugees to benefit from the AFAD Regulation there must be re-registry with the Provincial Directorate of Migration Management in a newly settled province.
- Social support: Episodes of health service delivery alone may not be sufficient. In order to avoid malnutrition related disorders like anaemia, vitamins must be included in urgent health aid deliveries particularly for women and children.

Ending of the tragedy of refugees trying to survive across borders depends, firstly upon putting an end to conflicts going on in Syria and in other parts of the region. The general tendency is to invoke curative services and medicines when there is any mention of health; but it must be borne in mind that the crucial determinants of health include sheltering conditions, nutrition, socio-economic status, physical environment and working conditions as well. Winter is coming, weather is getting cold and there are children going to bed hungry. What should we do to protect and treat these people who are trying to survive in extremely difficult circumstances? There is a single answer to this question: There must be a firm stance against systematic exploitation, deprivation from fundamental rights, hate speech and discrimination against refugees; and act as advocates for the delivery of quality health services immune from any discrimination or segregation on the basis of nationality, race, religion or class. Negotiations between the European Union and Turkey suggest that a large part of refugees presently in Turkey will remain here for a long period. The recent legislation entitling work permit to refugees in Turkey is a reflection of this prospect in labour markets. While being a positive step forward, it should be carried further including citizenship and right to benefit from all available services. Initiative should also be taken to solve the language problem faced by refugees. While setting up the infrastructure for Syrians to learn Turkish, there should also be brochures in their language providing information about the ways of accessing and benefiting from available services including health in the first place as well as their rights. The process may require the employment of translators in public institutions. Refugee children should continue their education in Arabic while also taking courses to learn Turkish. Those in need should be provided support in terms of food and shelter. Also, there may be long-term loans with easy repayment conditions for Syrians to have their own homes. Refugees with education and occupation may be enabled to continue their professions in Turkey after equivalency comparisons. Vocational training courses may be launched for unskilled refugees. Presently existing problems such as child labour, informal employment and wage rate below minimum should be eliminated by strict supervision.

From the findings in the focus group, in order to improve their lives the refugees must make a stronger attempt to learn the English language; this will therefore allow them to integrate into society. They need to be guided into appropriate training and professional courses so that they can enable themselves to earn a living. They also need to have their own families around them, as most of the men were unmarried and unsettled despite being in their 40s, yet they cannot achieve their family lives until they are fully supported into employment and the resultant affordability to have a spouse and children. So their lives need to be built in the community. It is important to note that due to language barrier as well as lack of integration, they only know that they will have to find spouses from back home such as Syria or Iraq, and they cannot marry and bring a spouse without the proper paperwork, before which they have to get their own individual status confirmed in the UK. So it is a very depressing situation for them where lack of homes, money, jobs, language as well as family takes its toll and causes medical issues as well. It is also important to address that the refugees must know which charities cater to their needs, so if they are in need of urgent help they would know where to go.

7. Appendices

7.1. Focus Group Questionnaire

Focus Group Questionnaire

Dear Participant,

Thank you very much for agreeing to talk with us. We are conducting this interview within the Erasmus+ project called STRATE.GEES funded by European Union with partners from various countries. With this project we aim to raise awareness about your conditions, experiences and expectations in the host country and Europe. Your answers will be anonymous and will only be used for the project.

Interviewer:

Date:

Time:

Background questions

1. How old are you?

2. What is your country of origin?

3. How long have you lived in this country?

4. Are you alone here or are you together with your family (if with family how many people and who are they).



5. How did you reach host country?

6. What is your current status now?

7. In what sector do you work?

Experiences and Integration into the host country

1. Could you tell us about your experiences you have had up to now since the day you arrived in the host country, please tell both positive and negative experiences.

2. How do you communicate in the host country?

3. Have there been difficulties/challenges or problems in the host country? If yes, can you tell us what these problems were and if you could solve them and how?



4. Did you have problems finding a job in the host country?

5. What are your expectations from the host country society and the NGOs, government, people?

6. What activities would help you integrate into the host country community?

7. What are the most important issues for your wellbeing in the host country.

8. What problems have you encountered when looking for work?

9. Does your current job not match your skills and training?



10. Do you think in order to keep your job or find one, you need further training?

11. Did you have a problem learning the language?

12. What were the major problems learning the language?

Future plans

1. What are your future plans for you and your family? What kind of future you see?

2. What would you need to realize these plans?

