

RESEARCH ANALYSIS

Facts, policies, perceptions

Responsibles: Paredes Municipality, Walk Together NGO, Monomyths Association NGO, Penthesileia NGO, Municipality of Demir Kapija, Municipality of Lezhe, Koine NGO, Alphabet Formation NGO, Appis NGO, Xano Channel NGO, Apkabink Europa, Municipality of Viareggio

Chapter 1 General info about migrants, refugees and asylum seekers

1.1 Official numbers between 2015-2018¹

Albania

In 2015 - 10563 regular foreigners while in 2016 the number was 12519 or about 0.4 of the total population. Profile: business immigrants (business men operating or studying).

Belgium

Total number of migrants for the requested years for Belgium has been:

- Year 2015: 146,626
- Year 2016: 123,702
- Year 2017: 19,688
- Year 2018: 8367

Greece

The highest number of registered first-time applicants in 2017 relative to the population of each Member State was recorded in Greece (5 295 first-time applicants per million population), ahead of Cyprus (5 235), Luxembourg (3 931) and Malta (3 502). Greece has been the second refugee population receiving country in the EU since September 2015. More than 51.000 people are stranded around Greece

¹Search for public data from public authorities and European Commission institutions or Statistics entities such as Eurostat

(according to data published by the Greek Government¹). The majority have applied for asylum while others wait for relocation or family reunification applications to be decided so that they can move on to other member states. Applicants for all processes require legal assistance: to ensure the appropriate asylum procedure is pursued, vulnerabilities are detected, deadlines met, the process is fair and that basic human needs are fulfilled, and rights are respected.

	Number of first-time applicants			Share in EU total (%)	Number of first-time applicants per million population*
	2016	2017	Change (in %)		
EU	1 206 120	649 855	-46%	100.0%	1270
Greece	49 875	57 020	14%	8.8%	5295

Italy

The International Organization for Migration (IOM)* stated that Europe faced the 'largest migration crisis since the Second World War in 2015'. In 2016, Italy became the second country for number of asylum applicants and number of unaccompanied minors in the EU28.

* IOM is now the United Nations' migration agency. Is committed to the principle that humane and orderly migration benefits migrants and society. As an intergovernmental organization, IOM acts with its partners in the international community to: assist in meeting the operational challenges of migration; advance understanding of migration issues; encourage social and economic development through migration; and uphold the human dignity and well-being of migrants.

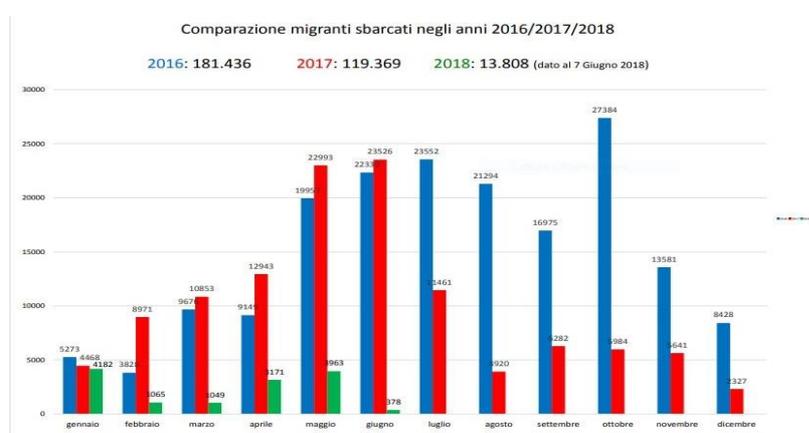
Table 2.1: Asylum applicants in 2016. Absolute values and compared to the population

Country	Asylum applicants			Applicants per 1000 population *		
	2014	2015	2016	2014	2015	2016
European Union (28 countries)	626 960	1 322 825	1 260 910	1.2	2.6	2.5
Belgium	22 710	44 660	18 280	2.0	4.0	1.7
Bulgaria	11 080	20 365	19 420	1.5	2.8	2.7
Czech Republic	1 145	1 515	1 475	0.1	0.1	0.1
Denmark	14 680	20 935	6 180	2.6	3.7	1.1
Germany	202 645	476 510	745 155	2.5	5.9	9.1
Estonia	155	230	175	0.1	0.2	0.1
Ireland	1 450	3 275	2 245	0.3	0.7	0.5
Greece	9 430	13 205	51 110	0.9	1.2	4.7
Spain	5 615	14 780	15 755	0.1	0.3	0.3
France	64 310	76 165	84 270	1.0	1.1	1.3
Croatia	450	210	2 225	0.1	0.1	0.5
Italy	64 625	83 540	122 960	1.1	1.4	2.0
Cyprus	1 745	2 265	2 940	2.0	2.7	3.5
Latvia	375	330	350	0.2	0.2	0.2
Lithuania	440	315	430	0.1	0.1	0.1
Luxembourg	1 150	2505	2160	2.1	4.4	3.7
Hungary	42 775	177 135	29 430	4.3	18.0	3.0
Malta	1 350	1 845	1 930	3.2	4.3	4.4
Netherlands	24 495	44 970	20 945	1.5	2.7	1.2
Austria	28 035	88 160	42 255	3.3	10.3	4.9
Poland	8 020	12 190	12 305	0.2	0.3	0.3
Portugal	440	895	1 460	0.0	0.1	0.1
Romania	1 545	1 260	1 880	0.0	0.1	0.1
Slovenia	385	275	1 310	0.2	0.1	0.6
Slovakia	330	330	145	0.1	0.1	0.0
Finland	3 620	32 345	5 605	0.7	5.9	1.0
Sweden	81 180	162 450	28 790	8.4	16.7	2.9
United Kingdom	32 785	40 160	39 735	0.5	0.6	0.6

(*) Relative to population as of 1 January.

Source: Authors' elaboration on EUROSTAT data (migr_asyappctza) (demo_gind)

Italy is one of the main entry point on the Central Mediterranean route and received the peak of arrivals during 2016 and the first half of 2017. In order to limit the influx of entries by sea, in the summer of 2017, Italy introduced a “code of conduct” that limited the scope of action of nongovernmental organizations providing rescue and relief, and which led Italian ships to flank the Libyan Coast Guard. Statistics demonstrate the consequences in a strong decrease of number of migrants reaching the Italian coast (from 119.369 to 13.808)



Fonte: Dipartimento della Pubblica sicurezza

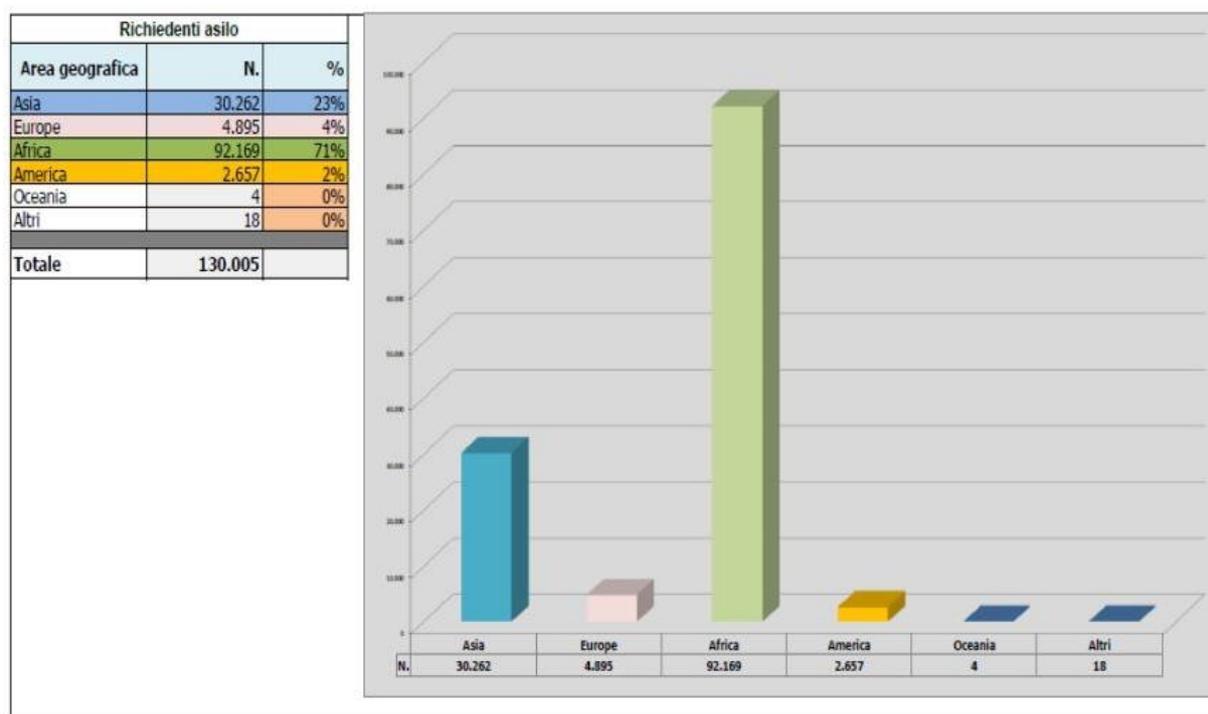
Overview of statistical practice

The Department of Civil Liberties and Immigration of the Ministry of Interior publishes statistical reports on asylum applications and first instance decisions. More detailed statistics are made available by the National Commission for the Right to Asylum (CNDA – Commissione Nazionale per il Diritto di Asilo) for this reason we decided to share statistics from the last report 29/12/2017 of CNDA.

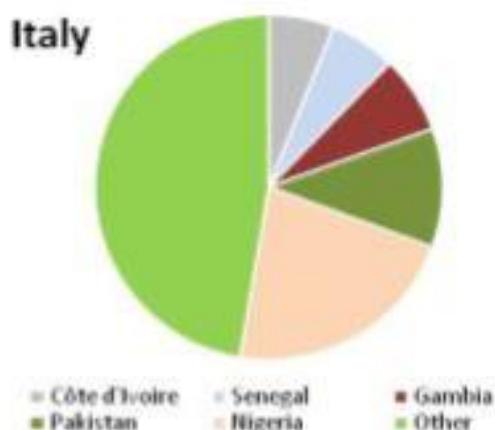
The snapshot by CNDA about geographical areas of origin of asylum seekers confirms Africa as the first geographical area (72%).

ANNO 2017 (fino al 29 Dicembre) ^

AREE GEOGRAFICHE DI PROVENIENZA DEI RICHIEDENTI ASILO



In 2015 and 2016, Nigeria was the first country of origin of asylum seekers: Nigerians totaled 27,000 in 2016, equivalent to more than one fifth of the total and growing (+ 48 % over 2015). Pakistan (11 % of total), Gambia (7.3 %) and Senegal (6.2 %) were following. These asylum seekers consider Italy only as a transit country, northern Europe being the chosen destination for most of them.



Source: Elaboration on EUROSTAT data - Asylum applicants by citizenship;

ANNO 2017 (fino al 29 Dicembre) ^

PRINCIPALI PAESI DI ORIGINE DEI RICHIEDENTI ASILO (^^)

Principali Paesi di Origine								
Nigeria	25.941	20%	Siria	2.268	2%	Togo	709	1%
Bangladesh	12.720	10%	Somalia	2.053	2%	Kosovo	631	0%
Pakistan	9.720	7%	Camerun	2.032	2%	Georgia	550	0%
Gambia	9.085	7%	Marocco	1.851	1%	Venezuela	544	0%
Senegal	8.672	7%	Iraq	1.660	1%	Altri	8.039	6%
Costa D'Avorio	8.367	6%	El Salvador	1.406	1%			
Guinea	7.770	6%	Sierra Leone	1.098	1%			
Mali	7.750	6%	Afghanistan	981	1%			
Ghana	5.570	4%	Guinea - Bissau	965	1%			
Eritrea	4.974	4%	Burkina Faso	961	1%			
Ucraina	2.860	2%	Egitto	828	1%	Totale	130.005	100%

Snapshot based on infographics by CNDA Last report 29/12/2017

Gender and age profiles

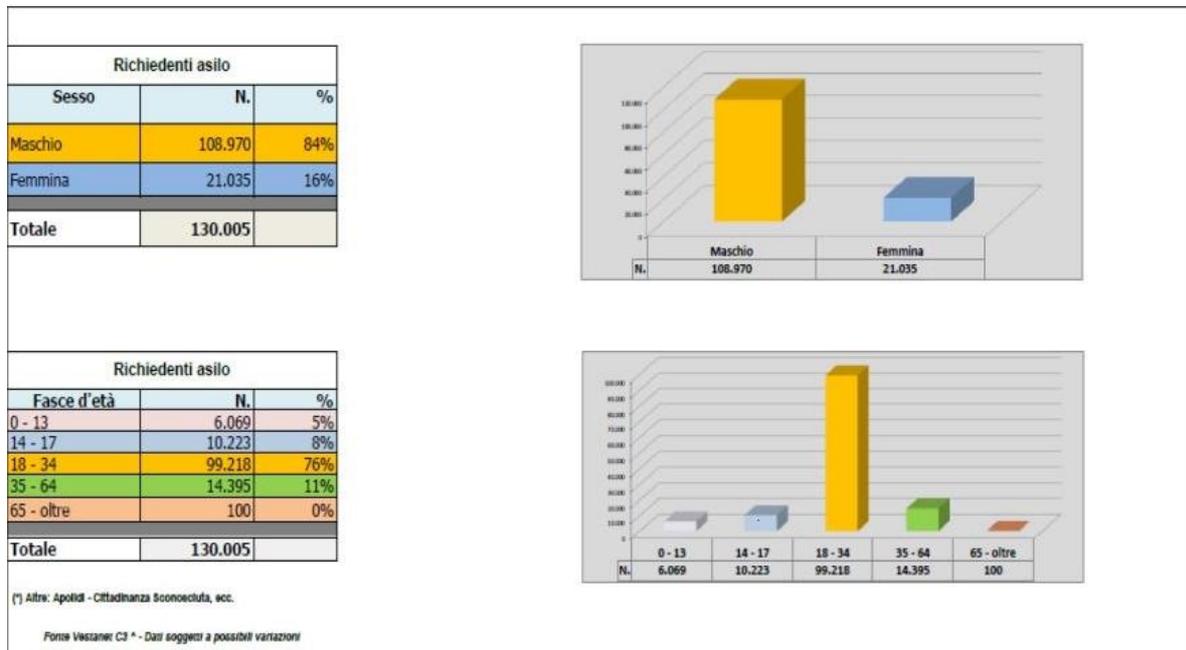
Asylum seekers and refugees, as immigrants in general, in the EU28, are young males. The predominance of young males can be related to the extreme risks involved in migrating. For example, according to evidence produced by a report published by the Italian NGO BeFree28 in April 2016 a number of women, particularly from Africa, crossing to Italy by sea are survivors of sexual and gender-based violence, either in their country of origin or during their journey, and there are

concerns that some may be victims of trafficking. As underlined by the Group of Experts on Action Against Trafficking in Human Beings (GRETA) many of the women and girls arriving from Nigeria to Italy appeared to be victims of human trafficking.

Most of asylum seekers are aged between 18 and 34 years, while the share of minors, although less than other years (2015-2016-2017)* when the unaccompanied minors represented a relatively large share of asylum seekers.

ANNO 2017 (fino al 29 Dicembre) ^

GENERE E FASCE DI ETA' DEI RICHIEDENTI ASILO



Snapshot based on infographics by CNDA Last report 29/12/2017

- In Italy, unaccompanied minors was the majority of minors entering the country (54 % in 2016) and their number doubled in 2016, so that with 6,000 unaccompanied minors, Italy became the second Member State for number of asylum applications from UAMs after Germany. In the first 7 months of 2017 UAMs continued to increase, reaching 12,58332 (13.3 % of total arrivals in that period). Among UAMs the number of those disappearing from the reception centres soon after disembarking in Italy (untraceable) is also increasing Dates from EUROSTAT News Release, 80/2017 – 11 May 2017

<http://www.europeanmigrationlaw.eu/documents/Asylum%20applicants%20considered%20to%20be%20unaccompanied%20minors.pdf>

Geographical areas of origin of Unaccompanied Minors (UAM)



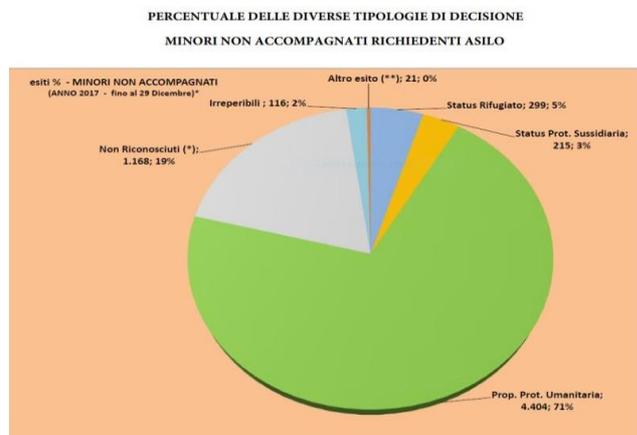
Snapshot based on infographics by CNDA Last report 29/12/2017

Different types of protection decisions for uam (unaccompanied minors)

In Italy, unaccompanied minors applying for asylum and those entitled to international and humanitarian protection find refuge in reception centers under the System for the Protection of Asylum Seekers and Refugees (Italian: Sistema di Protezione per Richiedenti Asilo e Rifugiati SPRAR). From the snapshot by CNDA last report of 29/12/2017 we can see that the 71% of them receive the humanitarian protection.

Types of protection after decision (uam)

71% Humanitarian protection, 3% Subsidiary protection, 5% Refugee Status

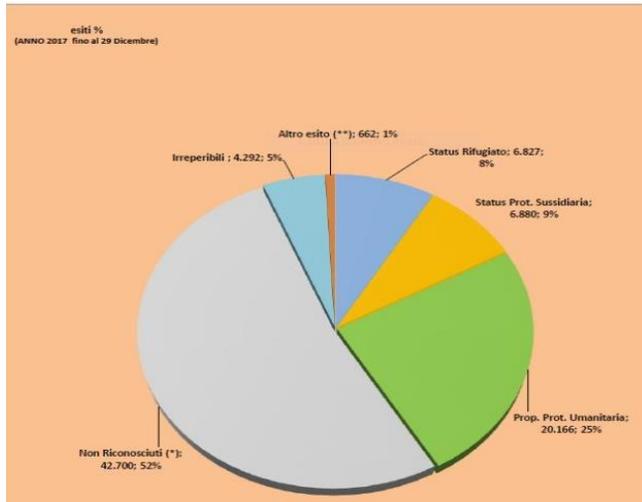


Snapshot based on infographics by CNDA Last report 29/12/2017

Types of protection after decision for adult asylum seekers

25% Humanitarian protection, 9 % Subsidiary protection, 8% Refugee Status

PERCENTUALE DELLE DIVERSE TIPOLOGIE DI DECISIONE



Lithuania

The European Commission is proposing that 780 refugees be admitted to Lithuania. Mostly, they should be asylum seekers from Syria, Iraq and Eritrea, the three countries whose populations are outbreak of war or persecution.

Lithuanian officials will carry out a security check and decide whether the persons who passed the initial selection meet the criteria for granting asylum. It is important to emphasize that a high level of attention will be paid to the security aspect. Confirming that in this area the Migration Department will work with the State Security Department (DHS).

The identification of persons without documentation is still a major problem: "Of course, there is a risk that they will not have travel documents - either intentionally or accidentally. Yes, this is a challenge, but we must bear in mind that we will not be alone, that all European forces will work there. "

According to the statistics of the Migration Department, in Lithuania, since 2011, when civil war started in Syria, the status of refugee (with a permanent residence permit) was granted to 68 people, and the additional protection providing for a temporary residence permit - 511 people. In total, 2187 asylum applications were considered and decided during the aforementioned period. Three quarters of the applications were rejected, not discussed or transferred to other EU Member States

in accordance with the rules in force. During a year time in Lithuanian officials receive around 500 applicants. 415 applicants received in 2016 and 520 applicants in 2017.

FYROM

2015 – 388.233 refugees and asylum seekers from 13th June 2015 till 31st December UNHCR: “The Former Yugoslav Republic of Macedonia: As a country of Asylum” page 7 - <http://www.refworld.org/pdfid/55c9c70e4.pdf>

<http://www.mvr.gov.mk/vest/1195>

2016 - 89.623 refugees and asylum seekers - <http://www.mvr.gov.mk/vest/1601>

2017 - 275 refugees and asylum seekers

http://myla.org.mk/wp-content/uploads/2018/04/MKD_MYLA-Annual-Immigration-Detention-Report-2017.pdf

2018 - 627 refugees and asylum seekers

<http://myla.org.mk/wpcontent/uploads/2018/06 -Mart-2018.pdf>

Portugal

According to the latest statistics, the number of forced migrants worldwide exceeds 65 million and continues to increase. The number of people seeking protection in our country is about 870 per year or 87 people per million inhabitants, well below the European average (2600 applications per million inhabitants in the EU-28 in 2015)(<http://www.cpr.pt/>).

The report on the refugee reception program states that between December 17, 2015 and November 29, 2017, 1,520 people arrived in Portugal. The “report of the Portuguese political evaluation of refugees -replacement program”, handed over to the Assembly of the Republic, states that between December 17, 2015 and November 29, 2017, 1520 people arrived in Portugal, of which about 51% left the country. According to the first assessment made by the government to this European program, of these 768 refugees who have left the country, integrating the so-called "secondary movements", 79 (5%) returned to Portugal. The report also says, Portugal is currently the sixth country in the European Union with the largest number of refugees under the resettlement program. By the end of December 2015, 872 applications for international protection filed in Portugal were communicated to the CPR by the Aliens and Borders Service; end of June 2016, 305 spontaneous requests for international protection presented in Portugal and in 2017 Portugal had



1750 requests. The High Commissioner for Migration, the official entity responsible for the evaluation, concluded that the results of the relocation program are positive.

Asylum applications to Portugal have increased by 64% in 2016 compared to 2015, registering the highest number of requests in the last 15 years, according to the Immigration, Borders and Asylum Report (RIFA).

Spain

According to the Spanish National Statistics Institute (reporting updated to the 1st of July 2017), the number of foreign people in Spain increased of 1,0% , so that the total of foreigners is 4.464.997. That was mainly due to the immigration for foreign countries.

As to nationalities, the major increase in immigrants' number that was registered in the first semester of 2017, was from Venezuela, Colombia and Italy. The major decrease was registered among people from Ecuador, Romania and UK. In terms of foreign people residing in Spain, the most numerous are: Romania (683.796), Morocco (665.612), UK (293.518), Italy (203.830), China (177.519), Colombia (138.360), Ecuador (145.201), etc. The graphics below shows the general development of the migration flow from foreign countries to Spain, from 2011 to 2017.



According Eurostat, during 2016, Spain reached a new record in number of the international protection applications presented (15.755), almost the triple comparing with data registered in 2014. On the other hand, the percentage of procedures run in Spain comparing with the total run in Europe, did not changed as it stayed at 1% of the 1.259.955. While in 2015, the increase of applications for international protection status was mainly due to the war in Syria, in 2016 it was Venezuela that, for the first time, provided the greatest number of international protection applicants in Spain (3.960). According to Eurostat, through 2016 the Spanish government also broke another historical record, by granting international protection to 6.866 people. Nevertheless, it only recognized 355 as refugees, most of them from Syria, Pakistan, Eritrea and Palestine.

In its Executive Report on Refugees in Spain and Europe 2017, CEAR states that even though the answer of the Spanish government to the applications from Syrians is positive in terms of granting international protection, there are some concerns about the chance that applicants form different nationals would receive the same treatment.

The graphics below shows the changes in number of asylum applicant from 2004 to 2017.



In September 2017, the NGO, Oxfam Intermón, addressed the European Commission to ask responsibility to Spain for not having complied with the quota

fixed by the EU Emergency Refugees reallocation plan; of the 17.337 asylum seekers that the country was supposed to host (9.323 out of the total, to be mandatorily hosted), Spain only reallocated in its territory the 13,7%.

Romania

132800²

Bulgaria

According to the Ministry of Interior Affairs, the detained persons at the entrance and exit of the state border without registration in the police and in the interior of the country is 1068 in February 2015 to the sharp decrease of 62 in February 2018 (Figure 1)

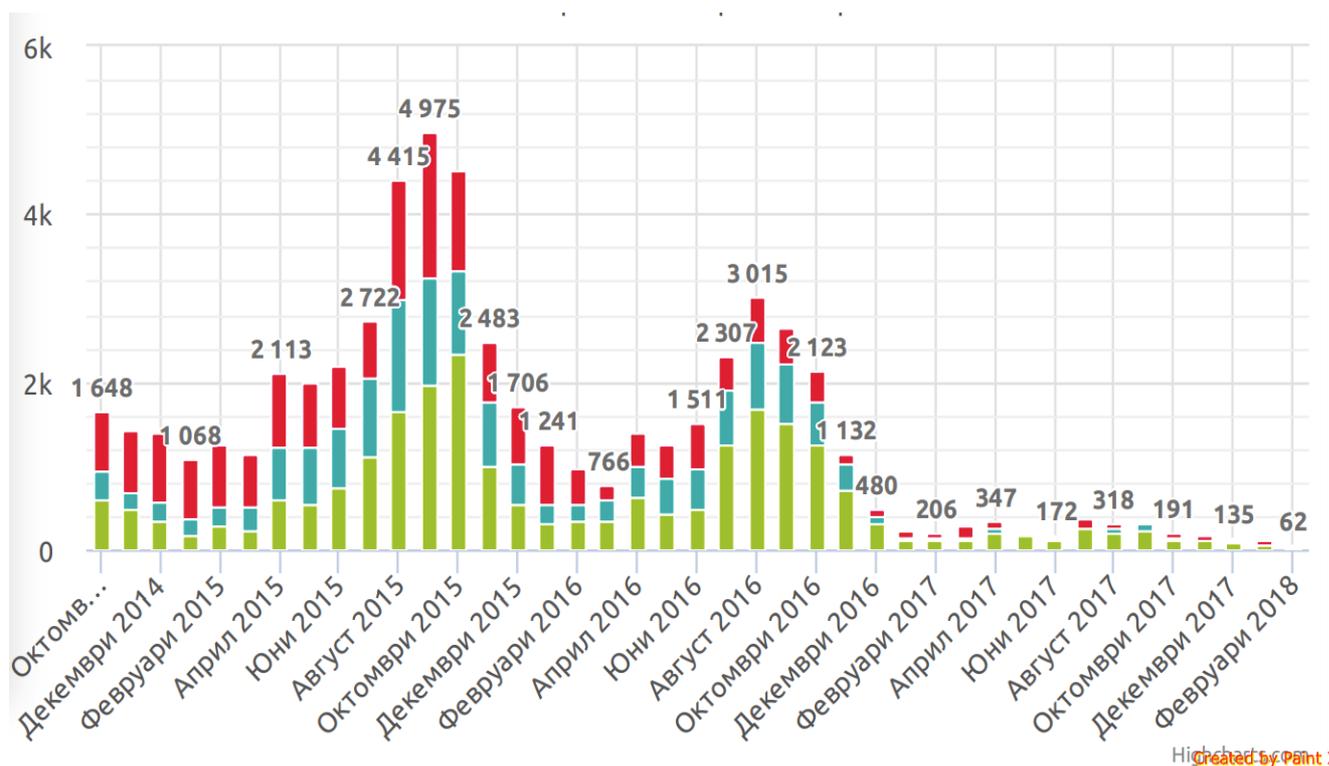


Figure 1.

The highest number of asylum seekers in Bulgaria registered are coming from Afghanistan - 1,050 people. The second position by number of asylum seekers is

² <https://www.libertatea.ro/stiri/romania-locul-16-europa-la-numarul-de-refugiati-care-au-primit-azil-2225692>

citizens of Iraq -955, and the third was Syria – 940 (Eurostat data on the number of asylum seekers, 2017). For the first two months of 2018 year, a total of 224 people were sought asylum in Bulgaria, the largest number being the number of Syrians - 150, followed by representatives of Iraq - 35 and Afghanistan - 20. A refugee status has been grounded to 60 people, humanitarian status - 98, and a refusal was given to about 180 people. Migrants: in Bulgaria, about 42,000 foreigners, or 0.6% of the country's population, have chosen to live in Bulgaria (Eurostat's analysis of the external population in EU countries). Nearly 11,000 of the foreigners in Bulgaria are from an EU member state and about 31,000 from non-EU countries.

1.2 The original countries of the refugees, migrants and asylum seekers and the main reasons for migration process.

Albania

Regular Migrants

Italy - 1854 persons; Turkey - 3954 persons; Kosovo - 719 persons; and about 1800 persons form other European countries.

Iran 2000 persons, China - 331 persons; Syria - 184 persons; India 101 persons; USA - 441 persons; and about 300 persons from other American countries;

Africa total 223 immigrants.

Irregular migrants provenience

Provenience	2015	2016
Algeria	-	9
Syria	1354	310
Morocco	66	76
Afghanistan	-	273
Palestine	29	21
Pakistan	-	22
Congo	46	20
Guinea	58	-
Somalia	118	14
Sudan	31	4
Eritrea	171	5

Nigeria	-	2
Indi	-	3
Comoro	-	5
Iran-Iraq	70	135
Ghana	52	-
others	52	38

Belgium

Syria, Afghanistan, Iraq, Guinea, Albania, Palestine, DRC, Russia, Eritrea, Turkey, Kosovo, FYROM, India, Bosnia-Herzegovina, Montenegro, Georgia.

The main reasons are connected to war or because of very poor countries that doesn't offer a decent life.

Greece

More than 85% of people arriving in Greece are from Syria, Afghanistan, Iraq, and Somalia. Almost 40,000 Syrians arrived in Greece in the first six months of 2015, mostly on Lesbos, Chios, Samos, Kos and Leros islands (UNHCR, 01/07/2015). Most have arrived through Mytilene, Chios, Samos, Leros, and Evros.

Syrian asylum-seekers in Greece: 60% of Syrians declared having previously spent time in Turkey and two-thirds said they had received no assistance in Turkey. The majority left Turkey because of unemployment and a lack of financial assistance. In April 2015, around 500,000 Syrian asylum seekers and migrants who were in Turkey aimed to cross over to Greece, according to local media.

First-time asylum applicants by country of citizenship in 2017

	Applicants #	Main citizenships of first-time asylum applicants								
		First citizenship	#	%	Second citizenship	#	%	Third citizenship	#	%
EU	649 855	Syria	102	16	Iraq	47	7	Afghanistan	43	7
			385			525			625	
Greece	57 020	Syria	16	29	Pakistan	8	15	Iraq	7	14
			345			350			875	

Italy

The common understanding that international migrants essentially respond to global inequalities and geographical differences in wealth, freedom and wellbeing is a helpful but limited starting point. On top of this, they have witnessed increased levels of conflict, violence, and insecurity over the last years that have devastated the livelihoods of millions of person. (Turmoil in Libya, deep instability, spikes of violent attacks by Boko Haram in Nigeria have amplified an already extremely difficult situation).

The majority of the migrants interviewed, in the document by IOM (Study on migrants' profiles drivers of migration and migratory trends 2016), didn't leave their country with a destination in mind. Only a small minority planned to migrate to Italy at the time they left, with almost a quarter originally planning to go to Libya. The routes are rarely planned in advance, but evolve as the journey progresses, often determined by smugglers. In some cases migrants were not even aware in which country they were taken along the route, and were kidnapped and forced to continue the journey.

If we consider the original countries of arrivals in Italian territory we can see that insecurity, conflict and discrimination are the main drivers of migration, not solely economic and work reasons, but discrimination on the basis of social group, religion and even sexual orientation.

Overview of original countries:

1) Nigeria

A nation overlooking the Gulf of Guinea, a British colony enriched thanks to petroleum, threatened to the north by the Islamic terrorism of Boko Haram, a group affiliated to the Caliphate that has become the author of brutal violence. Even in the south of the country the situation is calm, due to a constant warfare for the control of the petroleum wells in Niger. (According to the Dossier UNHCR <https://data2.unhcr.org/en/country/nga>)

2) Gambia

The government of Gambia's new president, Adama Barrow, took steps to reverse the abusive legacy of former president Yahya Jammeh, who left Gambia for exile in January 2017 under pressure from the regional body Ecowas. Barrow's new government released scores of political prisoners, ended the Jammeh – era repression of Gambian Journalist and activists, and took steps to strengthen the



judiciary and reform the security services. The new government also reversed the planned withdrawal from the International Criminal Court and established a Truth, Reconciliation and Reparation Commission to document human rights abuses committed during Jammeh's 22 years in power. (<https://www.hrw.org/africa/gambia> - Explore Africa)

3) Bangladesh

The Bangladesh government has intensified its crackdown on civil society, media, and critics. Authorities have killed and disappeared members of the political opposition, while failing to protect bloggers, gay right activists, and religious minorities from violent and often fatal attacks by militant groups. The Government's response to extremist violence has perpetuated security forces' long standing use of arbitrary arrests, enforced disappearances, and extrajudicial killing. Rights to freedom of speech and assembly are under sustained attack by the increasingly authoritarian government. Bangladesh has one of the highest rates of children marriage in the world. (<https://www.hrw.org/asia/bangladesh> - Explore Asia).

4. Pakistan

The Pakistan government is increasingly silencing critical voices of journalists and activists under the pretext of national security. Enforced disappearances, extrajudicial killings, and torture take place with impunity, while security forces exercise undue political influence over civilian authorities. Blasphemy-related violence against religious minorities, fostered in part by government persecution and discriminatory laws, is frequent. Authorities have failed to establish adequate protection or accountability for abuses against women and girls, including "honor" killings and forced marriage. Over 490 people have been executed since the government ended an unofficial ban on the death penalty in late 2014. (<https://www.hrw.org/asia/pakistan>)

5. Guinea

Guinea remained stuck in political gridlock through much of 2017, with President Conde's governing coalition and the opposition failing to agree on a date for communal elections. 2017 saw numerous violent protests over the political deadlock, access to electricity and education, and abuses in mining areas. (<https://www.hrw.org/africa/guinea> - Explore Africa)

6. Senegal

The Dictator Habré was convicted of crimes against humanity, war crimes, and torture, including sexual violence. (<https://www.hrw.org/news/2017/12/06/senegal-video-chad-ex-dictators-trial> - Explore Africa)

The motivations of migrants often include both voluntarily and compulsory elements. There are different drivers, which motivate unaccompanied minors to migrate to Europe including those who flee conflict situations, persecution, exploitation, and forced recruitment. Others might be victims of trafficking, others are motivated to reunify with family members, or there are those who look for economic or educational opportunities. (EMN -2015 European Migration Network). One can observe that these young people embark on the dangerous journeys to reach the Europe to secure rights that they are lacking at home. Therefore, one can differentiate between three types of unaccompanied child migration: the first type of child migration is motivated by family reunion. The second type of child migration is driven by the intention to exploit child migrant through child trafficking for the purposes of exploiting them as sex workers or as a cheap workforce.

The third type of child migration concerns children who are driven to migrate in search of a 'better future'. This includes children who flee their home country to escape politically, religiously motivated or ethnically based persecution a common reason for the fleeing of the asylum-seeking. The Child's departure is seen as an investment and the success of the migratory project represents an accomplishment, a social promotion for the entire family. The family often chooses the eldest son.

The European Migration Network (EMN) notes that in cases the migration projects of UAMs are built on decisions taken by family members who are concerned about the child's well-being and safety (EMN report 2015). The majority of UAMs that arrive in Italy have been subjected to dangerous itineraries on the smuggling routes and frequently have suffered from abuses. During transit, these children, mostly adolescent boys aged between 13 and 17, are vulnerable to physical violence, harassment by smugglers and law enforcement officials, sexual exploitation, and many other forms of abuse.

Lithuania

Biggest part of applicants is coming from Syrians and former Soviet Union countries such as Tajikistan, Afghanistan, Russia, Ukraine, Belarus. During the last few years, Ukrainian citizens seeking asylum have been the fastest. Refugees are seeking



stability, higher standard of living, many of fleeing the country to work and to sustain their families back home. However, it is important to mention that high numbers of Ukrainians fleeing to Lithuania on Daily basis for job purposes. They tend to work illegally low qualification required jobs related to constructions, cleaning, loading trucks, Uber, etc..

FYROM

Syria – 55%

Afghanistan – 26%

Iran – 16%

Pakistan – 3%

<https://www.lastrada.org.mk/mainarchive/Priracnik%20MK%20za%20web.pdf>

Portugal

Three main nationalities transferred to Portugal (Syria, Iraq and Eritrea). The main reasons were crisis, war and fear.

Spain

In terms of foreign people residing in Spain, the most numerous are people from Romania (683.796), Morocco (665.612), UK (293.518), Italy (203.830), China (177.519), Colombia (138.360), Ecuador (145.201), etc.

According to Eurostat data, in 2016, most of the international protection application shave been submitted by Venezuelan people (3.960), Syrians (2.975), Ukrainians (2.570), Algerian (740), Colombians (615), people from El Salvador (425), people from Honduras (385), Palestinians (355), Moroccans (340) and Nigerians (285).

Spain is traditionally a country of economical immigration, more than a country of asylum. People migrating for economic reasons, are leaving their own countries for searching a better life conditions, earning money in order to supply for their families, living in their country of origin, or left their country because suffering from extreme poverty conditions.

Besides that, part of the immigrants living in Spain, are from central-northern European countries (like, Germany, UK, France, etc.), many are retired people who moved to Spain voluntarily to enjoy the retirement in a country that offer favorable

conditions of living. Other immigrants settle in Spain for many other reason, like personal, affective, etc.

People who ask for or are granted some kind of international protection, have left their country to safeguard their own life, because persecuted for political, sexual, religious orientation, for gender reasons or because fleeing from war and violence.

Romania

Most of the refugees are coming from Syria, Afghanistan, Iran. They leave their countries because of the war, finding a shelter on the European countries that ensure them the possibility to have a decent life from economical, social and political point of views.

Bulgaria

The Syrians currently has the highest per cent of refugees- 43%. The reason is the war. Until last year, the second largest group was the Afghans - 27%, followed by a relatively small number of different countries, including those without citizenship. That's what the data looked like a year ago - Iraqis are only 6%. Most of the foreigners who have chosen to live in Bulgaria in order to seek employment are from Serbia, Ukraine and Russia. These are low-skilled staff in the restaurants, hospitality and agriculture sectors.

1.3 Create 2 different avatars of the refugees, migrants and asylum seekers based on the demographic, social and educational background.

Albania

The migrants in Albania are mainly well educated coming either for business or for education. The refugees are the people who are led to believe Albania is another way to enter Europe through the Balkans.

Belgium

- Applicants from safe country of origins
- Applicants from countries in conflict

Greece

1) Amal Adwan, a 47-year-old teacher from Damascus, arrived on Lesbos from Turkey about seven months ago. Her asylum request was rejected on the basis that Turkey is a safe country for refugees. "I was shocked," she said, "because I didn't know that there was a deal with Turkey to send us back. I found out about [it] when I arrived on the boat. It's like Europe no longer accepts Syrians as refugees." While living for months in Turkey, she said she tried repeatedly to find work, to no avail. She worried about being forced to live on the streets. Now she has appealed Greece's rejection of her asylum request, and is waiting for an answer. "I want to land somewhere where I can support myself. I will stay in Greece if I can get a job," she said. "I speak English. I am educated. I don't want to be dependent on state handouts."

2) Rasha al-Ahmed, the 25-year-old Syrian mother, and her family did not stay inside the Moria camp on Lesbos. It was just too crowded. Instead, after a couple of days, they improvised a tent on a neighboring hill dotted with olive trees. They made the tent out of salvaged wood, rusting metal rods and recycled tarp that leaks when it rains. "The hardest thing for me is to try to find a proper place to get clean," Ahmed said back in December. "I wash the kids every day, even in cold water, but I can't keep them clean because of all the mud. I haven't taken a shower in two weeks." Hundreds of other migrants also pitched tents in the olive groves that surround the camp.

Italy

1. Name: Jeremiah

Nationality: West Africa Nigeria

Gender: male

Age: 22

Religion: Catholics

Marital Status: Single

Urban Rural Upbringing: grew up in a town Benin Edo State

Legal Status: humanitarian protection

Journey's timings and route: as West African migrants he migrated to Libya from Niger and then continue onwards to Italy in 6/8 months he arrived in Italy



Reason for leaving: chance of survival to war and terrorism

Decision-making process throughout the journey: did not leave their country with a destination in mind, the routes are rarely planned in advance, but evolve as the journey progresses, often determined by smugglers.

Educational background: 12 years of school

Language skills: Pidgin English – basic Italian

Occupation in the country of origin: student and barber

Socioeconomic background: His father was a barber

Occupation in transit countries: barber, bricklayer

Situation in Italy: he's attending the last year of professional hair-dress school

Future plans: he wants to work like a barber but is willing to do low-skilled jobs or changes country according to their employment situation

2.Name: Asfan

Nationality: Asia- Pakistan

Gender: male

Age: 17

Religion: Muslim

Marital Status: in Relationship

Urban Rural Upbringing: grew up in a small city

Legal Status: residence permit for minor age

Journey's timings and route: his route was the route Egitto – Lybia - Italy

Reason for leaving: Reuniting with relatives who are already in Italy (Naples)

Educational background: 12 years of school

Language skills: Urdu – English – basic Italian

Occupation in the country of origin: student

Socioeconomic background: large family of dealers

Occupation in transit countries: / no occupation

Situation in Italy: he attend a pizza chef's diploma thanks to project SPRAR system

Future plans: he would like to work in Italy for 2 years and come back to Pakistan to marry.

FYROM

1. Zahra is a 15-year-old girl from northern Nigeria. Life in Nigeria for Zahra was very difficult, due to the current political instability in the country and economic troubles. After finishing high school, Zahra was convinced by her mother to leave the country. Zahra's mother arranged her trip from Nigeria through some person. Her final destination was Denmark, because her uncle lived there.

2. Leyla is a 25-year-old woman from Lebanon and travels with her three-year-old son and because of economic difficulties in the family Leila decided to leave Lebanon illegally with her son to join her husband in Germany.

Portugal

Student from Syria left Aleppo a year and a half. He lives in Évora / Portugal and is preparing to take his master's degree in architecture. He says he feels safe but the news of war and destruction of his city comes to him through the media every day. In Portugal he found the security and many people who wanted to help him. Now he only asks for attention to what is happening in his homeland and for all those who stayed there and besides not having peace, they also lack the means to meet their basic needs.

Taman is Syrian. He was 42 years old, lived in Damascus and was upholsterer. He fled to Jordan, then to Turkey. Months later his family crossed the border with the smugglers. Here he worked as a car upholsterer for a year. As he missed the job went to Greece with his father. The refugee relocation program sent them to Portugal. They lived in Beja with the help of the Red Cross and worked in the harvest of the olive. The father became ill and they went to Lisbon. Meanwhile the father died. He lives on the Red Cross facilities.

Spain

1. Young Syrian women of 26 years old, fleeing from his country because of the civil war. Part of his family has died or is displaced in Syria. She has medium-level education and had a fixed job in his country before the war.
2. Moroccan young men of 22 years old, unemployed, who reach out Spanish coast by boat, searching for job and a better life.



3. Romanian women of 40 years old, who left her country for economic reasons, to find a better life conditions, with university degree in Engineering, now working as a caregiver in a Spanish family.
4. German retired old man who bought a property and a house on the Westerner seaside coast of Spain.

Romania

1. Mohamad Zadari (male) – 31 years old, from Syria (Alep)

Student at Music National University from Bucharest

Left Alep in 2009

Oud singer since he was 14 yrs old

Married with a Romanian, 37 years old

Father of a 2 years old girl

He received permanent asylum in Romania

He work as a graphic designer in order to pay his studies and is artist in local and international concerts

2. Fatima – 40 yrs old from Syria

Lives in Bucharest

She learned very fast Romanian language

She's working in a publishing and media company

She finished a tailoring course

Returning home is not usually an option

Bulgaria

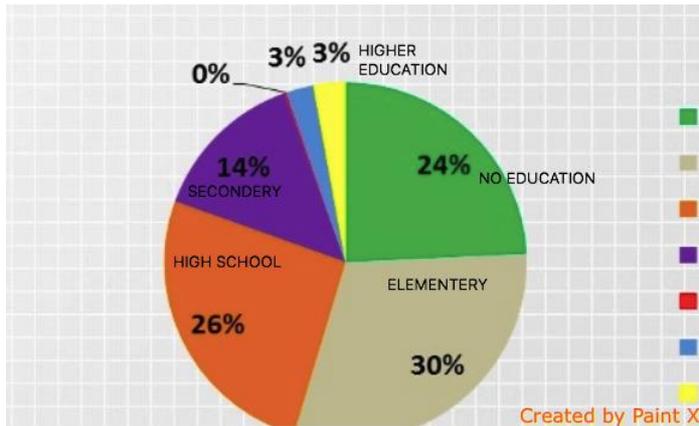
The refugee's profile in Bulgaria is: a young man aged under 34, from Afghanistan or Syria, (Eurostat reports).

Education:

Not everyone, but the share of uneducated people has increased over the last year.

The ratio between educated and uneducated is equal, and those with higher or college education is only 6%.





1.4 Write 1-3 successful integration stories or testimonials of refugees, migrants and asylum seekers from your country. ³

Albania

<http://top-channel.tv/english/iranian-asylum-seeker-karate-champion-promises-to-bring-albania-medals/>

Belgium

Hamza is a Syrian boy from Deir-ez-Zor, a city occupied by ISIS. He escaped, but had to leave his mother and younger sister and brothers behind. His father passed away. Hamza travelled alone, through Turkey, and took a boat to Greece. From there he travelled until he arrived in Brussels, where he applied for asylum in November 2015.

I met him on October 20, 2016, only two months before he would turn 18 years old, as his birthday is on January 1st. In Belgium, unaccompanied minors can ask for a family reunification until they turn 18 years old. Once someone is 18 or older, a family reunification is no longer possible. So we had a lot of pressure, because there was not much time left. Luckily, I could fix an appointment at the Belgian embassy in Beirut, Lebanon on the December 23, 2016. Two days later, all the appointments before the January 1, 2017 deadline were already reserved. His family was still in Deir-ez-Zor, Syria. In that period, ISIS was prohibiting people from leaving the city. The family had to pay 6000 euros (about \$7500) to a smuggler to get them out of the

³ Search for already published stories in media, shared by non-profits or public institutions. If you cannot identify this type of stories, contact non-profits who work with refugees and interview one refugee youngster or adult.

city. Yones, Hamza's 16-year-old brother, attempted on his own but was caught by ISIS and put in prison on December 4th. We were very worried that he would not be released before the day of the appointment at the Belgian embassy. Luckily, on December 13th, I received the news that Yones was again with his family and that they all succeeded in the attempt to leave the city. It had been very dangerous, but it ended well. Now they had to travel via Aleppo to Damascus, which was a big detour, but it was the only possible way to get to Beirut. In Damascus, his mother had to collect all the Syrian documents needed for their application. This was very difficult and expensive because they were originally from Deir-Ez-Zor. On the 23rd of December the family went to the embassy in Beirut. Unfortunately, his mother did not have all of the required documents and the embassy would not accept their visa applications. They were sent home. I contacted the consul and miraculously, he gave them a new appointment for the 30th of December. This was our last chance... On the 28th of December, Hamza's family tried to pass the border from Syria to Lebanon. Again, there were problems: the border control told the mother she needed another document because her husband had passed away. She had to go back to Damascus for one stamp. Eventually, on the evening of December 29th they arrived in Beirut. But they were too late to legalize all of their documents. The consul agreed to accept their files without all the Syrian documents, and at a later moment they could come back to introduce all of the legalized copies. I have never been so relieved.

Now the family went back to Syria, where they had to wait for the Belgian government's decision. They went to Aleppo, where they had to live on the streets, in a car. After some time they went to Damascus and lived in a kind of cheap hotel.

On the 20th of November 2017, after they needed to give some extra documents in July, they finally received a positive response from the Belgian government. Because they were totally out of money at this point, I asked Miles4Migrants for help. Hamza wanted his family in Belgium as soon as possible, safe and far from this terrible war. They were finally reunited in Belgium at the end of January!

After 5 years of no school, the children are very motivated to make the most of their new life in Belgium: Ghufran, who is starting school next week, wants to become a science teacher! Belal wants to be a businessman. Yones would like to be an engineer. Ashraf, the little boy, who is 5, has never been to school and would love to go and play with other children. Amona, the mom, is so happy to be safely reunited



with her son in Belgium. She still has other adult children, who are still in Deir-ez-Zor, but for the moment there is no contact with them. Amona and her children applied for asylum and are waiting for the interview in a refugee center near Hamza's place. They see each other daily.

Greece

Mahmoud al-Zaidy, 21, Iraq



I've been in Greece for a year and a half. I was working as a photographer in Iraq, and I was covering the war as the ISIL entered the situation. I left after I was close to a car bombing. I wasn't hurt, but that was why I chose to go. I went to Turkey, but I wasn't happy with the life there. I decided to come to Europe. I had decided to go to Germany, but when I came to Greece I was happy with the country and the Greek people. I didn't feel that they were racist or sectarian. I started studying English and Greek, and then I met someone who invited me to come to City Plaza [a refugee squat in Athens]. I made good relations here. The Greek people have been good with me, and I haven't felt any racism or discrimination, so I decided to continue my life here. I've applied to asylum for here, and I want to live in Greece. The only problem here is the work. It's very hard to find work, and especially as a photographer. It's also hard because I don't speak English well and I don't speak much Greek. For me, I'm not scared of returning to Iraq, but I don't have a future there. That's why I decided to leave. The last few years have been very hard in Iraq, especially since ISIL came. I was only 18 years when that started. I don't like war or violence. That's not for me, and working as a photographer in war isn't my role. I want to continue my work. Now, I'm starting over, so it's hard to begin from scratch. The situation is very good in City Plaza. It's a place for refugees to start building their lives again. If it wasn't for City Plaza, maybe I'd be sleeping in the streets.

Italy

We want to write about a story of integration and hospitality in our territory of Molise Region - Casacalenda (Italy): migrants hosted by a local family who opened their home to them.

Four African boys live in Casacalenda, in a house that has been available to them by the owners of a farm. A relationship of work but first of all of friendship.

Emmanuel is 26 years old. His familial relationship, his home are thousands and thousands of miles away, his past was a sea crossing, the same route carry out by Abdulaye, Muniro and Ousi. Mali, Gambia, Ghana are their lands of origin, Molise region actually their land of landing.

They live in a house in the country side. The walls of this house do not only contain a human way of life, but also the discovery of an extraordinary love born when a mother and a father decide to open their hearts to who needs help.

It's the experience of Francesco and Lucia, the owners of the house available to the 4 boys. Francesco says: "they represent a way of help for the farm but first of all they are an integral part of our family, we live together, we eat together, we share every day moments together".

The boys work with fixed-term contracts. Francesco and Lucia know that in the future they probably will go away, they admit how is not easy to combine rationality in the experience of pain of a separation. It's a great suffering, more like when a son go away. Lucia says: "like a son that can't be forced to stay at home with their parents, so they know that they are free to do what they think is most appropriate and it's better for them".

Muniro, 26 years old, after the period of assistance and integration in the structure of the sprar system in Casacalenda and Larino, now works as cultural mediator and interpreter, in reception centres and within Territorial Commissions. He says: "Francesco e Lucia, welcomed me like their son, what I need they offer me... so I really feel very grateful. They treat me very well: mum Lucia, dad Francesco. They consider me like a son and I consider them as my parents".

Ousi was 16 years old when he left Mali and arrived trough Libya in Italy alone, now with other guys he works in the little farm for the production of goat's cheese. In may 2018 Francesco e Lucia bought 20 goats to allow them to grow up impreditorially.

Abdoulaye, is 23 years old, says: "I came here to change my life, in my future I would



like to become a great footballer because I'm a footballer", as other guys after the period in the SPRAR System for unaccompanied minors in Casasacalenda works with Ousi, Muniro and Emmanuel in the little farm of Francesco.

The hospitality model of Francesco and Lucia is an example of civilization. An experience of integration, that sow solidarity and spread those values that go beyond the due response to moral obligations.

Lithuania

One Afghan is currently serving in the Lithuanian Army and even has two NATO medals. This person is a very successful interpreter in the military because he knows a lot of languages, including Kurds. He often goes with an army to carry out various tasks in foreign countries

Three Afghans are very satisfied with the working conditions, in the largest bakery in Lithuania. One of them has started doctoral studies at the Lithuanian Center of Agrarian and Forest Sciences since February of this year.

Iraqi Hasan, 29, arrived in Lithuania to apply for asylum

2006 April He belonged to the Muslim Sunni community, who lived in Baghdad.

Iraq ran to protect its lives from war and terrorist attacks. Hasan got into Lithuania through Moscow (Russia), crossing the Lithuanian-Belarusian border. On the border of him detained Lithuanian border guard. The Hasans did not even understand the European Union In the country, too, they did not know anything about Lithuania. Hasan had to be in prison in Russia, where he had big problems. Considering that in Lithuania will be the same as and in Russia, he did not even ask for asylum. His goal was to reach Sweden. Since Hasan crossed the border of Lithuania illegally and did not immediately apply for asylum in Lithuania The court sentenced him to 6 months in prison. Here he got to know more about Lithuania: that Lithuania belongs to the EU, that here good living conditions for refugees are guaranteed, is granted asylum, as in other EU countries. Seeing that the prison is here not as terrible as in Russia, he asked for asylum. Departed from Lithuania in 2008 seeking a better life in other European Union countries. Now he's back to Lithuania and wants to settle in Vilnius. For more than three years Hasan has changed the European Union country, but nowhere could be established forever. Hasan worked hard and, having arranged some money, wants to build his own business in Vilnius.



FYROM

1. Twenty-year old Alireza is a refugee from Pakistan, he is staying in the reception center in Vizbegovo, and he learned the Macedonian language for three months. He is musically talented. At the event "A cafe with refugees" organized in the cafe "City" in Veles, he sang two Macedonian traditional songs. The audience was delighted and received great applause.

<https://news24.net.mk/begalets-za-3-mesetsi-nauchil-makedonski-jazik-i-pee-slusham-kaj-shumat-shumite-i-ja-izlezi-gurgo-video/>

2. Ms Arkavazi, 20, left her home in Diyala, an eastern province of Iraq beset by violence, early in 2016. Alongside her parents, brother, and sister, she followed a well-trodden path west - crossing the border from Iraq into Turkey, taking a boat to the Greek island of Lesbos, and eventually entering Macedonia. There, as the family waited to learn if they would be allowed to cross into Serbia, she met Mr Dodevski, police officer at reception center. After several months they got engaged and married, and now they expect a new member of family.

<https://www.bbc.com/news/world-europe-38495264>

3. Video about refugees live in reception center in Macedonia.

<https://www.youtube.com/watch?v=j3zFpBLOatE>

Portugal

Abeen Al Khalaf came from Syria in December 2015 with her son and her husband. They came through an organization called Praksis. She says to have been very well received in the airport and went straight to the house where they are living. In the first two years they did not pay rent. Her husband is working on a farm, painting and pruning trees, consider a good job. They receive Portuguese lessons and now it's easier to communicate. They have health bulletin and like any Portuguese they have free medical attention. She says they are having a pleasant, beautiful life, full of peace and good health.

Spain

1. ALMA DE AFRICA: The Sport Asociación Alma De ÁFRICA was born as a football team composed by immigrants in Jerez de la Frontera (Cádiz). Immigrants coming from several countries, many from the Sub-Saharan countries, gathered each Sunday to play football; practicing the sport they loved turned into a project who



promotes the solidarity, integration and interculturality, thanks also to the support and initiative of local people. In 2014 Alma de Africa constituted in a real team, organizing the “First tournament Alma de Africa”, that was the first occasion to get in contact with locals. In 2015 the Alma de Africa turned into a not for profit association, whose main goal is to promote a good quality life for immigrants in Jerez de la Frontera, facilitating their integration and fostering citizenship and active social participation. The association offers support to immigrants in order to have access to employment, education, social inclusion resources. Alma de Africa is the first football team composed by immigrants that plays in the national league in Spain. Currently is a third division team in Andalusia. The team is composed by immigrants from 12 different nationalities, like: Nigeria, Cameroon, Ecuador, Ivory Coast, Guinea, Morocco, Mauritania, Senegal, Ghana, Burkina Faso, Togo.

2. Alain is a Congolese teacher, now living in Malaga (Spain), that at the age of 24 was forced to flee from his country because of the risk to be murdered. He moved from Congo to Angola, then to Senegal and to Morocco, and from there, he crossed the Mediterranean Sea to reach the Spanish coasts. After being placed at CETI, a center for temporary stay for migrants, Alain was taken to Malaga at the CEAR center for refugees. Here he had the chance to learn the language and to study a VET cycle in Electricity, thanks to this training, he could also find a job. After 11 years, Alain is still living in Spain, he could make his education certificates equivalent in Spain, and is currently working as Technical for Social Integration of refugees, providing assistance and support to refugees, who have gone through his same long process. His story is being told in a virtual reality video, available on CEAR website: <https://www.cear.es/sections-post/alain-congo-desde-congo-malaga-video-realidad-virtual/>

Romania

Lina is a Palestinian single mother, who fled Gaza in 2010, travelling through Egypt, Libya and Jordan before arriving in Romania. She is leaving with her four children. The most important thing she brought with her was a pile of letters and drawings by her children – Alia, Lana, Adam and Ragheb – whom she had to leave in Jordan for nine months until she was granted refugee status in Romania that allowed the family to be reunited. “Actually, there is another important thing I’ve carried with me everywhere. This traditional bag – a sort of pouch my mother sewed. But what I



value the most – apart from my children, are their letters and drawings. Every time they were naughty, upsetting me, they would run to a corner of the house and would draw something or write me a letter – to make peace... These pieces of papers kept me alive while I was separated from them. That's why I always carry them with me, next to my ID.”

Mohamed- Siria

I fled my home town Aleppo early 2013, after months of insecurity and fear. It was very difficult... I could no longer go to work and my children had stopped going to school. In fact they were trapped inside our house as walking outside was very dangerous. We were terrified they would be kidnapped or killed. Even now they start to cry when they hear a loud noise – they think it might be a bomb. I came to Romania where I met with my uncle who had fled the country earlier. Soon after my arrival, I received refugee status, started to learn the language and rebuild my life from scratch in the town of Constanza at the sea. I have recently applied for family reunification too. With my uncle's help I rented an apartment and started running a small grocery shop called “Aleppo”. The shopkeepers in the neighbourhood know and greet me every morning. They don't know my story but they respect me and I respect them. I work hard to keep my small business alive while waiting to be reunited with my loved ones. Everything I do it is for my family; I think about them all the time. When they get here, the kids must go to school. They will learn Romanian. I don't think it will be hard; after all they are kids... But the first thing I want to do when they arrive is taking them for a walk in the park.

Bulgaria

Taking advantage of work opportunities in Bulgaria: the true story of a Syrian refugee, arrived in 2017, who is a teacher in Bulgaria. Elias now lives in Sofia– a country that when it first greeted him was not at all prepared to receive and care for him and the many others like him. Today, he lives in the centre of Sofia together with his wife and child. He works for an IT company that has contracts with many companies from the Arab world, and he teaches Arabic languages at the State University in Sofia. When he can make room in his schedule, he volunteers to help those who nowadays – just like him a few years back – roam across the streets of Sofia with only their backpacks, running from the police, sleeping where they can, waiting for a chance to make another step towards the rich countries of the West,



where they can make a living. 'Refugee family found home in the city of Smoljan' - the refugees from Iraq were helped by leading local business that provided them with a job, a lodge and kindergarten for their daughter.

The story is an exception as still local authorities have not concluded agreements with the state on the settlement of refugees based on the EU quota principle /according to agreements with the EU Bulgaria granted to integrate 160 refugees on its territory

Chapter 2 General data about refugees/ migrants integration process in the country.

2.1 Standard integration process from the reception moment until refugees receive asylum.

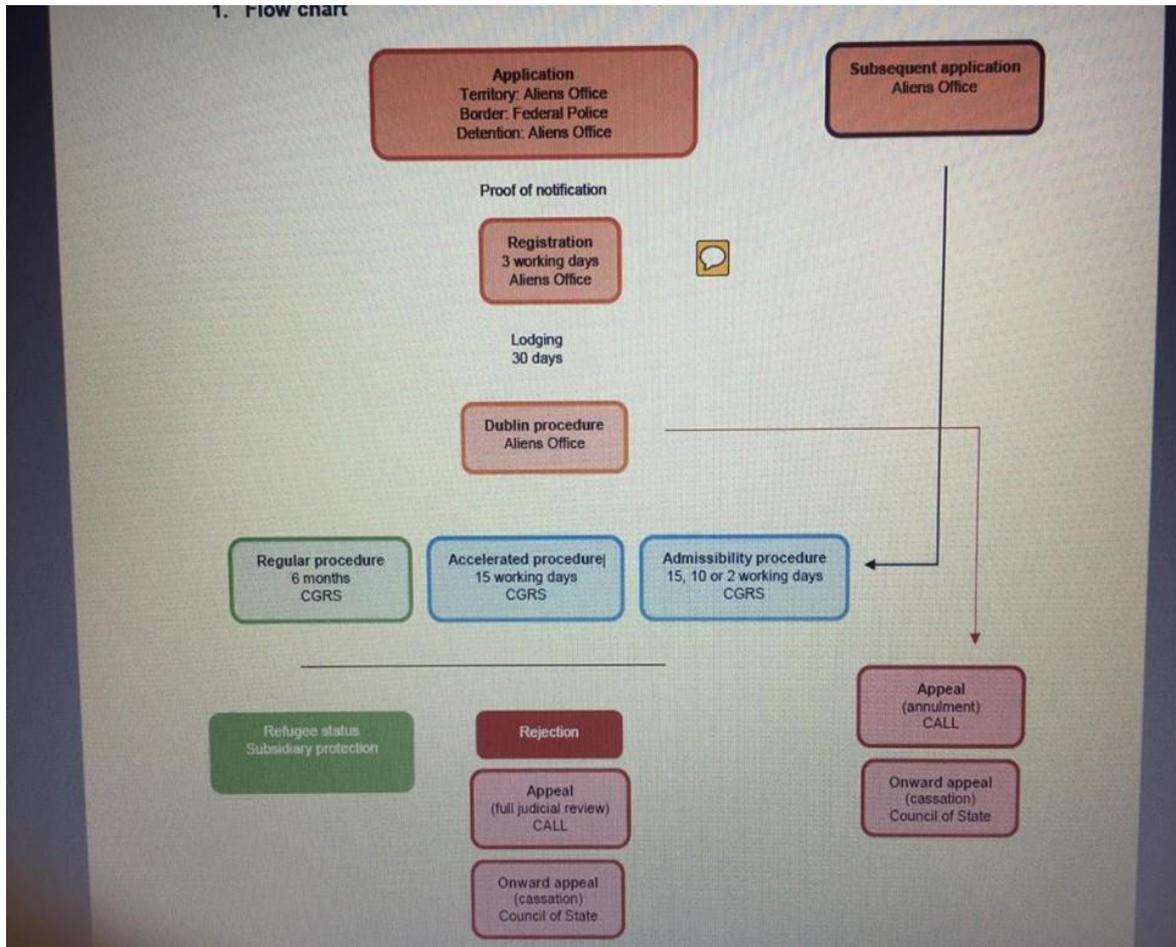
Albania

Normally, immigrants use Albania as an alternative route to move to Europe. If they get caught by the Albanian Police they are sent to special centers, where they are invited either to apply for asylum or to go back to the country of entrance. Up to now we have no registered forced return from Albania to the country of origin.

The ministry of Interior is responsible for the management of regular and Irregular migration. The structures responsible: The State Police; Migration and Border Department; The Asylum Department; The Anti-traffic Department.

MBD is responsible for the prevention of irregular migration through integrated management of borders, checking the legality of foreigners in Albania and organizing the voluntary or forced return to the country of origin or transit. While the Asylum Department is responsible for refugees, their application, processing, data collecting and approving of the refugee status.

Belgium



Greece

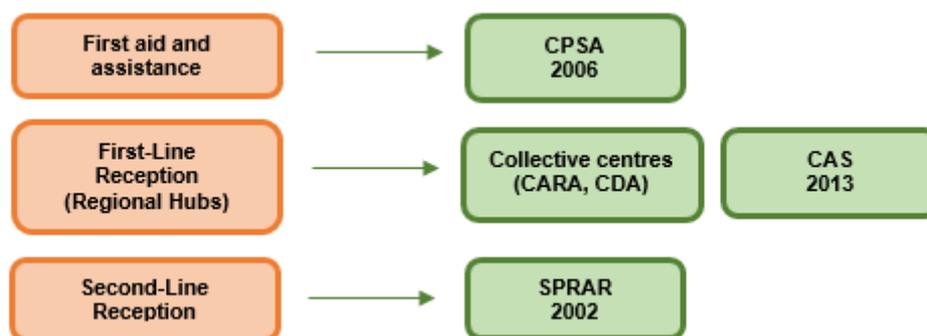
New arrivals to the islands usually spend a few days in detention to determine their immigration status, after which they are issued with papers and released. Syrians with valid documents are given six-month residency papers. Other asylum seekers or migrants are provided with administrative expulsion notices with one month to leave the country. The majority of migrants and asylum seekers move on their own to the mainland and head to Athens. The large majority of asylum seekers and migrants do not wish to remain in Greece and try to cross the Balkans to western and northern Europe.

No infrastructure or services to address the needs of new arrivals have been built, as the scale of arrivals is quite a recent phenomenon. For the past six years, Greece has had housing capacity for only 1,100 refugees. There are serious systemic gaps

Italy

In Italy the reception system is distinguished in phases:

1. Phase of first aid and assistance, operations that continue to take place in the centers set up in the principal places of disembarkation (HOTSPOTS)
2. First reception phase, to be implemented in existing collective centers (CARA – for accommodation of asylum seekers) or in centers to be established by specific Ministerial Decrees (CDA – accommodation centers) or, in case of unavailability of places in Temporary Reception Centers (CAS) implemented by Prefectures
3. Second Reception phase carried out in the structures of the SPRAR (System for the Protection of Asylum Seekers and Refugees). Established in 2002 is a public funded network of local authorities and NGOs which accommodates asylum seekers and beneficiaries of international protection. It is formed by small reception structures where assistance and integration services.



Snapshot by infographics of Asylum Information Database
http://www.asylumineurope.org/reports/country/italy/reception-conditions/short-overview-italian-reception-system#footnote1_keocn21

In December 2014, the Italian government launched the ‘national system for the reception of unaccompanied minors’ campaign with the aim to streamline local practices and to develop standardized procedures concerning UAMs on a national level.

Reception arrangements at arrival: First Reception

The majority of UAMs arrives in Sicily by boat and departs with the help of 'smugglers' from Libya and Egypt. After disembarkation, the migrants are identified by the forensic police and provided with food and a medical check-up by the Red Cross and Medical NGOs.

The immigration police provide the Migrants with a personal number and take a preliminary photo. Afterwards, the migrants are requested to go to the immigration police for the official identification.

After the unaccompanied minor is identified by the immigration police, he or she should be placed in a so-called 'bridge facility' (structure point), which is a temporary shelter. These facilities function as transit locations for immediate placement where the child receives a medical check-up. Providing migrants with the emergency shelter are termed 'first phase' reception (*prima accoglienza*). These facilities aim to host UAMs for a maximum of 3 months before they will be transferred to 'second phase' reception centres (*seconda accoglienza*). In practice, this implies that UAMs are often placed in large open centres in remote areas such as schools or former hotels, which most of the time offer only basic services the provision of food and accommodation.

The childcare services of the local municipality have the responsibility to provide UAMs with accommodation, to report on the situation of UAMs to the Juvenile Court, Prefecture and the Ministry of Interior, to initiate administrative procedures and facilitate the replacement of the child to 'second phase' centres.

The local social workers carry the responsibility to ensure proper care and inform and notify the minor concerning the procedures and the asylum system.

A part of the reception costs are paid for by the national fund for the reception of UAMs, FAMI (Fondo Asilo Migrazione e Integrazione) of the Ministry of Internal Affairs, of European subsidies and with the contribution of local municipalities.

There are also Organization and associations promoter of the right and engaged in the field reception and protection of minors alone: ActionAid, Ai.Bi., Amnesty international Italy, Asgi, Italian Caritas, Centro Astalli, Cir, Cnca, Emergency, Oim, Terre des hommes, Save the children, Unhcr and Unicef.

Long-term reception arrangements: Second reception

The 'second phase' reception centres consist of the family home centers (Comunita di Accoglienza per Minori), and secondly, the 'SPRAR' centers. The traditional reception framework for the accommodation of unaccompanied minors is based on the SPRAR network for asylum-seekers ('Sistema Protezione Richiedenti Asilo e Rifugiati'). SPRAR was established nationally in 2002 and consists of a publicly funded network responsible for the reception and integration of asylum-seekers who stay in reception centers run by local contractors (Cooperativa Sociale). The SPRAR framework for the reception of asylum-seeking UAMs was established in 2005 after a decision of a Juvenile Court. The Juvenile Judge ruled that the reception of UAMs needs to be arranged by the local municipalities who contract third parties to run the SPRAR facilities. UAMs ought to be placed in an SPRAR center after they have filed their asylum claim. The minors are allowed to stay in the SPRAR for UAMs until they become 18.

As the number of UAMs rises and places in SPRAR centers is lacking, unaccompanied minors are increasingly placed in homes with a maximum of 10 to 12 places. The Comunita di Accoglienza per Minori have mushroomed in the recent years and have become the standard accommodation for UAMs, especially in Southern Italy.

The centers are generally located in apartment buildings and are subject to strict minimum standards laid down by national childcare law. Again, the quality of the reception highly depends on the social cooperative managing the center, the collaboration between 'stakeholders' within the municipality and opportunities for integration in the area.

THE SPRAR SYSTEM consists of a network of managing entities that set-up and run local reception projects for asylum seekers. At a local level the managing entity, with the valued support of the third sector (non-profit organisations, NGOs), ensures an 'integrated reception' that, according to the 2016 guidelines of the Ministry of Interior, must go well beyond the mere provision of board and lodging, and include orientation measures, legal and social assistance as well as the development of personalised programmes for the social-economic integration of the beneficiaries. SPRAR's main objective is to take responsibility for those beneficiaries accepted into the scheme and to provide them with personalised programmes to help them (re)acquire self-autonomy, and to take part in and integrate effectively into Italian society, in terms of

finding employment and housing, access to local services, social life and education. SPRAR projects offer cultural and linguistic mediation, accommodation, access to local services, language education and access to schools for minors, vocational training and traineeships, legal advice and health care. SPRAR projects should also provide assistance in accessing employment, housing and social integration (Source: Country expert and <http://www.sprar.it/>)

In SPRAR centres asylum seekers receive linguistic and cultural mediation services, legal counselling, Italian language courses and access to schools for minors, health assistance and socio-psychological support, training and employment services, as well as information on recreational, sport and cultural activities, and information on (assisted) voluntary return programmes. During their stay in SPRAR centres, asylum applicants also receive a small monetary allowance for personal needs.

Lithuania

In the center of the integration period (up to 3 months with the possibility of extending the duration of the vulnerable groups up to 6 months), the beneficiary is granted a free residence; providing social and psychological services; providing health care services at the center, and, if necessary, enabling them to receive services in health care institutions; organization of job search and personal evaluation and qualification assessment; a monthly food allowance and a small allowance of 71.4 EUR; a child allowance for the schoolchildren's children for the acquisition of essential school supplies (57 Eur); a monthly payment of 60.8 EUR compensation for the education of children in pre-school and / or pre-primary education programs; free courses of Lithuanian language and culture are organized; equipped with essential items, clothing, footwear, bed linen.

At the end of the integration period at the Center, support for integration is provided in the municipality (it takes 12 months for vulnerable groups to be extended to 36 months) in which the person chooses to live. At this stage, non-governmental and other organizations provide curator services to asylum seekers involved in integration.

FYROM

-According to the amendments of the Law on Asylum and Temporary Protection (from June 2015), the person who have an intent to submit a request for recognition

for the right of asylum, can do that at the border crossing or inland, on the territory of the Republic of Macedonia,

-Asylum seeker or migrant this intention can be expressed verbally or in writing to the officer of the Ministry of Interior,

- Police officer records the personal information of asylum seekers and gives copy of the stated intent,

- The police officer sends the asylum seeker within 72 hours to apply for asylum to an authorized official in the premises of the asylum section, which are located in the Reception Centers for asylum seekers,

-In the reception center are provided accommodation for asylum seekers, food and basic health care. The center is of open type and asylum seekers must stay in the center till the end of the process. The reception center has services that take care of vulnerable categories of asylum seekers.

Portugal

In the phase prior to the arrival in Portugal of the applicants for international protection, it was incumbent upon SEF (Foreign Service and borders) and ACM, I.P. (High Commissioner for Migration, Public Institute) manage the matching, combining the profile of the refugee the most appropriate host institution, as well as all necessary support to the host institutions during the integration process. The process has the Portuguese Council's contribution to the Refugees (CPR) and the Refugee Support Platform (RAP), which the involvement of ordinary citizens in the process of welcoming and supporting the integration. The integration process, as we mentioned, includes an intensive course that can represent a total of 300 hours of learning, with all refugee children being public education. They also receive a refugee shelter kit developed by ACM (High Commissioner for Migration) with a word converter, an example of common expression, a presentation document of a world and other information, a copy of the Constitution of the Portuguese Republic, a map of Portugal, a T-shirt with icons indicative of everyday needs, initial support also covers financial assistance for food, transport and personal expenses, as well as access to health services and psychological support if required / advised. The process of reception and integration of refugees has been kept in mind as individual person / household, and the specificities of localities with host availability. The integration



process is outlined on the basis of an Integration Plan PIP), applied to all refugees in the initial phase of integration.

This plan aims to outline the integration strategy, both in the personal domain and social, as in the professional field, guaranteeing a path of autonomy in the process of integration.

Spain

Spanish Law, according to the art.13 of the Constitution, and the international law, mainly corresponding to the Geneva Convention, signed and ratified by Spain, set the conditions that entitle both people coming from other countries and stateless people to be granted of the international protection (asylum or the subsidiary protection).

Is it possible to submit an application for the international protection:

1. At the Border: The application can be submitted at the correspondent office, in airports, international harbors and border crossing points.
2. At CIE (Detention Centre for Foreigners). Here the center is responsible to forward the application to the Office for Asylum and Refuge.
3. Applications can be submitted to the authorized police stations, at Immigration offices and at OAR (Offices for Asylum and Refuge), on the national territory.

Although initially the Asylum Act foresaw this possibility, asylum application cannot be submitted through embassies or consular representation outside Spanish territory.

There are two different procedures for the examination of the applications.

Regular Procedure: the OAR has 1 month to decide on the admissibility of the request. In case the resolution is not issued within that time, it is understood that the application has been admitted under positive silence. In case the request is considered inadmissible, the applicant may appeal for reversal or file a contentious administrative appeal.

When the application is admissible, the Ministry of Interiors have to examine the request by 6 months (usually, this period uses to be extended). The CIAR, Inter-Ministerial Commission of Asylum, is competent to decide on the application.

Urgent and border procedure: In case the applicant is outside the Spanish borders or is claiming asylum from a CIE. In urgent procedure, the OAR will have 72 hours (or 4 days in case of applications submitted from CIE) to decide on the admissibility of the request. If the application is admitted, the applicant is allowed to enter the

national territory to continue the urgent procedure. If the request has been declared unfounded or inadmissible, the applicant may ask for re-examination, and in case of a second rejection, he/she can submit an appeal to a judge. In case the application is admitted, the Ministry of Interiors will have 3 months to decide on the request.

The main characteristics of the Spanish reception system is that it is run by both public and private entities (mix management). The system is composed from one side, by a public network of Reception Centers of Refugees (CAR) and Temporary Stay Centre (CETI), and from the other side, by entities and programs of assistance to international protection applicants and beneficiaries, run by NGOs through funds from general Directorate of Migrations of the Employment and Welfare Ministry.

1º PHASE: Reception

Duration: 6 months

Once on the national territories, refugees are relocated to the provinces. They are received by Reception Centers, like C.A.R. in Valencian Community, where they are provided with legal and psychological assistance, Spanish lessons, food and maintained, training and integration support.

2º PHASE: Integration

Duration: Approx. 1 years and a half

Refugees are placed in apartments, rented by ONGs. They are provided with financial aid, legal and psychological advice, assistance and job seeking. In this second phase, the assistance is mainly focused on active searching of employment and labor integration. Refugees are given an official authorization to work, and a financial aid for renting the apartments, between 380 euros per person and 700 per family unity.

3º PHASE: Autonomy

In this last phase, that goes till the refugees are completely integrated in the society and economically autonomous, government is not actively involved anymore. Further support and assistance is being provided exclusively by NGOs.

Romania

The integration of refugees in Romania is a dynamic, multifaceted and bidirectional process that calls for efforts from all parties involved, including the willingness of refugees to adapt to the host society without giving up their former cultural identity.



The process of local integration is complex and gradual, having three distinct but interconnected dimensions, namely legal, economic and socio-cultural, all of which are important for the integration capacity of refugees as full members of society.

Following the events that forced a person to leave his home country, recognition of his refugee status in the country of asylum took place.

The process of recognizing / determining refugee status takes place in two stages:

- 1) establishing the facts relevant to the case;
- 2) application of the definition of the Convention and other legal provisions to the established facts.

The General Inspectorate for Immigration (IGI), a specialized structure within the Ministry of Administration and Interior, is responsible for processing the asylum application in Romania. This institution is the first to process the asylum application and make a decision. However, if the decision is negative or not what the asylum seeker wants, he is entitled to appeal to the courts in Romania. The process of granting protection includes two procedures:

Ordinary procedure

- a) administrative phase - the request is analyzed by the General Inspectorate for Immigration through the Directorate for Asylum and Integration
- b) the judicial phase - if the asylum seeker receives a negative decision at the administrative stage, he has the right to appeal this decision, addressing the courts in Romania

Accelerated procedure: applies to unfounded asylum applications of persons from a country of origin deemed safe and of persons presenting a danger to national security or public order in Romania (Law 122/2006 with subsequent amendments and additions)

The asylum application is first resolved by the General Inspectorate for Immigration through the notified bodies, based on the reasons given by the asylum seeker and the documents he supports in his statement, which will be analyzed in relation to the situation in the country of origin and credibility of the person. For vulnerable categories (single-parent families, unaccompanied minors, pregnant women, victims of trafficking in human beings, people with disabilities, etc.), their vulnerability is taken into account during the asylum procedure. Unaccompanied minors are appointed as a legal representative, suspended until the appointment is made, and unqualified persons are called a curator. Solving the asylum applications of

unaccompanied minors and persons belonging to other vulnerable categories is done with priority. The asylum procedure in the administrative phase may, according to the law, last for a maximum of 2 months

Refugee status offers the same rights and obligations as any Romanian citizen. The refugee also benefits from a non-refundable 540 / month for 6 months, which can be extended for another 3 months. In addition, it is possible to obtain a partial covering of the rental costs of a dwelling for a period of up to 6 months, provided that it actively participates in the integration program organized by the General Inspectorate for Immigration. The integration program includes cultural accommodation, psychological counseling, Romanian language learning and social counseling on access to rights they have in Romania: the right to a job, the right to housing, the right to health and social care, social insurance, the right to education.

During the asylum procedure, the asylum seeker can request to live in one of the 6 regional accommodation centers (Bucharest, Șomcuta Mare, Rădăuți, Timișoara, Galati and Giurgiu). They have a total capacity of 920 seats. He receives a monthly allowance of 108 RON / month / person, from which he has to cover his costs of food and clothing, and will receive medical assistance only in emergencies. The labor market will have access to one year after starting the asylum procedure.

Bulgaria

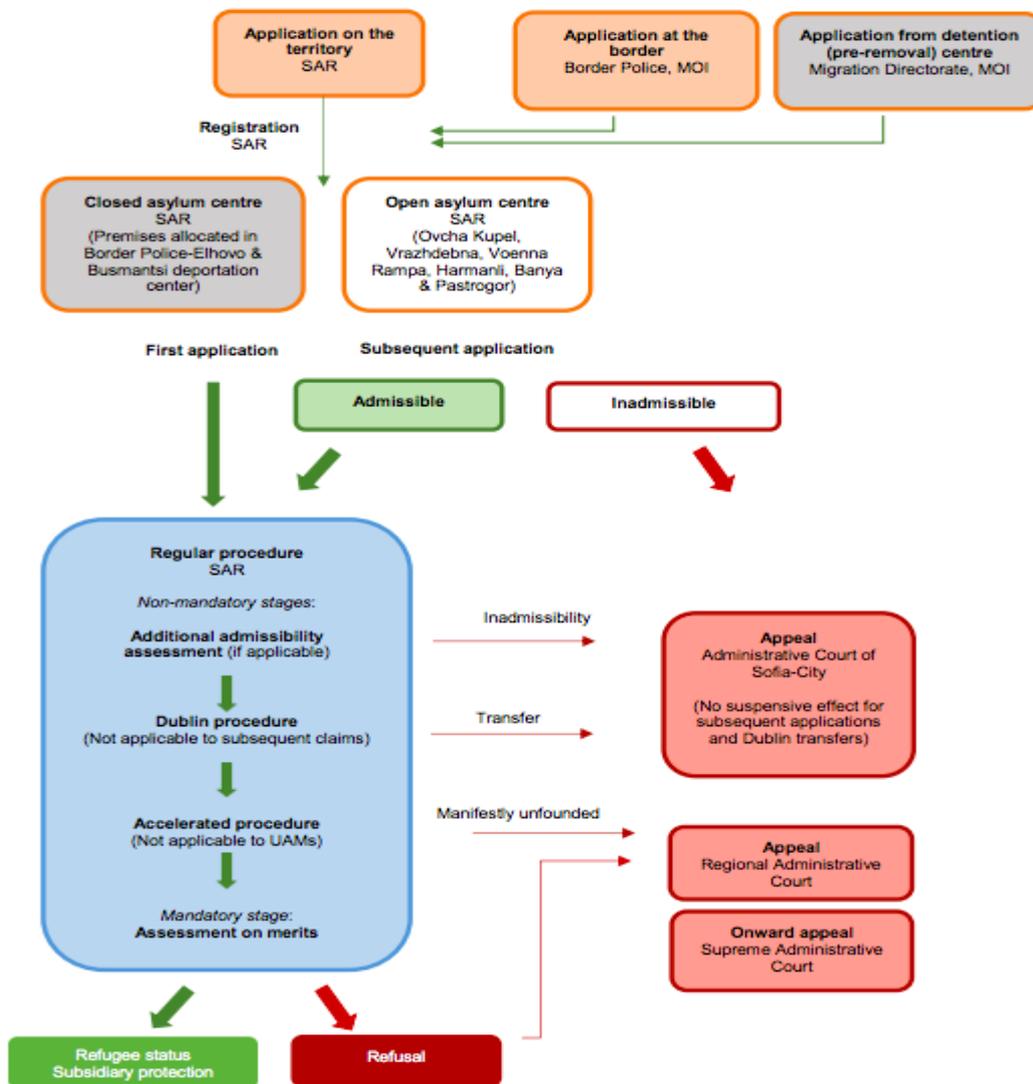
The submission of asylum applications may be done either before the specialised asylum administration, the State Agency for Refugees (SAR), or before any other government institution or state authority. Therefore, asylum can be claimed on the territory, at borders before the Border Police staff, or in detention centres before the Migration Directorate staff, either of which are obligated to refer it immediately to the SAR. Since 25 December 2015, the SAR is required to formally register the referred applications no later than 6 working days from their initial submission before another authority. The asylum application should be made within a reasonable time after entering the country, except in the case of irregular entry / residence when it ought to be made immediately, otherwise it could be ruled out as manifestly unfounded. If the asylum application is made before a state authority other than the SAR, status determination procedures cannot legally start until the asylum seeker is physically transferred from the border or detention centre to any of the SAR's reception centres for the so-called registration to lodge the claim 'in person'.



Asylum Procedure

A. General

1. Flow chart



Since 25 December 2015, the SAR is required to formally register the referred applications no later than 6 working days from their initial submission before another authority. The asylum application should be made within a reasonable time after entering the country, except in the case of irregular entry / residence when it ought to be made immediately, otherwise it could be ruled out as manifestly unfounded. If the asylum application is made before a state authority other than the SAR, status determination procedures cannot legally start until the asylum seeker is physically transferred from the border or detention centre to any of the SAR's reception centres for the so-called registration to lodge the claim 'in person'. The SAR is a single central administrative authority, which has the rank of a ministry. SAR is competent to decide on all individual asylum applications and to grant or reject either of the two

types of international protection; refugee status or subsidiary protection (“humanitarian status”). In case of mass influx where individual asylum applications cannot be processed, a temporary protection status is granted by the government following a collective decision made by the EU Council. These forms of individual or collective protection can be applied without prejudice to the authority of the Bulgarian President to grant asylum to any foreigner based on the national constitution, if he or she is persecuted for convictions or activities undertaken in order to protect internationally recognised rights or freedoms. As of 16 October 2015, the asylum procedure stages are unified in one, single regular procedure. Dublin and accelerated procedures are now considered as non-mandatory phases of the status determination, applied only by a decision of the respective caseworker, if and when information or indications are available to either engage the responsibility of another Member State to determine the asylum application in question, or to consider the asylum application as manifestly unfounded respectively.

2.2 Challenges of integrating refugees from healthcare, education, social assistance, housing, labour market access.

Albania

- reintegrating returning migrants (and refugees) with economic problems
- matching employment opportunities and skills, including professional training.
- implementing the "Migrants Counters" in all the regional employment offices.
- coordinating with all sectors, like Social Service and local governments
- Identifying real refugees from dangerous people infiltrated

Belgium

1. Migration is all too often seen as a threat, not an opportunity.
2. Migrants are seen as a threatening for the social fabric of the country.
3. Discrimination
4. Lack of information for the countries of origin of the refugees/ situation, culture etc..
5. Prejudices



Greece

Asylum interview: legal aid and representation during the first interview is essential. This is the applicants' first and main chance to talk about their story and prove the admissibility and eligibility of their application for international protection. It is also their chance to elaborate on possible vulnerability elements that might have gone unnoticed in previous stages. Applicants need to be prepared beforehand in order to be able to articulate their claim truthfully and consistently. During the interview, a lawyer should be present in order to ensure the legality and fairness of the procedure, ask additional questions and make necessary remarks and observations, especially, when the facts of the case do not appear to be clear. Moreover, the lawyer can submit a memo and additional documents afterwards, elaborating on the claim and providing legal reasoning. Taking into consideration that that appeal procedure is, in principle, in writing and does not include an oral hearing, a complete case file and a well-represented case in the first instance could be invaluable.

Appeal before the Appeals Committees: since the procedure is, in principle, in writing, legal aid provision is required in order to submit necessary documents that will include the reasons for appealing the negative decision and the shortcomings of the procedure (memo, additional evidence, medical records etc). Although there is a state run legal aid scheme, currently it does not cover the needs, as only 23 lawyers were recruited by the Asylum Service to provide legal services to 17.633 asylum seekers who have challenged the first instance decisions⁸ since 2016⁹.

Application for annulment before the Administrative Appeals Court: only lawyers have rights of audience in Greek courts therefore legal assistance is required at this stage in order to prepare the case file, represent the case and help the applicant navigate the Greek judicial process, for the additional reason of the imposition of high legal fees. Legal aid is not always available for human rights cases such as these.

Detention: personal liberty is a fundamental right and it should be ensured that detention is used as a last resort. Detainees should have access to legal aid and representation during their asylum procedure as well as to challenge the detention decision and their possible deportation/ readmission decision. Lawyers are essential

to guarantee the procedural guarantees of detainees and the right to be brought before the competent authorities in due course¹⁰.

Civil registry acts: there are various deficiencies in such assistance for refugees (e.g. lack of right to an interpreter). For newborn registration, legal assistance would aid the proper collection of data as required by the Birth Registration Act (e.g. names of parents and their [marital] status).

Social benefits: access to health, social security, welfare allowances have been problematic without legal aid assistance. The law is poorly codified and based mainly on various Government circulars which are not clear on the relevant procedure.

Italy

“Integration of Refugees remains urgent challenge”: according to the Astalli Center’s 2018 Annual Report. “Italy focused a lot on the reception and first care of refugees, forgetting about their integration”, said Rev. Camillo Ripamonti, the President of Centro Astalli. “Now Integration is the weakest link”, he added.

Astalli is the Italian headquarters of the Jesuit Refugee Service. The report provides a snapshot of the conditions of asylum seekers and refugees who appealed to the Center for help during 2017. It makes several references to Pope Francesco’s message for the 104th World day of migrants and refugees, celebrated on January 14, 2018.

According to the report: the goal of a single reception system with uniform standards is still far away. Despite the decline in arrivals registered in Italy in July 2017, the centers of extraordinary Reception (CAS) remain the prevailing solution, while SPRAR network (Protection System for Asylum Seekers and Refugees), even if growing, covered just under 15% of the approximately 205.000 available places. The measures that encourage the participation of local authorities with the SPRAR network, the situation in many territories is not in line with what is needed, the transition between the first and second reception takes place with a lot of delays and for a limited number of people.

The decline in the number of people arriving in Europe seeking protection is not necessarily good news. At the SaMiFo (center which assists victims of international violence and torture) , in 2017, large numbers of people were traumatized following migration trips and especially when staying in detention in the centers in Libya.



The effect of the measures introduced during 2017 to reduce the flow of arrivals in Europe through the central Mediterranean caused migrants to be held in Libya longer and they may be subject to imprisonment in critical conditions. At times migrants have been intercepted at sea and returned to the port of departure. Although the victims of sea voyages declined in absolute terms last year, it has remained high, according to the report.

Italy has implemented measures to improve the reception and labour market, and social integration of asylum seekers. Examples of pilot project for the labour market integration of beneficiaries of international protection in the Sprar System is the project INSIDE that supports in 2016, 672 personalized employment integration programmes providing measures for skills upgrading and employment support and the project PERCORSI funded by the Migration Policy National Fund aims to finance the social employment integration of young migrants who have don't reach 23 years and unaccompanied minors.

Tailored pre-integration support to labour market access, education/training, and social activities to asylum seekers in the so-called SPRAR system, implemented by municipalities with the support of NGOs. However, these positive experiences are still limited and contribute to the wide differences in the way reception and integration takes place across reception centres and territories. Italy also introduced specific measures to support access of refugee children to the educational system with integration and/or language courses. Measures have also been taken to facilitate the participation of refugees in tertiary education, through the activation of protocols with universities and the provision of scholarships and tax/tuition exemptions.

Italy improves access to free primary health care, especially for vulnerable groups, regardless of their legal status.

According to what emerged from the focus groups and the recommendations made by UNHCR in the Final report April 2017 (Report deal with the focus groups involving refugees organized throughout Italy), accommodation independence is another significant issue, a key precondition to regain confidence and begin a process of social inclusion. Many refugees highlighted the difficulties in finding a place to live, especially in the post-reception period; health can be a very serious obstacle for the integration of beneficiaries of international protection. Besides common problems that may arise in the course of life, many have to face specific health conditions resulting from traumatic experiences, such as persecution in countries of origin, or from



deprivation and violence suffered in transit countries during the journey to Italy. UNHCR recommends that increased efforts be made to promote and enhance the creation of social networks involving both refugees and Italian citizens. To this end, UNHCR recommends that the civil society, and in particular sports, cultural and volunteer associations, be more involved in policies supporting the integration of refugees. In compliance with the Charter of Rome, public and private media provide more correct information on asylum and refugees, in order to avoid misrepresentations of refugees, which can fuel racism, xenophobia and discrimination. In developing asylum policies, particularly on the integration of refugees, recommends the contribution of refugees, as individuals or as part of a community be enhanced.

Measures (challenges) for children and unaccompanied minors

The legal framework was improved in March 2017 with a law on the 'Provision of Protection Measures' reinforcing the protection of UAMs with the prohibition to reject unaccompanied and separate refugee children and to detain unaccompanied minors. The law also provides for a reduction of the time UAMs spend in first-line reception centres; the establishment of a structured and streamlined national reception system with minimum standards, as well as the promotion of guardianship for children, foster care and host families for children; and the harmonisation and improvement of age assessment in a child-sensitive manner. The Italian legislation also provides that all minors, both Italian and foreigners, have the right and the obligation until the age of 16 to be enrolled into the national education system. Under LD 142/2015, unaccompanied asylum-seeking children and children of asylum seekers have access to the same public schools as Italian citizens and are entitled to the same assistance and arrangements if they have special needs. They are automatically integrated in the mandatory National Educational System. No preparatory classes are foreseen at national level, however, as it is possible that some educational institutions organize additional courses for the integration of foreign children. Asylum-seeking children are also admitted to the Italian language courses. In Italy measures have also been taken to facilitate the participation of refugees in tertiary education, through the activation of protocols with universities and the provision of scholarships and tax/tuition exemptions.

Lithuania

First and for the most is language barriers. National organisations are fostering refugees integration all over Lithuania. In smaller towns people do not speak foreign languages and that becomes issue to start a job, find friends, integrate. In cities cost of life is way higher, that makes refugees to choose to live in smaller areas over bigger opportunities to integrate. Refugees receive social assistance, but it is not enough. They receive low amounts of money to sustain their families.

During first 9-month period in the country they are not allowed to work (integration stage) and right after they have to find a job. There is no transition period that makes things a lot harder.

FYROM

Refugees and asylum seekers don't stay for a long time in Macedonia and because of that we can't find any information about challenges of integration with which they are facing. They just pass through Macedonia and Western Europe is their final destination. Initially, in the Reception Transit Center "Tabanovce", 24 children were included in the educational program, but the educational program was gradually stopped due to a lack of children.

Portugal

Communication problems because of language; They often create expectations that are not in line with what they find; Territory, to combat existing imbalances in the country refugees often go to land in the interior of Portugal where the opportunities are not so great; Always be able to deal with the institutions responsible for integration; Find jobs equated to the academic background they bring from the countries of origin. Often, refugees also have to deal with certain mistrust on part of the local population.

Spain

In 2018, a Research jointly carried out by the Cátedra de Refugiados y Migrantes Forzosos de la Universidad Pontificia Comillas ICAI-Icade and (IUEM), the Human Rights Institue Pedro Arrupe of the University of Deusti and the Jesuit Service for Migrants, entitled "Receiving without Integrating?" states that the Spanish reception



system is not able to find a solution to the obstacles that refugees face while trying to integrate into the society. The main obstacles refugees have to face are:

- Job insecurity
- Economical precariousness
- Housing instability

Although the 20% of refugees have high educational qualification, they still count on very precarious job or have to face lack of job opportunities.

In order to improve the refugees' integration process, the researchers propose some measures that aim at reforming the places allocation assignment, to make the process smoother and more flexible, providing extra support to refugees when moving from one phase to another (reception-integration-autonomy), at facilitating the homologation of education certifications, etc.

Generally, the main challenges the refugees face when trying to integrate in the several civil society sectors are:

- Language. Especially for refugees coming from countries other than Latin American, language is one of the first barrier for integration, as well as one of the main obstacles that hamper entering in the labor market.
- Housing. As stated by ONGs like CEAR and ACCEM, find an apartment for refugees is quite a challenge, as they cannot meet the requirements set up by both owners and estate agencies, like job contract, pay slips, bank or any other guarantee, etc. Although NGOs issue official declaration attesting the person is receiving aids for renting, that is not sufficient for them.
- Access to the labor market: in this sense, challenges can be different, and linked to lack of a validation system for education qualification and titles obtained in other countries. Often refugees also suffer from a decrease in their social status, while forced to do underqualified jobs despite their professional background and qualifications.
- Social networks: refugees suffer from fragile social and human support, as very often they are deprived of family's affections and closer relationships and to takes time and efforts to build some solid new ones.
- Discrimination and Social exclusion: Stereotypes, prejudices and discrimination are another barrier for integration in all sectors (education, employment, social inclusion, etc.).

Romania

There's a housing crisis. The refugee centers don't have enough capacity to accommodate all the asylum seekers.

The locals and the refugees don't interact to often between them.

The education system for children is chaotic and bureaucratic and most of the refugee children encounter difficulties in subscribing to public system

Bulgaria

Housing

A person who is granted refugee or subsidiary protection status should register within 14 days of his/her status determination decision with the municipality where he/she resides. In most of the cases, however, those granted international protection continue to live in centers because they cannot afford to rent apartments outside these centres and have limited access to social housing. They are allowed to live in RCCs for up to six months but are not entitled to receive food. While these arrangements ensure minimal support, they do not adequately provide beneficiaries of international protection with opportunities for self-reliance, which exacerbates the risk of homelessness and poverty.

Access to the labour market

According to the relevant legislation, beneficiaries of international protection should benefit, in the same way as Bulgarian citizens, from employment programmes upon their presentation and registration with the local employment offices. However, it should be noted that beneficiaries of international protection have fewer opportunities to benefit from general support programmes compared to Bulgarian citizens, because of lack of information about how to seek employment, lack of knowledge of Bulgarian language and lack of recognition of qualifications. In the absence of employment programmes providing targeted support to beneficiaries of international protection or special assistance to those with specific needs, refugees face a number of barriers in exercising their right to work.

Education

Asylum-seeking and refugee parents have generally shown reluctance to send their children to schools in Bulgaria because they intend to travel elsewhere in Europe. NGOs and local government has made significant efforts to convince parents about the benefits of educating their children in Bulgaria. Also, the SAR facilitates the



enrolment of refugee and asylum- seeking children in local schools in particular by making arrangements for their transportation from the centres to schools. Consequently, there has been some progress in school enrolment of children in 2017; of the 363 children present in RCCs, 130 are currently enrolled in Bulgarian schools. Concerns remain, however, regarding actual school attendance by children and their placement in appropriate programmes for their age and state of development. More concerning is the situation of unaccompanied children accommodated both in RCCs and closed centres who do not have any access to education. There is no provision of Bulgarian language training for adults in or outside of RCCs, which constitutes an obstacle to their integration in the Bulgarian society. The lack of funding, which is the main cause of this situation, should not prevent Bulgarian authorities from engaging in partnerships with local NGOs which can provide language courses, training and apprenticeships leading to skills acquisition for adult asylum seekers and refugees. There are many NGOs which are currently doing that on a volunteer base.

Lack of access to medical care

There is no guarantee of access to medical care for those who have been granted refugee or subsidiary status. Once they have left the camp there are a number of barriers to accessing health care. There is a monthly contribution to be paid towards healthcare, and refugees and those with subsidiary protection have to pay this themselves, as there is no state support for medical care. However, this contribution does not cover medication or psychological treatment, which are exactly the provision traumatised refugees and victims of torture most need. Even those who do make the monthly contribution towards health care rarely benefit from the system. To obtain any medical treatment, one needs to be registered on a general practitioner's list, which means that even those who are insured (having made the monthly payments) cannot access the treatment if they are not registered with a general practitioner. It is the general practitioner who is able to prescribe medication or make referrals to specialists.

Social Assistance

Only those who have already received humanitarian or refugee status and have all the rights of Bulgarian citizens (except for the right to vote and occupy positions requiring Bulgarian citizenship) have access to benefits. 1 349 BGN per year are formed by two sources - one is intended for the payment of heating to socially

disadvantaged ones, with the maximum amount being 361 BGN for the heating season. The second source is social benefits such as unemployment benefits, child allowances, one-time allowances for "vital needs", or one-time help for issuing an ID card. In the second year of their stay in Bulgaria, the person would not have the right to some of the benefits, defined as one-off. Then, the maximum state support would be reduced to 959 BGN per year. As for the disabled one, they depend on the amount of lost capacity to work. The Ministry of Finance mentions as a minimum amount the benefits, which are due to a loss of working capacity of 50 to 70 per cent - 581 BGN per year. The maximum allowance for injuries of over 90 per cent amounts is BGN 1 361 per year.

2.3 Public, private and nonprofit entities involved in refugee's integration and prevention of hate speech among migrants.

Albania

The Commissioner for the Protection of Human Rights - state agency

The Albanian Helsinki Committee - NGO

different local NGOs in the border areas

Terre des Hommes

UNHCR

Belgium

NGOs:

- Alphabet Formation
- Miles for Migrants
- Caritas International Belgium
- UNHCR
- IOM etc

Greece

Greece currently hosts approximately 50,000 refugees, most of whom will remain in the country. The International Rescue Committee ensures these refugees understand their rights and provides them with job training, and psychosocial support so that they can rebuild their lives. More than 180 representatives of organizations,



institutions, private companies and beneficiaries participated in the event "We live together - We work together", organized by the Livelihoods Committee of the Athens Coordination Center for Migrant and Refugee issues (ACCMR).

Italy

The main problem for the management of asylum seekers is the time needed for the recognition of refugee status, as in this period asylum seekers usually cannot work, are not be eligible for full integration measures and have to stay in reception or detention centres. In Italy on 12 April 2017, a new law aimed at accelerating asylum procedures and returns was approved. The law provides for cuts in the time needed for asylum requests to be examined from 6 months to 60 days, the elimination of a layer of justice for appeals, the option for asylum seekers to do socially useful work, the creation of new reception centres for repatriation and an allocation of EUR 19 million for carrying out expulsions.

Italy has supported measures to improve integration in the education system and to improve migrants' language skills, as well as for the labour market integration of beneficiaries of international protection and asylum seekers. However, the effective implementation of these measures has been difficult, due to little experience in the handling of asylum seekers and refugees, and the period of difficult economic and labour market situations.

Lithuania

2016 The curator's service was provided by two non-governmental organizations - VA Caritas and the Lithuanian Red Cross Society and the Klaipėda City Social Support Center. The curators help the foreigner to acquire the necessary supplies, rent an apartment, pay cash benefits, organize the training of the Lithuanian language for the foreigner, arrange the visit of the kindergarten, study the children at the school, counsel foreigners on all issues, ensure the visit of the foreigner to the labor exchange, help fill in and prepare the necessary documents, etc.

FYROM

1. Public entities:

- The Office of the Macedonian ombudsman,
- The Ministry of labor and social work



- The Municipalities,
 - The Ministry of Interior.
2. Humanitarian organizations and NGO
- The OSCE Mission in Macedonia,
 - The UNHCR Representation in Macedonia,
 - Macedonian Young Lawyers Association (MYLA)- NGO
 - Open Gate Association for action against violence and trafficking in human beings- NGO

Portugal

In order to conduct the framework and protection of refugees there are numerous institutions international and national levels: The United Nations High Commissioner for Refugees; European Support Office on Asylum (EASO); European Network for Re-Installation; Portuguese Council for Refugees (CPR). It is a non-governmental organization for development (NGDO) and the operational partner of the UN High Commissioner for Portugal. Since 1998, the Ministry of International Administration (MAI), through the Foreigners and Borders Service (SEF).

Hate No - MOVEMENT AGAINST HATE SPEECH - The Movement Against Hate Speech - Youth for Human Rights Online is a campaign of the Youth Sector of the Council of Europe, which runs until the end of 2017, and is done by young people, online and offline.

Spain

Public entities:

- Centros de Acogida a Refugiados (CAR)
<http://extranjeros.empleo.gob.es/es/ProteccionAsilo/car/index.html>
- CAI (Centro de Atención a la Inmigración) - Valencian Community
- Red de municipal de Acogida de refugiados de la FEM. FEM it is the biggest association of local entities, that group municipalities, provincial governments, regional councils (in total 7.324), representing more than the 90% of local governments in Spain.

<http://www.femp.es/comunicacion/noticias/red-de-municipios-de-acogida-de-refugiados-de-la-femp>



- Observatorio Español de Racismo y la Xenofobia, Ministry of Employment and Social Security, <http://www.empleo.gob.es/oberaxe/index.htm>

NGOs and private organizations:

- ACNUR España <https://eacnur.org/es>
- Cruz Roja: <https://www.cruzroja.es/principal/web/cruz-roja/inicio>
- C.E.A.R. – Spanish commission for Refugee Aid, <https://www.cear.es>
- ACCEM (Association of Spanish Catholic Commission of Migrations) , <https://www.accem.es>
- Red Acoge, <http://www.redacoge.org/es/>
- Fundación CEPAIM, <http://cepaim.org>
- SJM (Jesuits Service to Migrants) – Valencian Community <http://sjmvalencia.org>

Some of the NGOs and movements that Work on interculturality and against Hate Speech:

- Movimiento contra la Intolerancia: <http://www.movimientocontralaintolerancia.com>
- Entreculturas <https://www.entreculturas.org/es/home>
- No Hate Speech Movement – Spain, <http://www.nohate.es>
- Plataforma Ciudadana Contra la Islamofobia (Citizenship Platform against islamophobia): <https://plataformaciudadanacontralaislamofobia.wordpress.com>
- SOS Racismo, <https://sosracismo.eu>

Romania

NGOs

Save the Children Romania

Activ Random

Arca Foundation

Go Free Association (<http://www.gofree.ro/2018/05/08/merhba-despre-migratie-discriminare-si-oamenii-din-spatele-etichetelor/>): campaign: #MERHBA

ICAR Foundation



Bulgaria

Between 2015 and the first months of 2017, there has been a gradual increase in the use of hate speech in the media, both print and online news outlets. The key targets of hate speech are refugees (with a stronger focus on Muslims). The negative public perceptions of the refugees are fueled largely by the media themselves (primarily media outlets associated with nationalist political parties and tabloids), as well as by the public rhetoric of politicians, nationalists and from the far right.

The main channels for the dissemination of hate speech are social networks (Facebook, Vbox), readers' comments in online forums of print media, tabloids and nationalistic online platforms. Rather than investing efforts and time to counteract online hate speech, the media, politicians and public officials express support of such views, which contributes to the acceptance and normalization of hate speech in public discourse.

Bulgaria is a member of International Holocaust Remembrance Alliance.

UNICEF is running few programs related to no hate speech.

A special special body - the Commission for Protection Against Discrimination is responsible to react upon hate speech in media and society.

Different small regional NGOs are working on the topic, by providing trainings, researches, workshops and promotional material to prevent hate speech a local level.

2.4 The political climate and discourse about refugees or migrants integration

Albania

These last months there has been a strong political debate, while Austrian government proposed to Albania to host migrant camps, the so called "at the doors of Europe", and the whole Albanian public has been contrary to forced keeping refugees in a country with a fragile democracy. We are already hosting 3000 mujahedeen from Iran, and there is fear of not being able to manage many more refugees.

Belgium

Three issues are addressed: the question of public discourses and the political agenda on integration in Belgium; the question of the structuring of integration policies in the country; and finally the question of non-state actors and integration policies and practices.

Because integration is also a competence of subnational entities of the Belgian federal State, differences appear between integration conception and policies in Flanders (combining multiculturalist and more assimilationist stances) (Jacobs 2004), in the French community (more influenced by the French assimilationist approach), and in Brussels. However, several trends like the focus on language and socio-professional integration seems to be present in both Flemish- and French-speaking communities even if the policies to achieve those objectives are different.

Greece

The Greek government has been criticised for a containment policy which restricts refugees to the islands, and for failing to provide adequate shelter to those who are stranded there as winter sets in.

In a joint statement, 20 human rights and aid groups called on the government to end its containment policy, highlighting the extremely overcrowded and unsafe conditions that refugees are forced to endure on the islands.

This is the second winter that this issue has been raised. Last year, at least three people died in Greek camps from hypothermia as a result of inadequate protection from freezing weather, and overcrowding. In one incident on the island of Lesbos, a cooking stove exploded, killing two and causing widespread fire damage. Despite the tragedies of the previous winter and having adequate time to winterise the camps, the Greek government appears to have done little to deal with the harsh winters that the islands are subject to.

An extensive report by the Guardian earlier this year put estimates of aid funding received by Greece at around 803 million dollars since 2015, representing the most expensive humanitarian response in history. However, as the report found, much of this money has been wasted or squandered amid slow and poorly thought out responses by Greek government authorities, bureaucracy and bickering between large NGOs, the EU and the Greek Ministry of Migration over who is to blame for the



situation. It was also reported by the Guardian that various amendments passed in the Greek parliament removed the need to audit contracts related to the refugee crisis, making the money trail of donations in Greece even harder to follow.

While control of camps has until now shifted between NGOs, the military and the government, the Ministry of Migration holds the ultimate responsibility for giving the go ahead to actions such as camp winterisation.

Control for running the camps was taken over by the Greek government from NGOs in August this year(2017). The decision, which directed EU funding to Greek authorities rather than NGOs, prompted many NGOs to scale back their operations or withdraw altogether. In light of slowing refugee flows, the EU announced earlier this year that it would be cutting emergency funding to Greece in a move that was widely condemned by NGOs working with refugees.

Refugees on the mainland and on the islands have resorted to increasingly desperate measures to highlight their plight. There has been a notable rise in self-harm, suicide attempts and suicides as despair takes hold. In March this year, a Syrian refugee in Chios's Vial camp set himself on fire in protest at the conditions. He later died of his injuries.

In early November, seven men and seven women went on hunger strike in Athens's Syntagma Square in protest against the conditions in refugee camps and the slow pace of family reunifications. The strike ended after two weeks when poor weather forced the strikers to dismantle their protest camp.

Italy

The climate/discourse around migration in Italy has been deteriorating since 2014, when the steadily increase of mass arrivals has made this a hot topic in the media and in political discourse underlined by the concept of invasion. The spike in migration has indeed inflamed one of the most divisive debates in Italian politics, and worsened the attitudes towards the European Union. Public opinion believes that Italy has been left alone in handling the refugee crisis, with border countries sealing their borders. The topic of refugees is highly prominent in media campaigns and in the political debate, with a rise of negative public attitudes towards the reception of asylum seekers, and migrants more in general.



A divisive public and political debate is growing especially from the political elections (in the spring of 2018). This debate is also affecting the sea rescue activities of humanitarian and non-governmental organisations. A code of conduct for NGOs operating in Italian waters was issued by the Ministry of Home Affairs in 2017. Bilateral statements with Libya were signed to reduce the number of departures from Libyan harbours. A divisive political and public debate: right-wing parties have latched on to the climbing number of asylum seekers as a vote-getter arguing that the centre-left government is incapable of stanching the flow of migrants. Both decisions have also been stirring controversy among politicians and citizens. Is increasingly divided over the country's immigration policies and the war against human smugglers.

An anti-establishment government heralds even more controvers deal with the flow of migrants and it raises the spectre of mass expulsion.

Now the new, populist government has signaled it will push EU partners to shore up the bloc's external frontiers and accept an automatic and more equitable share out of migrants across the continent. It also wants to speed up asylum procedures and repatriate those rejected and those from countries deemed "safe".

"Italian first" is the anti-immigrant sentiment became focus of political discourse of right-wing coalition. Surveys suggest that such anti-immigration views are especially held among older, less educated and more disadvantaged people (source Independent.co.uk).

Lithuania

Populist parties were playing "refugee" card in political game very actively. Their anti-refugee campaign was highlighting the "danger" of refugees, religion differences, threats of terrorism and destruction of our own culture. In political discourse the unpopular position was to foster integration and accept refugees. However, refugee crisis is not the biggest issue in Lithuania due to low amounts of applicants.

FYROM

After the large number of refugees who have passed through the country since June 2015, the Macedonian government has adopted new legislation in response to the refugee crisis. Among the first legally adopted documents during this situation were the Standard Operating Procedures for dealing with unaccompanied and separated



children adopted in November 2015 and Strategy for integration of refugees and foreigners 2017-2027

Portugal

In 2016, Portugal granted 428 applications for international protection to Syrians, according to the Report on Immigration, Borders and Asylum 2016. According to the Evaluation Report on the Portuguese Policy on the Reception of Refugees, Replacement Program done in December 2017, by November 29, 2017, and after the formal end of the Program on September 26, 1520 citizens arrived in Portugal, 1190 from Greece and 330 from Italy. Of these, 261 are households and 533 are minors. Last year, Portugal was among the countries with the highest number of refugees resettled - 3056 (611 Africans) - and the foster reception and integration is set at 4574 within two years.

Portugal is currently the sixth largest recipient of the European Union (EU) refugees within the Replacement Program (<http://migration.iom.int/europe/>).

Spain

According to UNCHR, despite in Europe the application for asylum have decreased comparing with the year before (almost half of the ones submitted in the precedent year), Spain has broken an historical record, receiving more than 31.000 applications in 2017. As previously mentioned, while applications from Syrians have decreased, applications from Venezuelans have been progressively increased.

Comparing to 2016, in 2017 only one third of the requests have been examined positively, while in 2016 the 67% of the applicant had been granted the international protection status. On this basis, CEAR and some other NGOs has expressed their concern about possible unequal treatment that asylum seekers from countries other than Syria have been receiving, when comes with the examination of the requests by national authorities. The perception is that authorities are more orientated to grant protection to Syrians than to other foreigners.

Furthermore, the hard conditions to access the asylum offices open on the border perimeters in Ceuta and Melilla and the push-back by border police that have been so often denounced by NGOs and Human rights associations, make it difficult for asylum seekers that reach Spain through Morocco, to submit applications.

Besides that, Spain law does not foresee yet the possibility to submit an application for international protection at Spanish embassy or consular authorities outside the Spanish national territories, therefore the only possible way to start the procedure is to be on the national territory or at the border.

The general feeling is that people as well as local government has a stronger will to host and integrate refugees, while the national government is not making great effort to respond the refugee's emergency and comply with the assigned responsibilities at EU level.

The UNHCR High Commissioner invited in June 2017, the Spanish Government to set new legal way for refugees to enter the countries and to work on increasing its resettling programs, as well as making more effort to ensure a sustainable and integration for refugees.

NGOs like Amnesty International, Oxfam Intermón, SOS racism Madrid and more others, have also criticized the approach of national government authorities to the refugee's crisis, stating that many of the official argumentations for not receiving refugees are not well grounded. Government is expecting the EU lowers the quota of reallocations foreseen for Spain, while NGOs says that the obligation for Spain to receive is still in force and no effort is being made to accelerate the process.

In May 2017, the European Commission invited Spain to sped-up the reallocation process, once refugees needed to be reallocated have been registered in Greece and Italy; while the government stress that slowness is due all the involved countries responsibility, NGOs also confirm that Spain has not done big effort to improve the procedure. For NGOs the main reasons are: the Spanish reception system is more suitable for a country of "transition" and not real a "host" country for refugees, that the system is centralized and led by the Ministry of the Interiors, while no space is left to local entities and municipalities that since the start of the crisis have been showing a strong political will to contribute, and thirdly, that the government is not sending administrative experts, that Greece and Italy have requested in order to move ahead on dossiers.

Ministry of Interiors also stated that one of the reason why Spain is not complying with the reallocation quota, is the high migratory pressure in the country; statements that is more a perception than a real data to Intermón Oxfám, as there is no ranking about migratory pressure.

Big concerns have been also expressed about the hot return or push-back at Ceuta y Melilla borders, as this practice hampers the right of asking for asylum; according to the international law, any person entering the national territory is entitled to be led to a place where to submit an application for asylum.

At local government level, from 2015 several cities and towns in Spain have self-proclaimed as “refuge-city”, using the slogan “Refugees Welcome”, accordingly to the will of the civil society.

Several demonstrations in Spanish cities have been taking place, one of the most important was the citizens demonstration that took place in Barcelona, in February 2016, led by the platform “Our House, Your House”, the first biggest mobilization in Europe for expressing support to refugees, grouping more than 300.000 persons. Many others have been organized in other Spanish cities, claiming the government to respect its politic obligations.

Romania

In 2015, Romania has communicated to the European Commission that it can receive 1,785 refugees after several successive talks in the European Council between March and July 2015. The head of the state, President Klaus Iohannis, underlined that Romania opted for a voluntary quota of refugees in the European Council talks, rejecting the mandatory quota version. "There is no need to react hysterically, as it is not the case to show us the xenophobic side. We need to be solidarity with the EU, but I still think that voluntary quotas should be kept.

Later on, the government and president accepted the mandatory quota and offer their support to European Commission for refugees integration.

Bulgaria

Generally, Bulgaria is a hospitable place for foreign nationals who rarely see some of the xenophobic stereotypes existing in other countries. This has helped a lot in attracting foreign direct investments as well as many Europeans, Russians and Ukrainians who found their second or third home in Bulgaria. Reversing this positive attitude may have devastating results for a country that actually badly needs immigrants to counter an exodus of its own nationals for economic reasons and a drop in population numbers.



One of the main pivots of the presidential race is the issue with the immigration from middle east, with the government focusing its efforts and scarce funds more and more on border fences and expulsions instead on the much-needed education, judicial and police reforms for the time period of the research. The most command trends in media in regards to the political discourse are related to the boarder control and safeguarding the outer boarder of the EU.

Chapter 3 General data about citizens perception regarding refugees and migrants

3.1 Citizens's perceptions about refugees

Albania

“no jobs, cultural invasion, Europe's garbage can, political use, help, empathy, let them move free.”

Belgium

- Terrorists
- Extremists
- Ignorant

Greece

There are people with more optimistic point of view and there are people who see refugees as enemy and obstacle to the grow economy of the country. Also, there a lot negative comments as immigrants have been involved in many illegal situations and criminal.

Greeks use to characterize immigrants with the following words: illegal people, marginalized, criminals, thieves and some un-processive words

Italy

The attitude of Italians towards immigrants is becoming less and less tolerant due to the labour market situation and the recent terrorist attacks. Public opinion believes that Italy has been left alone in handling the refugee crisis.



Table 5.1: Public opinion and political discourse on migrants

	Public opinion	Political debate and policy strategies
Italy	<p>The attitude of Italians towards immigrants is becoming less and less tolerant due to the labour market situation and the recent terrorist attacks.</p> <p>Public opinion believes that Italy has been left alone in handling the refugee crisis.</p>	<p>Immigrants are at the core of the political debate especially in view of the incoming political elections (due in the spring of 2018).</p> <p>A divisive debate is also growing within the centre-left political parties supporting the current government.</p> <p>A code of conduct for NGOs operating in Italian waters was issued by the Ministry of Home Affairs in 2017.</p> <p>Bilateral statements with Libya were signed to reduce the number of departures from Libyan harbours.</p>

Source: Country case studies The integration of Refugees in Italy, Greece, Hungary

The attitude of Italians towards immigrants is becoming less and less tolerant. Mistrust and, in some cases, hostility is increasing. According to a recent national survey (Eumetra Monterosa, January 2017) the share of Italians who agree with ‘accepting only a pre-defined quota and not more’ rapidly increased from 46% in September 2016 to 50 % in January 2017, while the ‘open’ position ‘we need to host everybody’ decreased from 26 % in September 2016 to 19 % in January 2017

- "We must reject them all because Italy can't accept them yet"
- "Accepting only a fixed part of immigrants and rejecting others in excess" has decreased drastically "We must welcome all the migrants who arrive because they are often persecuted in their countries".

Behind these changing attitudes is also the difficult Italian labour market situation and the belief that immigrants can ‘steal jobs’ from Italians. However, the major cause is the reaction to the recent terrorist episodes carried out by immigrants of Islamic culture in Europe, the emotional impact on the population of these events has been enormous and affected the collective perception of immigrants in general, especially among older people and the less educated.

A survey (<http://www.demos.it/a01427.php?ref=RHPPLF-BH-I0-C8-P2-S1.8-T2>) of autumn 2017 found that the level of fear of immigrants among the Italian population was the highest in more than ten years, as 46% of citizens say they agree with the statement that “immigrants are danger for public order and the safety of persons”.

The report found that the growing fear of immigrants was powered, at least in part, by studies published on the correlation between a rising immigrant population and increased crime in the country.

Lithuania

There is no single opinion about refugee's integration in the country. There might be trends of not accepting refugees and sending them back or at least to their neighboring countries (those that are coming from Asia and Africa) However, locals tend to make an effort and integrate refugees that are coming from former soviet union countries. People see more similarities in their mentalities, religion, approach towards genders and stereotypes. Needless to mention that older generation feels nostalgic about their young days and opportunity to practice Russian language again gives them great comfort.

It will be easier for refugees to be accepted in Lithuania if Lithuanians can overcome hostile attitudes and help them to adapt. However, in the country, as in the whole of Europe, institutional measures are needed to improve the reception conditions for migrants.

Our ability to communicate closely with another person is limited, so in our social environment, many people only have up to 150 acquaintances of which only 5-10 may be close friends. This is due to the limitations of our communication and rejuvenation, or empathy, due to the limited ability of the brain to process interpersonal social information. When this information related to strangers is too much, we do not understand, we do not interact and react with fear - as they would be a threat.

At the individual level, people's assessment changes when they themselves meet these different cultural representatives.

There are numerous researches made at local scale which proves a lot of different views and positions, depending on the time of research taken (after terroristic attacks results are radical against refugees) as well on the level of education (educated people tend to be more tolerant towards refugees) and geographical position (people from rural areas tend to be more protective and nationalistic)

This again illustrates the fact that the Lithuanian society is dominated by cultural-type closure and these provisions are formed not on the basis of direct experience (as in

other countries which have a great deal of experience with the work of refugees), but a public discourse in which the description of the problem is one-sided

FYROM

The citizens of Macedonia after organizing the transit for refugees across the country by the Macedonian government in 2015 did not have direct contact with refugees and asylum seekers. In the first moment of the migrant wave throughout Macedonia, many people volunteered and donated water, hygiene products, food and clothing. However, this was also due to the knowledge that refugees only transit through Macedonia and in this way sympathized with them

But after the information on adaptation of facilities as reception centers in several cities throughout Macedonia, there were many negative comments from citizens, but they were mostly aimed at the government's decision to accept migrants

Portugal

Data from 18 European countries were collected by the European Social Survey (ESS) between 2002/03 and 2014/15 "Portugal appears as one of the most open to which your Government generously meets the requests of the refugees..." Portugal is the country that reveals greater openness to the reception of refugees and 56% of the respondents were in favor of welcoming refugees, against 44% who disagreed.

Spain

According to a study carried out by the Pew Research Centre on the public opinion on refugees' crisis in EU countries, 40 % of Spanish are concerned that the influx of refugees would increase the likelihood of terrorism and also impose a burden on the country.

To the question "if the growing diversity is making the country a better place", 31% of the interviewed answered positively and, while 45% did not have a specific opinion on that, the 22% thought that it makes Spain a worse place.

Regardless whether they see refugees as a threat or social burden, the 75% of the interviewed believe that European Union is doing a poor job of handling the refugees crisis.

Confirming the last finding of the above-mentioned study, a previous study led by the worldwide network WIN/GIA and DYM Institute in Spain in 2015, attested that 7 of 10 Spaniards think that EU should have put more efforts in handling the refugee's crisis and 62% would be available to host a refugee in his/her house when going through the legal and administrative procedure to get the asylum.

Concerning negative stereotypes on immigrants, the most frequent are:

- "They take away our job"
- "They healthcare system will collapse because of them"
- "They do not adapt to our habits and culture"
- "They live off subsidies"
- "They lower the level and quality of education"
- "They commit crimes"
- "They are radical" (referring to all Muslim immigrants)
- "They accept any kind of work conditions, so salaries are getting lower and labor conditions are worsening"

Positive ideas on immigrant's concerns:

- "All different, all equal"
- "No human being is illegal" (referring to immigrant with no regular permit of stay)
- "Immigrants contribute to population increasing"
- "Anyone has the right to emigrate and cross frontiers"
- "No borders"
- "Cultural difference enriches our society"
- "Immigrants help us to take care of our families" (referring to immigrants who are working as caregivers)
- "They contribute to the economy of the country"

Romania

According to a study made in 2015 by INSCOP Research, 56,2% out of the Romanians interviewed consider that Romania should not receive refugees and they should not receive housing, while 35,5% of them have a welcoming attitude regarding refugees and 8.3% don't know what to answer. 95.8% of the respondents said that they know about the conflict in Middle-East.



41.7% of respondents believe that refugees gathered at EU borders have left their countries because of the Middle East war, while 23.4% think they are groups destined to destabilize Europe, 23.3% % of immigrants are coming to the old continent because of poverty in their home regions. 5.9% think immigrants are primarily people who would prefer to live in the EU and 5.7% do not know or answer the question.

24.4% of Romanians agree with the establishment of refugees in their locality, 67.1% have expressed their disagreement, while the percentage of non-responses is 8.5%.

The volume of the sample was 1,085 persons and is representative for the population of Romania 18 years and over 18 years.

Bulgaria

Gallup International poll from February 2017 shows increasing fears of the phenomenon of migration in Bulgaria. As a result of the huge migratory flow and the terrorist attacks from recent years, 77% of Bulgarians perceive it a threat to national security. Therefore, 73 % of Bulgarians are in favor of banning Muslim refugees from specific countries to enter the EU – like the example of the new controversial policies of American President Trump.

Between the years 2013 and 2015, 25 % of Bulgarians did not view migrants as dangerous. In comparison, now only 6 % think that the newcomers do not pose security risk to the state.

In 2015, 67 percent of society thought that refugees are people, who need help and it is a humane act to support them, in 2017 this number dropped down to 28 %.

Clearly the results present fear from strangers, migration, refugees and terrorism and also the merging of these terms and the growing tendency that Bulgarians find it hard to distinguish one of the other, as Gallup poll concludes.

In March 2018 the UN High Commissioner for Refugees in Bulgaria published a more optimistic survey showing that 45,5 % from Bulgarians believe that refugees could integrate successfully, and 55,2 of the respondents would help a refugee to learn Bulgarian or find a local job. The UN refugee representative for Bulgaria Mathijs le Rutte comments the overall result with a positive outlook. Many Bulgarians are afraid of the refugees and how their integration will affect the Bulgarian society. In their large proportion these fears are based on prejudice and wrong information.

3.2. Media reaction about refugees, politician discourses about refugees, citizens perception about refugees

Albania

Emigrants: Frontex to guard the border with Greece; 10000 troops until 2027 - [Panorama](#) daily

Albania in the verge of a big flux of migrants from the East - [Mapo daily](#)

Europe, refugee camps in Albania for the Syrians, if you want to join EU - [Gazeta 55](#)

Mainly in Albania the emigrants issue is not very much a problem, we are still dealing with the remittances from the Albanian migrants abroad. There is a public empathy by all the Albanians about the situations of migrants in Europe, but all this linked to political situation.

Belgium

“Belgium: major transit country for rejected asylum seekers” Belgium in a bind on refugees” “Protests against government’s tougher policies” ” Hotspot for migrants in transit”

Greece

The fact that most journalistic stories about refugees mention consequences for European societies, especially in the early periods of the crisis when little empirical, causal relationship could be established between the plight of migrants and the wellbeing of European countries, is telling about the overall narrative constructed by the European press: the narrative of anxiety about unwanted consequences

Negative consequences articulated in the press rarely emphasized a moral rationale and were mostly geopolitical, economic or cultural in nature. On the other hand, when positive consequences were mentioned, they were framed predominantly as a moral imperative of empathy or even solidarity. The emerging narrative, then, strongly links negative consequences to “real”, tangible developments in European countries, while very few positive aspects beyond a moral frame are outlined. Also, , the press in “Eastern” countries in the sample (to which we include Greece and Serbia) focused more on actions to help the refugees actions (25%) and defensive actions (65.8%) reported in the articles.



Greek press was one of the three sets of media (alongside Serbian and Arabic press) where reported emotions of citizens or refugees were not significantly. This is possibly the result of familiarity, extended understanding of context and journalist research on the events. Greece was also the only country where the number of citizen emotions reported was roughly equal to refugee emotions reported.

In other words, in our statistical models based on the countries' proximity to the arriving refugees, being a 'frontline' country predicted significantly lower militarisation vs humanitarian scores.

Newspaper frames emphasised geopolitical reasons behind the crisis the most across all countries. Refugees were given more voice compared to the European average in the study and they were described with more attention to their gender (especially descriptions of women were frequent – 26.3% compared to the European average of 15.9%) and age (44% compared to the European average of 27%). There was a great disproportion between humanitarian

Titles:

“This is your Europe” Efimerida ton Syntakton,
Europe/country has responsibility to protect its own people”

“Asylum Seekers”

Where did the money go? How Greece fumbled the refugee crisis

Italy

The Fifth Report 2017 submitted by the Italian Journalism Association “Carta di Roma” entitled “Notizie da paura” (“Scary news”), on the theme of media and immigration, shows how in the last year, there have been peaks of anxiogenic news and alarmist television reports strongly present in the narrative produced by the Italian media in relation to migration processes, especially in relation to specific events of a chronicle, in particular black chronicle and judicial. Should be notes the hardness of the debate: 13% of news refers to a lively political clash, where the event that gives rise to the news is the fight itself (brawl / unrest / brawls / fights / battle / tension / controversy) rather than the topic under discussion.

Many issues at the center of the migration agenda have been (in) square in problematic frame. The accusation against the NGOs - alleged - collusion with the traffickers of men, the difficulties in managing ever-increasing migratory flows, the question of citizenship (ius soli), criminal cases of marked efferacy, evictions and



disturbances in the reception centers, occupy the first pages of the local and national press and the opening titles of the news. It is about stories that reinforce negative frames, where the presence of migrants and refugees is associated with "invasion", to suspicion, threat for the safety of citizens, to degradation and disease.

Highly publicized migrant crimes, like the recent brutal slaying and dismemberment of an 18 years old Italian girl by three Nigerian migrants, have also contributed to a growing sentiment of fear in relation to the immigrant population.

The political space for criticizing the corrupt business of asylum-seeker accommodation (idea being taken by the Right), as can be seen in the reaction to Macerata (femicide and racist turn) with one right-wing newspaper leading with the headline "Macerata's Refugee Goldmine", criticizing the cooperative that runs the hostel where the supposed killer of the girl was one housed.

If we analyze press review of June 2018 the complex of journalistic production on immigration it is possible to note how the use of legal terms has increased "migrant", "refugee" but the term "illegal" appears again:

- Headline CORRIERE DEL TRENINO (Thu,07 Jun 2018): Reception, space for other refugees;
- Headline IL GIORNALE (Thu,07 Jun 2018): Salvini first step: never more irregular for a walk
- Headline LIBERO (Thu,07 Jun 2018): Illegal immigrants are preparing to leave Italy immediately; "Yes to the Atlantic Alliance but stop to illegal migrants" (Fri, 08 Jun 2018);

Headline MESSAGGERO (Fri, 08 Jun 2018) Expulsion for refugees who rape or rob
However, in the headline and the political – editorial choices there is a choice of hierarchizing and selecting even more than in the way of write and propose the news:

- NUOVA VENEZIA (Thu,07 jun 2018): "Italy can't be a landing place for all"
- LIBERO (Thu,07 jun 2018): "African ambulant sent 2 carabinieri to the hospital"

Positive exceptions: linked to the pursuit of integration policies and the sentiment against racism

«Humanity passes through hospitality»

(Fri, 08 Jun 2018 AVVENIRE)

"REFOULEMENTS? AGAINST LAW AND CONSCIENCE »

(Sun, 10 June 2018 FAMIGLIA CRISTIANA)

"Wake up and save the country from racism"

(Sun, 10 June 2018 – REPUBBLICA)

“That wall against life”

(Mon, 11 Jun 2018 – REPUBBLICA)

Lithuania

On the issue of migrants, we are manipulated by the media.

Who has already met a refugee in Lithuania?

Investigation: Lithuanian opinion on refugees - radicals

Gabriel Landsbergis. We believe in Europe

Mass media: relocation of refugees to Lithuania stuck

Iraqi living in Lithuania: PROVIDE US WITH OPPORTUNITY TO HAVE THAT YOU HAVE YOU

Spain will take a ship with hundreds of refugees, which Italy and Malta refused

FYROM

The media in Macedonia had different articles about refugees and asylum seekers, and in these articles the terms, refugee and migrant are most often confused.

The titles in the articles change from positive, informative-neutral, to xenophobic.

“УНИЦЕФ со пункт за децата – мигранти кај Гевгелија” - UNICEF with a point for children - migrants near Gevgelija

„Транспортот на мигрантите се одвива без проблеми“-“The movement of migrants goes smoothly”

„Бегалско цунами доаѓа во наредните месеци – Европа на штрек!“ - "A refugee tsunami is coming in the coming months - Europe is on a standstill!"

“Наместо цркви, тука ќе има минарињ“ – “Instead of churches, there will be minarets here ”

“Терористи меѓу мигрантите: Командант на ИСИС влегол во Грција, транзитира низ Македонија како мигрант!“ - "Terrorists Among Migrants: Commander of ISIS entered Greece, transits through Macedonia as a migrant!"

“Бегалец за 3 месеци научил македонски јазик и пее македонски песни” - "Refugee for 3 months learned Macedonian language and sings Macedonian songs"

“Бегалка од Ирак се заљуби во македонски полицаец” – “Iraqi refugee finds love with Macedonian border guard”

Portugal

Television, radio and newspapers focus on the problem much more protection of refugees and the impacts they cause in different regions of the Europe than the complex and dramatic situation of the gigantic 'machine that produces. After all, the media are not all the same. In many of them, there are professionals who seek to do quality work. And through social networks we have, with some frequency, access to data that affect large information visibility to alternative voices and visions.

“Why do refugees flee Portugal?”- DN

“What Portugal is doing to help refugees” – Observador

“Portugal has already received more than 1 000 refugees in the European”- Observador

“Portugal available to welcome more than 1,000 refugees from Turkey” - Observador

“Portugal among countries with the greatest compassion for refugees “- JN

Spain

Criminalization of refugees and migrants is not only in political speeches, it is also promoted by the mass media, through the way they report information to citizens.

In many cases, mass media report the nationality of the people who have committed crimes, although this is totally irrelevant to understand the new and the information itself. In this case, the only effect that can be generated is to reinforce stereotypes towards migrants and promoting racism and xenophobia.

Some example of new titles that report nationality although not necessary:

“Police shield against Maghreb criminals”

“13 policemen have been hurt in a fight with people of Dominican origins”

“A man with a Moroccan accent, assaulted with a knife Guardia Civil officer”.

Some example of news that enhance islamophobia and stigma against Muslim people are:

“Islamist terror: Where is God?” – according to the Observatory of Islamophobia in Media, the title stigmatizes Muslims, as it associate Islam in general with terrorism.

“The Mosque of Sagrada Familia” – according to the Observatory the title stigmatizes Muslims, presenting them invaders and despoilers people.

Title that transmit neutral messages, are: “Being refugee in Germany is different than being a Refugee in Spain” – the article tells about the different reception and integration systems for refugees in both countries.

Romania

Titles 2015

Strategy. Romania is preparing to convert the new wave of refugees into the labor shortage that employers complain about

Titles 2016

Shocking information - 1 million refugees, incredible reaction of the Romanians!

Titles 2017

Melescanu: Romania is ready to receive refugees

EU surprise for Romania. How many refugees were sent to our country on the basis of mandatory quotas

Titles 2018

Romania, the 16th place in Europe to the number of asylum seekers

Romania will receive 109 Syrian refugees in 2018-2019

Bulgaria

The media monitors closely migration in its local and international dimensions and the topic is present every day in the news. The media channels have developed an approach based on the national and European security developments when showcasing the facts and figures of migration. As confirmed by the majority of reports, migration is streamed first and foremost as a security challenge.

Since the very beginning of the refugee and migration crisis the number one topic was the building of the border wall that would prevent illegal entry.

Typical reports from the years of 2015 onwards quote:

'Minister of Security Bachvarova states: 131 km will be the fence along our border with Turkey' – from September 2015

'David Cameron praised us for the EU's external border guarding wall' – from December 2015

'China has a Great Wall, and we have a great fence with Turkey' - title from June 2017, quoting the words of Valery Simeonov, coalition partner of the centre-right government – from the so called 'Patriot party' on the nationalist side of the political spectrum.

At least one day per week there is a title saying: 'X number of illegal migrants were caught by the Bulgarian border police when trying to cross the border'.

Just like the latest news from the first week of June stating “23 illegal migrants were held at Border Point”

The report informs as usual: It is still not known how many of the migrants were women, and if there were children amongst them. The migrants were found in a truck with a Greek registration number. People were hiding in the load compartment, tightly pushed to one another, in a space imitating double ceiling. The truck was arrested by the border police. At the moment investigation is taking place and the security bodies are trying to establish the identity of the migrants, against whom pre-trial proceedings are most likely to be established.

Similar stories have become daily routine for journalists.

Amongst the media sensations were exploited health concerns that refugees and migrants could carry diseases, sparked by particular far right media channels, which led to escalating tensions and conflicts in Harmanly detention center in 2016. The national media clearly stated in reports ‘There are no dangerous infections amongst refugees and migrants, 95% of them are healthy’ as per BTV news channel.

Apart from the relatively balanced journalistic approach of the national media, sensation titles are regularly used to provoke the public in the most popular yellow news websites.

Blitz.bg is rated as the most read Bulgarian online media in 2016. Blitz.bg ranked second in the most publications, in which the terms "refugee / migrant" were present. The number of these posts is in total 100. In 5 out of 27 titles surrounding refugee-related concepts, the refugees / migrants are associated with negative epithets and actions like: "angry migrants"; "migrants who have lost it"; "the sex attacks of refugees"; "refugee pest"; "guilty are ... refugees." One of the titles uses the non-existent concept of "illegal refugees" (it is non-existent because it is not possible for refugee status to be illegal). Two more titles include the term "illegal migrants". In only one of the texts in the media "asylum seekers" is used in the title, which is the more correct term for people who have not been granted refugee status but apply for it, than the most often used terms "migrants" and "refugees".

However, the other face of the migratory crisis – its’ humane dimension, including personal stories of refugees and/ or economic migrants, is rarely presented and such stories are noticeably fewer in quantity.

Still there are few positive reports during the years, like the following news from September 2015 from BNT 2 /Bulgarian National TV Channel 2/:

'Refugee family found home in the city of Smoljan' - the refugees from Iraq were helped by leading local business that provided them with a job, a lodge and kindergarten for their daughter.

The story is an exception as still local authorities have not concluded agreements with the state on the settlement of refugees based on the EU quota principle /according to agreements with the EU Bulgaria granted to integrate 160 refugees on its territory/.

3.3 The most common hate speech/ discrimination/ prejudices messages of citizens regarding refugees

Albania

The blacks invading us; they will change our country; the Arabs (the Turks); but mainly there is no problem within Albania about hate speech.

Belgium

In Belgium, an increase in hatred incidents seems to be partly related to the terrorist attacks faced in the last couple of years (2014-2016). Hate in public discourse as an emerging phenomenon, as well as an increasing sentiment of Islamophobia throughout the country.

Greece

- ""Kick them back to the sea ""
- "Flamethrowers would be a better solution"
- Back into the sea and push them off, that's the trash from Africa and Syria
- Back into the sea and push them off, that's the trash from Africa and Syria
- I hope these scumbag refugees freeze to death, I hope the temperatures will drop to minus 30 degrees
- We didn't invite these goatherds!
- Why do some of them throw away their passports??? Only to hide their criminal past at home!

Italy

“They arrive on the boats they are desperate”

“ They live at our expense”

“ They stay at the hotel while our "earthquake-struck" citizens are forced to live in tents”

“ They pretend/fake to flee from wars, hunger and conflict”

““Foreigners are treated better than Italians”

“Immigrants are the main cause of the crisis and the impoverishment of our country”

“They bring crime to our country”

Lithuania

Muslims go home, Lithuania is for Lithuanians, refugees – terrorists

FYROM

During the refugee wave throughout Macedonia, the statements of the citizens were most often compassionate. But lately, especially since it is heard that refugee camps will be open in Macedonia, most of the statements are xenophobic.

Portugal

“Come here to eat what is ours“

“We've been discounting for these people to come here to do nothing”

“They give these people asylum and then they will still attack us”

“It's all a bunch of thieves”

Spain

Social media revolution has fostered the right of citizens to express themselves, to claim for rights, to actively be engaged in journalistic activities and also promoted democratic movements and revolutions. On the other side, social media have been also proved to be one of the most easy and effective channel to foster hate speech campaigns as well as to promote radicalization and extremists' recruitment strategies.

According to a Report “Hate speech in social media: a state-of-the-art review” (2016), it is absolutely certain that much of the hate speech in social media comes from

people who is directly or indirectly linked to fascist and far right movements, like Hogar Social Madrid (who has over than 15.000 followers in Twitter), who belongs fanatical football supporter groups (ultras) and other marginal far-right political parties like, Falange Española de las JONS, España 2000, Alianza Nacional, etc.

Individuals usually act as a group even on social media to increase the sense of harassment on their victims; moreover, they develop different linguistic codes and key words in order to avoid computer filters of police and legal insitutions.

Hate speech messages often concerning foreign people, national groups, immigrants or refugees often translate in:

- the expressed desire that a national group or a single person from this group go back to his/her country
- the expressed desire that a religious group a single person belonging to this group go back to his/her country
- The desire that a something bad happen to this person or whole group
- Random threats
- Humiliating and degrading insults
- Blaming victims of all bad things is happening in his/her country of origin (like, death penalty, machismo, etc.)
- Accusing Muslim of cultural and religious colonization (Islamization)
- Accusing all Muslims to be terrorist
- Sexist insults and random threats addressed to women or a specific gender groups
- Accusing a whole national group to be sexist
- Associating Islam with sexual harassment and sexism

Hate speech also occur through manipulation of images and information (fakes news), and spreading unfounded rumors, for instance, about explosions or violent attacks referring to specific national, cultural, religious or gender groups.

Romania

“refugees must be welcomed in neighboring countries”

"And we are already beaten by fate"

“We do not know who we are dealing with, we do not know what kind of people we are. First, if only women and children would be like that.”

"We do not have a negative attitude towards immigrants because we have not encountered negative experiences so far: we did not have immigrants in our country. If the respondents were asked what they think of ethnic minorities, you would have had other results altogether. So, people are watching TV, I see some shabby people, and this kind of support starts "

Bulgaria

Since the massive migration wave on the Bulgarian borders in 2014 and the terrorist attacks that followed in the EU from the end of 2015, there has been a conflict-ridden political debate on the subject.

The topic divided the Bulgarian society. The dispute posed extreme questions like: 'Are refugees terrorists?', 'Are all Muslims jihadists?'. 'Are all migrants illegal?', 'Are migrants rapists?', 'Why should we accept migrants if they only seek better living standard?', 'Why should we accept refugees when we are poor?'

New popular heroes emerged in the faces of citizens Dinko Valev and Petar Nizamov, who became so called migrant hunters in the name of the security of the Bulgarian family, Bulgarian women and Christian values. Their videos on capturing illegal migrants, tying their hands and telling them to go back to Turkey, became viral on the internet. Despite the fact that this violent act revoked outrage in many citizens and human rights activists, it also won these men hundreds of followers, who united in anti-migrant and nationalists Bulgarian groups on the social media.

Such radical groups led to driving away Catholic Priest Paolo Kortezi from the Bulgarian village Belene in the spring of 2017. The priest wished to offer a shelter to a Syrian family in the village as a Christian act of mercy, but many locals and other nationalist formations aggressively opposed his actions so he decided then to leave the country.

The population of another Bulgarian village called Elin Pelin also refused to take several refugee families to settle on its territory. One of the locals commented the reason behind this decision with the words 'If they come here, they will take our land and where are we going to go'. Another local claimed that he will 'baptize the newcomers with his own hands in the village nearby lake'. The Mayor himself said that if he accepts to settle the refugees in the village 'the Pandora box will open, as behind them will come an army'.

The above examples portray extreme views, misunderstanding and prejudice towards refugees on a local level. This radicalization of views could be explained with factors like the conservative thinking of closed communities, but also lack of objective information that would help locals understand better the refugees and the process of integration.

3.4 The most common hate speech/ discrimination/ prejudices messages of politician regarding refugees

Albania

they are used to hide corruption;

Belgium

Political opinion is the main reason of hate from politicians and also Religion & Skin color.

Greece

Political Party: Golden Dawn characterizes refugees as :

- Trash of society
- People with no rights in this country
- Greeks are dying from financial crisis and refugees are first priority for the government
- They dirty the Nation

Italy

1. Too many of them
2. They cost us money
3. They lazy about all day
4. They bring crime
5. It's an invasion
6. "The only antidote to racism is to control, regulate and limit immigration. There are millions of Italian in economic difficulty. Italians are not racist, but out-of-control immigration brings with it far from positive reactions. We want to prevent that" (Mr. Salvini political-discourse)

7. A senior member of the Northern League warned that “the white race” in Italy was in danger of dying out because of uncontrolled migration
8. “Italians are afraid,” a spokeswoman told journalists. “If you let migrants into the country indiscriminately, then they have nothing to do, they are just thrown into reception camps and they have to rob homes and people. Refugees who are fleeing wars have the right to stay but not economic migrants.”

Lithuania

Regardless how bad politicians could be, they tend to be politically correct. There were statements such as “they are different” “they do not speak our languages” “Lithuania is a Christian country”

FYROM

But lately, especially since when it is heard that refugee camps will open in Macedonia, the most common statements of social networks are xenophobic.

Portugal

With regard to the reception of refugees in Portugal, in general, all political parties that have a parliamentary seat have been united and consider it an ethical and civilizational duty to support people in search of international protection.

Spain

A report issued by the Council of Europe Commission Against Racism and Intolerance (ECRI) on February 2018, acknowledge that there is less hate speech in Spain than in other European countries. Despite that, it says that the Spanish government is not doing enough to address racism, therefore the Council of Europe calls on Spain to urgently create independent equality body to tackle racism.

ECRI also attests that evident hate speech is not something usual in the principal political discourse in Spain; however, speeches against immigrants and gypsies may arise xenophobic and racist feelings. Especially, during the hardest period of economic crisis that started in 2008 and peaked in 2012, some politicians made xenophobic declarations.

Discrimination and racism in institutions have also been spotted by a group of United Nations experts that visited Spain to look into the discriminatory treatment

that African people suffer in the country. Is there a discrimination based on racial profiling, affecting African people, when comes, for instance, to racists police controls. Through numerous interviews to African people residing in Spain, experts have confirmed that policeman use to stop Africans for identity checks in the streets, public transports and public spaces, in a disproportionate manner comparing to other nationalities.

Much of hate speech and stereotypes are linked to islamophobia. In the Annual Report about Islamophobia in Spain (2017), issued by the Citizens Platform Against Islamophobia, that is member of the Council of Haste and Discrimination Victims (COVIDOD) and of the No Hate Speech Movement, a raising islamophobic bias has been detected in politic speeches and campaigning carried out by neo-Nazis and far rights groups, in media and Internet.

Romania

President Klaus Iohannis said that Romania is not worried about the hundreds of refugees who tried in 2017 to get illegally on the Black Sea in Romania. (Positive messages)

Bulgaria

The official political figures comment almost every day the security challenges of migration. They depict Migration as the greatest security threat, like minister of interior Valentin Radev who stated in May 2017: 'We are in a bad state. Above our heads is literally a sword. We depend on what will happen in our neighbors. In Turkey, there are 2,5 million people - for them they are refugees, and for us - migrants. If there is a big crisis suddenly, what do we do? If the border is accidentally broken in some way, the army will be there, then what do we do? The big wave, hopefully will not happen, but if it does, it will hit directly Bulgaria. No matter what kind of fences we built'.

Politicians from the far-right political spectrum also focus on the border as well as economic security for the country, but tend to take offensive stances on migrants. Like the nationalist Angel Djambazki, Bulgarian MEP, from far-right VMRO party, stated in 2016:

'These are people with a different lifestyle and culture, and their behavior is a threat to social peace. The purpose of these people is not to plant tomatoes and grow potatoes, but go to Germany to get a key from a German house and a German car'. The solution to the crisis, according to Djambazki, is a new European policy to repel illegal migrants and stop "turning of the southern borders of the EU into a mud box." Djambazki also criticized Merkel's policy naming it "badly mistaken" and accused migrants of being dirty and spreading diseases, and also of eating fancy dishes unlike Bulgarians.

Even highest-ranking figures like Prime Minister Boiko Borisov made disturbing comments after the attacks in Brussels in March 2016 by stating:

'It is not fair to Europe. Europe spends billions ... It's the only continent that spends billions for these people so they're okay. Nowhere in the world are they so integrated and cared for. And still they've hit us in the heart of Europe.' In his words, however, the attacks also meant an "absolute" failure of the foreign policy of many European states."It is obvious that there is no way to integrate the terrorists," the prime minister concluded thus sending a somehow confusing message that in general migrants are guilty of terrorism.

3.5 The most common hate speech / discrimination / prejudices messages of national media regarding refugees

Albania

The media until now has been neutral.

Belgium

N/a

Greece

- Thieves
- Rapist
- People with no home and country, people who don't belong here



Italy

Too many of them

They cost us money

They lazy about all day

They bring crime

It's an invasion

“The only antidote to racism is to control, regulate and limit immigration. There are millions of Italian in economic difficulty. Italians are not racist, but out-of-control immigration brings with it far from positive reactions. We want to prevent that” (Mr. Salvini political-discourse)

A senior member of the Northern League warned that “the white race” in Italy was in danger of dying out because of uncontrolled migration

“Italians are afraid,” a spokeswoman told journalists. “If you let migrants into the country indiscriminately, then they have nothing to do, they are just thrown into reception camps and they have to rob homes and people. Refugees who are fleeing wars have the right to stay but not economic migrants.”

Lithuania

I could not find negative discriminative articles in media. Discrimination is a crime in Lithuania

FYROM

Media reports and reports vary widely, from compassionate to xenophobic

Portugal

Often the news we see and hear in the media (television, radio, newspapers) who speak of assaults, violations, suspected terrorists and who identify the aggressors as refugees, can contribute, even indirectly, to fear and consequently to hate speech.

Spain

In the same ECRI report, mentioned above, the Council of Europe criticizes the Media organizations approach and their tendency to sensationalism and alarmism concerning migration leads “to an unjustified focus on the nationality of migrants suspected of criminal activities and a general association of migration delinquency”.



As reported in the Annual Report about Islamophobia in Spain (2017), there are some recurring features in media that reinforce stereotypes against Muslim people and foster islamophobia; for instance:

- Relating Islam to terrorism, for instance using a lot the expression “Islamic State”, without using quotation marks, or without specifying that is a “self-proclaimed”, as it was a real state. This expression is involuntarily validating the terrorist perspective and, at the same time, generating a discomfort in Muslim, non-terrorist people.
- A frequent overlapping between the word “Muslim” and “Islamist”.

Other indirect approaches in journalism, indirectly enhance islamophobia in audience, are the following:

- Lack of trustworthy sources when it comes with serious statements
- Excessive generalizations
- Stigmatization of Muslims through the use of expression as “second or third generations” of immigrants, etc.

The Observatory of Islamophobia in Media, analyzes newspapers and media articles and news that are directly or indirectly enhancing prejudices and stereotypes by the approaches used by journalist in reporting information or interpreting facts.

Through the analysis of news that transmit a negative perception and image of Muslim people, The Observatory spots some stereotypical concepts, like:

- The association between Islam and sexually related offences
- The idea that Muslim are sexist
- Generalization of Islam with extremism and lastly with Terror.

Romania

Not the case.

“I think media - if we talk about Romania - remain very neutral. I'm not against the refugees, but they are not even lawyers.”(Eduardo Yrezabal, UNCHR)

Bulgaria

Bulgarian national media reports daily the overall situation of the Refugee and Migration crisis in accordance with European values and media standards. It covers widely the topics of Bulgarian and European security using the terms ‘migratory

pressure' and 'illegal migration'. It gives the microphone to all sides of the political spectrum – covering the governing center right, the socialists and the nationalists' point of view.

However, it casts aside the other side of the story, thus turning the refugee in to a voiceless news subject, which in itself is discriminatory. This rather negative tendency widens the gap between the Bulgarian society and its understanding of the refugees.

The neglecting of the subject of integration, and of the rights of refugees can be explained by the facts that Bulgaria still has the lowest living standard in the EU and is conservative when it comes to cultural and religious differences. The problems of the Bulgarian Muslim minority are also not reported often on the national media, and the integration of the Roma minority has failed in practice due to inefficient policies and corruption. Therefore, the integration of refugees is largely unpopular and often exploited by political parties in the media to attract voters by playing with their fears.

Chapter 4 General data about refugees perception of the arrival country and its citizens⁴

4.1 Refugees perception towards their integration process.

Albania

The refugees in Albania, even when they ask for asylum, they are willing to use Albania as a transit country. The only people who have been mainly trying to integrate are some of the mujahedeen and some Syrians of Albanian origin. normally there are stories of successful integration.

Belgium

They see this process as very long and confusing

⁴Search for available data and info from public authorities, international institutions, UNCHR and other similar international entities, local non-profits

Greece

Greece is struggling with the management of huge numbers of arrivals in their harbours without closing their frontiers, and trying to improve their reception and integration systems.

Greece have implemented measures to improve the reception and labour market, and social integration of asylum seekers. Although living conditions remain poor in many reception centres and the registration and assessment of applications takes a long time, both countries have expanded their reception capacity and moved towards a simplification of the recognition procedures in order to reduce the time needed for a decision to be taken. They also adopted measures to support the early access to the labour market of asylum seekers, as well as integration measures to support their labour market and social integration

Greece also improved its legal framework and invested in reception capacity, although with problems in the practical implementation of reception and integration measures due to its more difficult socio-economic conditions and reduced administrative capacity. The refugee crisis was largely tackled with the help of international institutions and NGOs; in addition, the EU–Turkey Statement drastically reduced arrivals on the Greek islands from March 2016.

According to EUROSTAT data⁵, between 2010 and 2016 about 4,150,000 (extra-EU28) first-time asylum requests were registered in EU MSs. The inflows of asylum seekers increased dramatically in the years 2015–2016 when almost 2.5 million (extra-EU28) asylum seekers arrived in the EU. In 2016, 1,205,804 (extra-EU28) first-time asylum seekers applied for international protection in the EU MSs; in 2015 there were 1,257,030, compared to only 562,680 in 2014. These inflows create major pressures in many countries and regions in Europe, and particularly in Italy, Greece and Hungary, as well as in Turkey, that are on the front line as entry points to the EU. Greece and Italy are the major entry points by sea. Italy received the second highest number of asylum applicants (and first-time applicants) after Germany in 2016, while Hungary was the second country in the EU28 for number of arrivals in 2015.

Italy

The reception phase is a great opportunity to acquire the necessary tools for their future inclusion into Italian society. Appropriate services and activities are strategic to any integration policy. According the FOCUS GROUP ON INTEGRATION FINAL



REPORT UNHCR (APRIL 2017), many refugees pointed out that prolonged stay in reception facilities pending a final decision on their asylum claim has an extremely significant impact also from a psychological point of view, leading to lower expectations for the future and, consequently, to a lower investment of time and efforts in a concrete integration path.

Refugees themselves emphasized how important it would be for applicants to make profitable use of time, also in view of their future integration, by being encouraged to undertake vocational training courses or being involved in voluntary, sports or cultural activities. The unaccompanied minors emphasized how they don't perceive important voluntary and cultural activities because they need sooner a document and find a job (most of them feel the weight of bring forward the family mandate: extinguish the debt for the trip and earn money).

While reception is a right for all asylum-seekers without adequate means, only those who manage to be included in a SPRAR project – where only few places are available- can live in a reception centres for up to six months after they are granted protection. As pointed out by participants in the focus groups of UNHCR, this is a key opportunity to start a path leading to integration.

“What I have seen is that not everyone has such luck, not everyone has this chance. When I was in the centre (a CARA centre, ed.) and I was about to leave, I knew already that I would go to a second-line reception centre and it was a real privilege. I don't know if things have changed now, but in the past only one out of a hundred people could go to a SPRAR centre. For me it was very useful. I think that without the SPRAR project I would be a tramp somewhere in Europe now; certainly, I would not be here studying at the University of Calabria. I would not have made it on my own, that's for sure”. (Source: Focus group on integration - final report UNHCR April 2017 pg.10)

On the contrary, lack of access to a second-line reception facility has forced many to spend long periods in the streets or in precarious housing conditions which have made independence particularly difficult to achieve, if not totally impossible.

Lithuania

Lithuania is not a typical country to host refugees. Perhaps we are a bit too conservative nation, moreover, social support for refugees is really low. This give two important reasons for refugees to aim to move to Western Europe or Scandinavia.



More than 60 percent of refugees use Lithuania just as transit country to reach above mentioned regions. Refugees coming from Africa and Asia are hardly integrated and bigger part of them do not perceive

Integration process as a natural part of their long term stay in Europe.

Situation is much better with citizens of former soviet union countries. Nevertheless, the integration system and process is the same, but they tend to show more interest and motivation to stay in the country, work, learn language, integrate into society.

FYROM

There isn't a large number of refugees and asylum seekers in Macedonia. These people more often apply to the reception centers on the southern and northern border of Macedonia in order to obtain a document, with which will legitimately move through the country until the moment of their leaving of Macedonia. Because refugees and asylum seekers do not see Macedonia as a place for their permanent residence, they have no specific comments about the possibilities and ways of their integration. However, they are usually dissatisfied with the conditions in the reception centers.

Portugal

Often and even though most of the time they are very well received by the local population, integration becomes difficult because of language. Finding home, work, and in cases where they leave families behind also and despite the efforts of the institutions that welcome them, does not prove to be an easy task. Leaving war and chaos and finding peace is the supreme value that the vast majority refer to, but the desire to return to their country as soon as it becomes a safe place to go with their lives is also a will across almost all of them.

Spain

Spanish government provides refugees with material and economic aid for a period that goes from 18 to 24 months. From the 2nd year, refugees are supposed to live autonomously even though they can still receive some support for private bodies and NGOs. In the majority of the cases, after this period, refugees face labor insecurity and social precariousness; finding a fix job is a big challenge for many, for the language barriers, for lack of homologation between education systems, etc. The



report “Receiving without Integrating?” states that the Spanish reception system is quite rigid, as it has been designed in a “mechanic” way, without taking into consideration the specific needs of each individual.

The Spanish Ombudsman, has defined the Spanish system as “unsustainable”, because of its slowness, the lack of organization and coordination about the involved entities, and called for a reform of the public services to make them more efficient.

The perception is that, from the 2nd year, refugees are completely left on their own, independently of their needs; in the majority of the cases refugees integrate themselves in a very instable and precarious way, while others live in situation of marginalization and social exclusion.

According to a study issued by Reach NGO, while Syrian refugees feel safe in Spain, they still have to face big challenges for their integration because of the language barrier and the difficulties to find a job. The CEAR director of Programmes, confirms that that is also due to the fact that Spanish system is not properly a system of guarantees neither for Spanish nor for foreigners, social assistance and services are not able to reach all the needed target groups and there is also a lack of indicators to efficiently measure the integration.

On the other hand, Spanish population has proved to very willing to help and offer support to refugees.

In June 2017, The UNCHR High Commissioner, Filippo Grandi, congratulated the Spanish civil society on its solidarity; Spain is the 8th country in a worldwide ranking of private donors to UNHCR.

Furthermore, NGOs are hardly working to offer integration opportunities of refugees, through work orientation and labor insertion programs, intercultural programs, language course, etc. Also, privates and small civic associations are taking on some initiatives to support refugee’s integration and build common space for mutual understanding and support. Municipalities have been also created programs and started initiatives to work on a better integration

Romania

Ahmed chose Romania precisely because it was the easiest way to get rid of the Syrian army convocation without knowing much about our country. The only link with Europe was his uncle, a Syrian who came to Romania to study the pharmacy before the revolution. He invited him to Bucharest before the situation in Damascus got



worse and the young man chose to stay in Romania. He is not interested in the dream of the West. The refugee life in Romania is tough, according to Ahmed, a former accountant in his country. He earns his existence by offering math meditations to Arab children. Although the authorities tried to offer him a help of about 500 lei a month for a period of six months, the Syrian young man refused. He explained that he preferred to work. State money is not enough to cover food. Non-governmental associations are more involved in the issue of refugees in the country, according to him. Romania is for Ahmed a friendly country where he does not feel excluded and manages to have Romanian friends. However, he admits that when he speaks in English, he does not mention that he is Arab and feels more secure when those around him have the impression of being Western: "I can feel safer when people do not know where are".

Romania does not offer opportunities for the integration of Syrians fleeing their war-torn country, says the Syrian refugee. Ahmed has succeeded in integrating into society, recognizing that he feels more attracted to European values and does not want to get in touch with the Syrians in Romania. But he does not think this could be the case for refugees sent by the EU in our country

Bulgaria

Families struggle the most after leaving the refugee centres, according to Linda Awanis, chairwoman at the Council for Refugee Women, who said refugees often face housing problems. "After so much negative media coverage, people start to fear refugees and refuse to rent out to them." Another issue with accommodation comes from the small size of the apartments, usually adjusted for families of four, making it extremely difficult to house families with eight or more children. There is lack of integrational programs. Head expert at SAR's Department for Welfare and Adaptation, said the main obstacle to the creation of an integration programme was the planning of its budget, which required an estimate of the number of participants a year in advance. She explained it was hard to predict how many of those who were granted protection would choose to settle in Bulgaria. In practice, the system does not give [refugees] the opportunity to start integrating immediately after they receive a refugee status. They are left on their own," said Boris Cheshirkov, the official spokesperson for the UN Refugee Agency (UNHCR) Bulgaria.



This makes life in the country difficult or even impossible and drives refugees to seek better standard of living elsewhere. Even though 12,000 people were granted protection in the past two years, only a few hundred of them have settled in Bulgaria, according to the Red Cross.

4.2 Perceptions of refugees regarding their new identity of “refugee” and their new communities.

Albania

As they tend to leave, mainly they do not mix with the community. Those who mix, have been accepted.

Belgium

They have mixed feelings. They feel they are far away from the war but in a new country where they don't belong.

Greece

Youngsters make their voices heard at talks to transform how world responds to refugee crises.

“When we are only perceived as vulnerable beneficiaries of assistance, the opportunity to have a say in decisions that affect us is taken away from us,” Mohammed told delegates this week at talks on a new comprehensive refugee response that is being developed by UNHCR, the UN Refugee Agency. “We need to rethink what it means to be a refugee and to include this vision in the compact.”

Mohammed was among young refugees who brought a fresh perspective to the talks. With the help of other Syrian refugees, Mohammed founded the NGO Syrian Volunteers in the Netherlands (SYVNL), which already has more than 600 members working to bring Syrian refugees and local Dutch communities closer. For him, refugees should not only be included in consultations on the compact, but also in the planning, monitoring and evaluation.

“For it to succeed, the global compact must be owned by refugees,” he said.

Italy

The identity issue, translates into the formal recognition of their presence in the country and obtaining the documents coincides with not being invisible to the system and the possibility of emerging from a limbo made of expectations and finally accessing a wider range of services, such as better training opportunities and professional traineeships and education.

Lithuania

There is no data available.

FYROM

We think that they do not want to feel like a part of the community, because their goal is to leave Macedonia.

Portugal

Testimonials:

YouTube: Uma nova vida para os refugiados na cidade onde nasceu Portugal – A new life for the refugees in the city where Portugal was born.

Znati Alkassem, 30, and Oflet Shibile, 26, tell their story. In Syria they lived in Sham. For a year they lived through a very complicated situation. Their lives were completely ruined. They were in an Apricot zone controlled by the regime, it was a massacre. Yet the main reason they faced the danger of crossing the Atlantic was that Oflet needed dialysis. They said that they chose Portugal but that it was Portugal that chose them. They were surprised when they arrived because they had Omar Hazaa, another 21-year-old refugee to receive and they were very hopeful. Omar told them that they would be very well received and that they would be helped to improve their situation. When they were brought from the Greece to Portugal, they were told that they would have the same rights as the Portuguese. They consider that the best of Portugal is the population, "are simple people, nice and welcome with open arms." They say they have many dreams but the greatest of them all is to return to Syria...

Spain

The difficulties do not end at the border; they also exist once inside the host countries. Based on everything described above, we come to the conclusion that



refugees have great difficulty in becoming truly integrated. Therefore, coming to feel that they are part of the community is a feeling that few of the refugees achieve. Many of the refugees, when they are already "autonomous", experience a sensation of rejection and repudiation, which makes their integration more difficult.

However, the collaboration and help of NGOs and social and local movements make refugees more opportunities to integrate and feel part of the community.

Romania

Most of the times, the interaction between refugees/asylum seekers and the population is limited and restricted, especially if they live in refugees center. The NGOs make efforts to create events and contexts where this interaction can increase, but at the moment is not enough.

Bulgaria

An Afghanistan refugees is saying "Bulgarian people [are] not bad, [they are] very good," Bulgaria's population is about 10 percent Muslim, but the Slavic nation is predominately Orthodox Christian and conservative. "I can go to the mosque here, not problem. But no work here, nothing. I will go to France and study law. In three months, I'll learn French, no problem."

4.3 The reactions of the refugees from local community

Albania

The '99 experience showed that Albanians have a strong sympathy feeling, we hosted more than half million refugees in less than a month, and these refugees were hosted not only in every public building, but there were hundreds and thousands of families who received refugee families at their home.

Belgium

In general they are closed. They don't have a lot of information and they need time to adapt. They feel shy, uncomfortable but grateful for what the Belgian community is offering them.



Greece

Local communities are most directly affected by the major inflows of asylum seekers. The initial reception and the long term integration of asylum seekers and refugees needs to be organised in close cooperation with local communities to ensure that the needs of different groups – with respect to both asylum seekers and members of the local community – are taken into account. These include the need for proper accommodation, education, information provision and organisation, alongside the need for adequate finances and recognition of the impact of the crisis on local economies and social responses, which can be both positive and negative.

Italy

According to Focus group on integration - final report UNHCR April 2017, some refugees highlighted how, in their experience, Italians are not are given correct information on refugees and their status.

“There is great confusion between foreigners, migrants, refugees and asylum-seekers. There is complete confusion here in Italy. And there’s a wall, like he said, between foreigners, migrants and Italian workers, because they think that all those who come here, do so for economic reasons”.

Strengthening mutual understanding is important also to fight some misrepresentations concerning refugees, which are conveyed by the media and through public debate, making the interaction between refugees and Italians more difficult.

In all focus groups there was one refugee who reported specific instances where Italian citizens have accused him or her of benefiting from disproportionate economic assistance, at the expense of the neediest Italian population. “Italians seem people with whom you can integrate. However, what happened to me many times is that they say: you are given an allowance of 35 Euros a day. I told him: no, I’ve never had any money in my life. But this perception exists, and it is strong. They think that all refugees on the Italian territory have 35 Euros a day”.

The experience of Sprar-project for unaccompanied minors in Casacalenda Coop. Koinè (Italy) encourages a socio-cultural dimension by rejecting and combating discrimination and by promoting the participation of beneficiaries in the social life of the country through intercultural laboratory at school, traineeships at local companies, sport (football, rugby), patronal festival, at the same time the host

community encourages and welcomes this process, the most striking example is the participation of 60 children, from 5 to 12 years, that every year attend the summer camp with boys (unaccompanied minors).

Lithuania

A representative survey of the Lithuanian population revealed that during the year of the integration process, the situation with respect to refugees did not improve. Lithuanians believe that only one third of refugees are trying to run away from the war, others are considered to be economical emigrants who are taking advantage of the situation. The causes of negative attitudes include both cultural and religious issues (such as Muslims, strangers, ethnic clashes) and security (key words: potential terrorists, crime, insecurity) and aspects of economic evaluation (underlying concepts such as dependents, will occupy ours Work places).

FYROM

Currently there are no refugees with permanent residence in Demir Kapija. However, in the summer of 2015 during the Balkan route, Demir Kapija was on the path of refugees, and many of the local population were helped in a variety of ways. Many citizens donated water, food, clothes, hygiene, and there were examples where some of the residents allowed to some of the refugees to stay in their homes.

Portugal

Testimonials: YouTube: Syrian Refugees Settle in
<https://www.youtube.com/watch?v=BPW03Yj3fX8>

Spain

The reactions are quite polarized. As we have said before, there are right-wing movements that reject refugees and defend xenophobia.

However, in many of the local communities (especially small towns) where refugees are welcomed, the reactions are normal. The citizens of these communities collaborate in the integration of the refugees. In fact, refugees in these communities often go to school, find work, etc.

Romania

Most of the refugees perceive Romania as a transit country and even though they submit their asylum papers in the country, after they receive them they leave in the West of Europe, where the integration policies are better for refugees. Therefore, their integration in the country is disrupted by the system of 3 months outside Romania and 3 months in Romania and they don't have the opportunity to connect with the local community.

In the first phase of establishment in Romania, the state supports these people by offering a package of services reunited in the Integration Program: specific cultural accommodation, psychological counseling, Romanian language learning (in collaboration with the Ministry of Education), social counseling includes the access to rights they have in Romania (right to a job, right to housing, right to health and social care, social security, the right to education).

Bulgaria

From one side, the Bulgarian society is not tolerant, thus integration is limited. On the other side, the reason for the unacceptance is based on the fear of social and economic problems, which refugees may cause to the local community. Many sources have proven the people from Afghanistan, Iraq, Syria, etc. are not following local laws and their habits raise concern to the Bulgarian society.

4.4 Perceptions of refugees regarding the efforts of the authorities.

Albania

The refugees in Albania have a normal perception about state agencies who treat them fair.

Belgium

In general they don't trust a lot. They feel afraid of the asylum seek procedure since it is quite long and difficult for the to manage because of language and culutr barriers.

Greece

Municipalities play an important role to ensure that social investment and measures taken cover sufficiently the needs of both refugees and local populations to retain



community cohesion and a welcoming social environment. It is therefore essential to develop empowering actions – including peer learning and review, as well as exchange of best practices across governance levels in close cooperation with civil society. In their proposal, the Central Union of Greek Municipalities highlights that:

Municipalities must participate in the structures and procedures for the management and integration of refugee populations as an essential precondition for building trust between central and regional/local government and administrations;

Refugee distribution in the country must be based on objective commonly agreed criteria taking into account (a) the current administrative capacity in terms of know-how, as well as human and financial resources; (b) the available infrastructure;

Cooperation with NGOs is essential, but municipal services can also provide significant support to housing, education and vocational training and employment opportunities;

Municipalities do not have the financial resources to address the needs of the current refugee/migration populations; the residents of municipalities cannot be expected, especially in the context of the current economic crisis, to undertake the cost of reception and integration through local taxation; therefore, the participation of municipalities in the decision taking procedures for the allocation of EU and national funds is essential; in parallel, municipal authorities should participate in the planning and in the implementation of relevant actions.

In Greece, as reported from Lesbos and Athens, the sheer number of asylum seekers creates difficulties in providing appropriate housing, where even challenges with the provision of electricity and water arise. In Athens (Greece) there is currently a pilot project ongoing where six schools remain open over summer for refugees, and there is the establishment of a programme for afternoon classes in the new school year

The numbers of asylum seekers or refugees in schools differ across the localities included in this report, with often no data available. Comparably low numbers of asylum seekers and refugees enrolled in local schools are reported from areas that are often not deemed to be final destinations for the refugees, where the families plan to move to another Member State.

Italy

According to the Final report - Focus group on integration UNHCR april 2017 it was noted that the satisfaction for the different areas was homogeneous within the same

center but heterogeneous among the structures, reflecting the real conditions of assistance offered. According participant highlighted how difficult it is to find a permanent job, even today, as well as to support oneself and one's own family and to find decent housing.

“We are refugees, no one wants to leave his own country; we escaped because of a problem with the government, we escaped to avoid dying, to live here. And we got a document, but without a house and a job, it's tough”

In most cases, persons perceive the efforts to integrate theme but they had moved onward to other countries due to poor employment prospects. Metropolitan areas attract people was highlighted; many had moved to the cities after periods spent in southern Italy. Many emphasized that when they left the reception centre where they had been accommodate and moved to another city, it was difficult to obtain legal residence due to the lack of stable accommodation.

Lithuania

It seems that government do not put much efforts, due to weak financial capacity. Though refugees to not appreciate the small input and they often leave for other countries in Western Europe.

FYROM

They consider that much more can be done by the government institutions in Macedonia

Portugal

Testimonials: YouTube: “They love us & we love them” Portuguese Town Welcomes Palestinian-Iraqi family <https://www.youtube.com/watch?v=ZMyqlixyxbw>

Spain

The perception of the level of effort of the authorities depends on many factors. The situations of the refugees are very different depending on the case.

Therefore, some refugees perceive the effort as positive, and others consider that they could be better. In fact, the country's policies focus more on reception than on integration, and this is one of the main problems that refugees perceive.



Romania

In the Refugees center, the access to housing is very difficult and the food provided by the center is not aligned with their dietary preferences based on their religion. At the moment, the Syrian refugees have the status of tolerated on Romanian territories and they don't have the right to work, they must update their working permit every month and they don't benefit from any type of support from Romanian state. Therefore, they can't subscribe their children in the public system, and basically their integration process is supported basically by the private schools and non-profits.

Bulgaria

Based on the analyses above and the information provided, we can say that refugees are no feeling welcomed in Bulgaria because of the political passiveness and restricted social integration. Also, the media is "helping" the society to develop opinion and public attitude which has xenophobic elements and aggressiveness. Economic migrants, on the other side, are relocating for work; life and living conditions for them are similar to the Bulgarian once, but the situation is not the same for the refugees seeking an asylum in Bulgaria because they have not been accepted by the conservative society, as well as those taking decision to stay are mostly people who have already had relatives in the country and they may pursue social inclusion and integration to the national welfare system. However, not the same are the opportunities for the newcomers and practically we can say that no one is able to perceive the efforts undertaken by the authority in Bulgaria regarding integration, due to the heavy administrative procedure, following by social unacceptance.

