



Reshaping Attention and Inclusion Strategies for Distinctively vulnerable people among the forcibly displaced

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Catalogue of Attention and Inclusion Practices for FDP in the EU influence area - SPAIN -

Deliverable D5.1

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About RAISD	
Call (part) identifier	H2020-SC6-MIGRATION-2018
Topic	MIGRATION-08-2018 Addressing the challenge of forced displacement
Fixed EC Keywords	Globalisation, migration, interethnic relations
<p><i>Forced displacement crises overcome societies and institutions all over the world. Pushed by the urgencies rather than events, solutions are frequently reactive, partial, and disregard some groups. The project 'Reshaping Attention and Inclusion Strategies for Distinctively vulnerable people among the forcibly displaced' (RAISD) aims at identifying highly Vulnerable Groups (VG) among these forcibly displaced people, analysing their specific needs, and finding suitable practices to address them. The concept of 'vulnerability context' considers the interplay between the features of these persons and their hosting communities, their interactions and experiences, and how different solutions for attention and inclusion affect them. As a result of this work, a methodology to carry out these studies will be developed. These goals are aligned with the call. They pursue characterizing these migrations and developing suitable aid strategies for them. The Responsible Research and Innovation (RRI) frames the project. It proposes that all actors (including civil society) co-design actions, transversely integrates the gender perspective, and supports sustainability. Our research strategy will be based on methodological triangulation (i.e. the combined application of several methodologies). We will implement it through a specific participatory action research approach to fulfil the aim of undertaking advocacy-focused research, grounded in human rights and socio-ecological models. The team will work as a network of units in countries along migration routes. The units will promote the VG people' involvement, so they can speak with their own voices, gather information, and test practices. Work will rely on a tight integration of Social and Computer Sciences research. Automated learning and data mining will help to provide evidence-based recommendations, reducing a priori biases. A software tool will support collaboration, continuing previous H2020- funded RRI work.</i></p>	

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1 Policies, laws and treaties affecting attention and inclusion strategies towards VGs of FDP

1.1.1 Policies regarding VGs

Since 2015, Spain is not implementing a national integration programme for third-country nationals. In Spain, policies lack of coordination among public administrations and lack of specificity.

In the following pages we describe current policies on the national territory and point out some Autonomous Communities policies towards vulnerable groups.

Note on European Policies:

From a European point of view, vulnerable groups are identified according to the *Qualification Directive* (Directive 2013/33/EU). The transposition of European Policies (common policy on asylum, subsidiary protection and temporary protection) in Spain is seen as weak by the different stakeholders, although their evaluation criteria for this consideration varies. This is a common diagnosis in most of European countries and considered as such by the own European Commission.

Asylum European Policies description and a state of development and transposition is available at the different European Parliament facts sheets and informative mechanisms. Sokolska (2019) summed them up along these lines (with modifications):

“With the adoption of the Tampere Programme in October 1999, the European Council decided that the common European system should be implemented in two phases: the adoption of common minimum standards in the short term should lead to a common procedure and a uniform status for those who are granted asylum valid throughout the Union in the longer term.” (paragraph 5)

First phase of the Common European Asylum System (CEAS) from 1999-2004 (which will not be examined here due to its outdatedness¹).

Second phase CEAS. 2004-2008 period is not very noticeable. In the 2008 *European Pact on Immigration and Asylum* was postponed to 2012. The Treaty of Lisbon (entered into force in December 2009) “changed the situation by transforming the measures on asylum from establishing minimum standards into creating a common system comprising a uniform status and uniform procedures” (paragraph 8). Reinforced by *Stockholm Programme*, adopted by the European Council on 10 December 2009 for the 2010-2014 period. It “reaffirms” the objective of establishing a common area of protection and solidarity based on a common asylum procedure and a uniform status for those granted international protection” (paragraph 11).

Equal treatment amongst all applicants for international protection was *ensured* by Directive 2011/95/EU of the European Parliament and of the Council of 13 December 2011 on standards for the qualification of third-country nationals or stateless persons as beneficiaries of international

¹ Although as Sokolska (2019, paragraph 25) states: “The 2001 Directive on minimum standards for giving temporary protection in the event of a mass influx of displaced persons is still in force but has never been applied so far, not even during the peak of the migration crisis, most probably due to the vagueness of its terms and tensions between the Member States in the Council over burden-sharing”.

protection, for a uniform status for refugees or for persons eligible for subsidiary protection, and for the content of the protection granted.

Negotiations progress very slowly. According to Sokolska “the main existing legal instruments and current reform efforts” can be summarised as follows (paragraphs from 15 to 23):

Except for the recast *Qualification Directive*, which entered into force in January 2012, the other recast legislative acts only entered into force in July 2013. They refer to: the Eurodac Regulation; the Dublin III Regulation; the Reception Conditions Directive; and the Asylum Procedures Directive; which meant that their delayed transposition in mid-July 2015 fell at the peak of the migration crisis. Who can qualify for international protection is in the so-called *Qualification Directive* (Directive 2013/33/Eu of the European Parliament and of the Council of 26 June 2013 laying down standards for the reception of applicants for international protection (recast)).

In 2014, the European Council and the Commission stressed that the full transposition and effective implementation of the CEAS was a priority. In view of the migratory pressure since 2014, the Commission issued the *European Agenda on Migration*² in May 2015. [It included]: the hotspot approach³ [registration and emergency relocation mechanisms] (...). A reform of the CEAS were presented in two packages of legislative proposals in May and July 2016 (still currently being discussed between Parliament and the Council). The aim was to reach “directly applicable regulations instead of directives (except for reception conditions, which would remain a directive and still need to be implemented in national law). On the other hand, the *Pact of Amsterdam* (2016) stressed the focus on partnership and local inclusion to “manage the integration of incoming migrants and refugees (extra-EU) and to provide a framework for their inclusion”.

In 2016 The Commission communication “Towards a reform of the Common European Asylum System (CEAS) and enhancing legal avenues to Europe”⁴ “acknowledged the inherent weaknesses of the EU asylum system in times of migratory crisis, and highlighted five priority areas where the CEAS should be structurally improved” (European Parliament, 2019). The Commission also made a legislative proposal on the reform of the Asylum Procedures Directive⁵, in order to replace it with a harmonised common EU procedure for international protection. It looks for a reduction in “differences in recognition rates from one Member State to the next, discourage secondary movements and ensure common effective procedural guarantees for asylum seekers.” It

² Available at https://ec.europa.eu/home-affairs/what-we-do/policies/european-agenda-migration_en

³ Works throughout EASO, the European Border and Coast Guard Agency (ex Frontex), Europol and frontline Member States to “identify, register and fingerprint incoming migrants” (...) “is also meant to contribute to relocation”.

⁴ Available at https://ec.europa.eu/home-affairs/sites/homeaffairs/files/what-we-do/policies/european-agenda-migration/proposal-implementation-package/docs/20160406/towards_a_reform_of_the_common_european_asylum_system_and_enhancing_legal_avenues_to_europe_-_20160406_en.pdf

⁵ European Commission, Proposal for a Regulation establishing a common procedure for international protection in the Union and repealing Directive 2013/32/EU, COM(2016)467 Available at <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=COM:2016:0467:FIN>

included a common list of safe countries of origin⁶. In 2018, Parliament's Committee on Civil Liberties, Justice and Home Affairs (LIBE Committee) adopted its report⁷ — which serves as a negotiating mandate.

The *European Agenda on Migration* (2015) also tries to achieve greater convergence of recognition rates and forms of protection, including more restrictive provisions sanctioning applicants' secondary movements and compulsory status reviews even for recognised refugees; Parliament's LIBE Committee adopted its report⁸ on 15 June 2017. In mid-2018, Parliament and the Council reached a provisional agreement but with insufficient support from the Member States⁹.

Negotiations between Parliament and the Council are still ongoing also regarding several key issues: Reception Conditions (especially the waiting period before applicants have access to the labour market); and the Commission's punitive approach in preventing applicants from moving on to a Member State not competent to treat their asylum claim. With this regard, Parliament's LIBE Committee adopted its report¹⁰ in 2017; it serves as a mandate for entering interinstitutional negotiations. Although in mid-2018 Parliament and the Council are still in negotiations. Another important issue is the *Union Resettlement Framework*¹¹. According to the European *legislative train schedule*, a partial provision agreement was reached on 13 June 2018 between the Parliament and the Council, but there was no final endorsement of the agreement in the Council. It is not a closed question. The Parliament and the Council also reached a partial provisional agreement in June 2018 regarding the revision of the Eurodac asylum fingerprint database. They are also undergoing works related to the transformation of EASO from a supporting EU agency into a fully-fledged EU Agency for Asylum (EUAA).

The Reform of the Dublin Regulation, which lays down criteria for determining the Member State responsible for examining an application for international protection (in principle the first country of entry), is also very controversial. It applies to the 28 EU member states, Iceland, Norway, Liechtenstein and Switzerland. Dublin III Regulation¹² has been in force from 1 January 2014.

⁶ Awaiting committee decision. For more information see: EP Legislative Observatory <https://oeil.secure.europarl.europa.eu/oeil/popups/ficheprocedure.do?reference=2015/0211%28COD%29&l=en>

⁷ Report 22.5.2018 on the proposal for a regulation of the European Parliament and of the Council establishing a common procedure for international protection in the Union and repealing Directive 2013/32/EU (COM(2016)0467 – C8-0321/2016 – 2016/0224(COD)) Committee on Civil Liberties, Justice and Home Affairs. Rapporteur: Laura Ferrara. Available at http://www.europarl.europa.eu/doceo/document/A-8-2018-0171_EN.html?redirect

⁸ Available at http://www.europarl.europa.eu/doceo/document/A-8-2017-0245_EN.html?redirect

⁹ 3661st Council meeting. Justice and Home Affairs. Brussels, 6 and 7 December 2018.

¹⁰ Report 10.5.2017 on the proposal for a directive of the European Parliament and of the Council laying down standards for the reception of applicants for international protection (recast) (COM(2016)0465 – C8-0323/2016 – 2016/0222(COD)) Committee on Civil Liberties, Justice and Home Affairs. Rapporteur: Sophia in 't Veld. Available at http://www.europarl.europa.eu/doceo/document/A-8-2017-0186_EN.html?redirect

¹¹ Related documentation: European Commission, Proposal for a Regulation of the European Parliament and of the Council establishing a Union Resettlement Framework, COM(2016) 468; and European Parliament, Committee on Civil Liberties, Justice and Home Affairs report on the proposal for a regulation establishing a Union Resettlement Framework and amending Regulation (EU) No 516/2014, 2016/0225(COD)

¹² Regulation (EU) No 604/2013 of the European Parliament and of the Council of 26 June 2013 establishing the criteria and mechanisms for determining the Member State responsible for examining an application for international protection lodged in

Parliament's LIBE Committee report (2017) serves as the mandate for interinstitutional negotiations¹³. In 2019 the LIBE Committee appointed a new rapporteur - MEP Fabienne Keller (Renew Europe group).

The main funding instrument in the EU budget in the area of asylum is the *Asylum, Migration and Integration Fund* (AMIF).

EU has also an external dimension of its policy which alludes to: 2011 Global Approach to Migration and Mobility (GAMM); The European Council and Turkey agreement in March 2016; the United Nations New York Declaration for Refugees and Migrants in 2016, (which sets out a Comprehensive Refugee Response Framework (CRRF)), and the "Global Compact on Refugees" 2018.

The European Asylum Support Office (EASO) develops tools and supporting procedures for country members. It is worthy to note that there are two of special interest regarding **vulnerable groups**: the IPSN- "EASO Tool for Identification of Persons with Special Needs"¹⁴ The vulnerable groups identified are:

- Accompanied minors
- Unaccompanied minors
- Disabled people
- Elderly people
- Pregnant women
- Single parents with minor children
- Victims of human trafficking
- Persons with serious illnesses
- Persons with mental disorders
- Persons who have been subjected to torture
- Persons who have been subjected to rape
- Persons who have been subjected to other serious forms of psychological, physical or sexual violence
- LGBTI
- People with gender-related special needs

EASO IPSN are related to: Age (under 18, elderly), Sex (male, female), Gender identity and sexual orientation (LGTBI), Family status (in relation to the asylum procedure: accompanied (child), unaccompanied (child), single parent accompanied by one or more children under the age of 18 years), Physical indicators (physical appearance, health conditions, disabilities, sexual and reproductive health, pregnancy), Psychosocial indicators (diagnosed disorders, appearance and behaviour, attitude, mood and affect, thought process, self-perception,

one of the Member States by a third-country national or a stateless person (recast) Available at <https://eur-lex.europa.eu/eli/reg/2013/604/2013-06-29>

¹³ See European Council. Presidency: ST 7674 2018 INIT. Proposal for a Regulation of the European Parliament and of the Council establishing the criteria and mechanisms for determining the Member State responsible for examining an application for international protection lodged in one of the Member States by a third-country national or a stateless person (recast) - New Dublin: Reversing the Dynamics. Available at

https://www.consilium.europa.eu/register/en/content/out?&typ=ENTRY&i=ADV&DOC_ID=ST-7674-2018-INIT

¹⁴ Available at <https://ipsn.easo.europa.eu/easo-tool-identification-persons-special-needs>

relation to others), and Environmental indicators (country of origin information, treatment by others, issues related to the applicant).

The European Social Fund (ESF) and above all the Asylum, Migration and Integration Fund (AMIF¹⁵) in Spain play a decisive role for policies implementation. AMIF is a key macro-policy, not only because of the funding but also for the principles and premises it implies. They orientate the practical actions within the Spanish territories and towards vulnerable groups. The national managing authority is the Ministry of Labour, Migration and Social Security.

The National AMIF Program (2014:5) as a national strategy has several priorities: a) development of the Spanish asylum system and its adaptation to possible situations of mass influx, reinforcing programs and services, b) improving the quality of asylum procedures and resolutions, and c) expanding of resettlement actions. The main beneficiaries of the fund's actions are the following:

- 1) Direct Executing Agencies of the Fund: Ministry of Labour, Migration and Social Security, Ministry of Interior (Domestic Affairs), Network of Public Centres (Migration Centres (including: Refugee Shelter Centres (CAR) and Temporary Immigrant Stay Centres (CETI) - they attached to the General Secretariat of Immigration and Emigration (SGIE)-; and the Foreigners' Internment Centres (CIE) -it depends on the General Directorate of the Police-).
- 2) Non-profit organisations.
- 3) Regional and local administrations.
- 4) Private NGOs.
- 5) Public NGOs.

AMIF objectives in Spain are:

Objective 1. Maintenance and improvement of reception and reception conditions for asylum seekers, even before mass arrivals; detection and attention to vulnerable groups, quality and speed in asylum decision making; Staff training; information systems and databases appropriate to the international protection system (IP) and that allow the generation of statistics; request reception facilities; resettlement Results: Increase in human resources, materials and reception services; Action plan in the face of massive influxes; Trained staff; Deadline for processing IP applications in six months; Computer equipment and tools for handling IP records; maintenance and improvement of facilities; and annual resettlement programs (PNR) approved by the Council of Ministers.

Objective 2. Integration and legal migration. The national strategy takes as reference the common basic principles of integration of the EU and the respect of the constitutional values that enable coexistence. The public authorities provide their services to all citizens on equal terms, focusing their attention on participation, access to employment, coexistence, equality between men and women, language teaching, as well as the promotion of tolerance and the prevention of racist and xenophobic behaviours. The

¹⁵ AMIF characteristics in Spain:

http://extranjeros.mitramiss.gob.es/es/Fondos_comunitarios/fami/documentos/Programme_2014ES65AMNP001_8_2_es.pdf

responsibility for integration and its management is shared by the different administrations, civil society and citizens. In the National Program, civil society is given prominence to complete the policies developed transversally by the different Administrations. Objectives: a) the protection, assistance, integration of Unaccompanied Foreign Minors and improvement of reception facilities, b) flexible and effective management of the reception system of Third Country Nationals (NTP) and applicants and beneficiaries of international protection, c) improve their employability, d) strengthen the prevention of xenophobic behaviours, e) increase permanence in school and improve their use, f) prioritise the integration of women, children, vulnerable groups and attention to certain groups such as newcomers, g) increase comprehensive programs in neighbourhoods, h) strengthen cooperation between administrations and civil society, i) improve professional training, evaluation and dissemination of information to citizens. Results: state actions for Unaccompanied Foreign Minors and improvement of reception facilities, state and regional integration actions aimed at non-profit organisations (ESAL), and a system for evaluating results.

Objective 3, Return. The national strategy is based on developing voluntary return and reintegration programs in the countries of origin. (...)

Policies in Spain

All throughout the 2000s Spanish migration policy was basically passive in relation to the characteristics of the economic migrant population (Ombudsman, 2019), also with respect to international protection what was a secondary consideration for the governments. Regarding the regulation and implementation of laws, inclusion of migrants is in general a pending task for Spanish authorities.

The regulation of international protection falls under the Law 12/2009 of 30 October 2009, regulating the law of asylum and subsidiary protection (amended by Law 2/2014 of 25 March 2014). Vulnerable people under the law are identified as:

- minors
- unaccompanied minors
- persons with disabilities
- elderly people
- pregnant women
- single-parent families with minors,
- people who have suffered torture, rape or other serious forms of psychological or physical or sexual violence
- victims of human trafficking.

They are established as such in TITLE V, which refers to “minors and other vulnerable people”, and it states (our translation):

Article 46. General protection regime.

1. Within the framework of this Law, and in the terms in which it is developed by regulation, the specific situation of applicants or beneficiaries of international protection in vulnerable situations, such as minors, unaccompanied minors, persons with disabilities, elderly people, pregnant women, single-parent families with minors, people who have suffered torture, rape or other serious forms of psychological or physical or sexual violence and victims of human trafficking.
2. Given their situation of special vulnerability, the necessary measures will be taken to give a differentiated treatment, when necessary, to the requests for international protection made by the persons referred to in the previous section. Likewise, specific treatment will be given to those who, due to their personal characteristics, may have been subject to persecution for several of the reasons provided for in this Law.
3. For humanitarian reasons other than those indicated in the subsidiary protection statute, the permanence of the applicant for international protection in Spain may be authorised under the terms established by current regulations on immigration and immigration.

Article 47. Minors.

Minors requesting international protection who have been victims of any form of abuse, neglect, exploitation, torture, cruel, inhuman or degrading treatment, or who have been victims of armed conflict, will receive adequate health and psychological assistance and qualified assistance that specify.

Article 48. Unaccompanied minors.

1. Unaccompanied minors requesting international protection will be referred to the services responsible for child protection and the fact will be brought to the attention of the Prosecutor.
2. In the cases in which the age cannot be established with certainty, the fact shall be brought to the immediate attention of the Fiscal Ministry, which shall arrange for the determination of the age of the alleged minor, for which the institutions shall collaborate. With priority and urgent character, will carry out the necessary scientific tests. The refusal to submit to such medical examination will not prevent a decision on the application for international protection. Determined the age, if it were a minor, the Prosecutor will make it available to the competent services for child protection.
3. Immediately, measures shall be taken to ensure that the representative of the minor, appointed in accordance with current legislation on the protection of minors, acts on behalf of the unaccompanied minor and assists him/her with respect to the examination of the application for international protection.

It must be underlined that Law 12/2009 of 30 October 2009, regulating the law of asylum and subsidiary protection lacks a “reglamento”; that is the specific regulation of the law operationality. This has caused a decade of mismanagement such as the situations recently described. According to García Vitoria, it has mainly affected to “family reunification, requests formulated in diplomatic missions, deadlines in the border procedure, permanence for humanitarian reasons, protection of persons in a situation of special vulnerability, assistance legal status and

freedom of movement to travel to the peninsula of asylum seekers in Ceuta and Melilla.(...) There have been delays or difficulties in applying some provisions of the law, while in other areas there have been divergent interpretations of the legislation by the different actors (Administration, courts, Ombudsman).” (2018:118) The Spanish Ombudsman has also claimed a clarification on the practice of the detention of asylum seekers, and additionally a clarification of the conditions and grounds by which *irregular* migrants are kept in Foreigner Detention Centres (CIE).

Migration current policies in Spain are mainly laws and regulations, followed by a secondary level of *soft policies* “integration policies”. Norms and laws could be summarised as follows:

Table 1 Regulations and vulnerable groups in Spain

Vulnerable Groups	Regulation
Migrants	Organic Law 4/2000 of 11 January 2000 on rights and liberties of aliens in Spain and their social integration. Amended by: Organic Law 4/2015 of 30 March 2015 on the protection of citizen security. Royal Decree 557/2011 of 20 April approving the regulation implementing Law 4/2000 on rights and liberties of aliens in Spain and their social integration. Royal Decree 164/2014 of 14 March 2014 on the regulation and functioning of internal rules of the CIE (<i>detention centres</i>).
Asylum seekers in general	Royal Decree 1325/2003 of 24 October 2003 approving the Regulation on a regime of temporary protection in case of mass influx of displaced persons. Law 12/2009 of 30 October 2009, regulating the law of asylum and subsidiary protection. Amended by: Law 2/2014 of 25 March 2014. Resolution of 27 February 2015 of the General Secretariat of Immigration and Emigration establishing for the year 2015 the minimum and maximum amounts of financial assistance to beneficiaries of Refugee Reception Centres integrated in the network of Migration Centres of the Ministry of Labour and Social Security. Royal Decree 816/2015 of 11 September 2015 regulating the direct grant, of exceptional character for humanitarian reasons, for the extraordinary expansion of resources of the reception and integration system for applicants for and beneficiaries of international protection. Adhesion to the 2018 Instrument of the ratified United Nations Convention (1961) on the Reduction of Statelessness (which entered into force on 24 December).
Human trafficking	Framework Protocol for protection of victims of human trafficking, adopted by agreement between the Ministers of Justice, Home Affairs, Employment and Social Security, Health, Social Services and Equality, the Office of the Attorney General and the State Judicial Council on 28 October 2011.
Unaccompanied minors	Resolution of 13 October 2014 on the Framework Protocol on actions relating to foreign unaccompanied minors.
Women	Organic Law 3/2007, of March 22, for the effective equality of women and men.
Gender violence (women)	Organic Law 1/2004, of December 28, Measures of Integral Protection against Gender Violence.

Vulnerable Groups	Regulation
	<p>Council of Europe Convention on preventing and combating violence against women ... Opening of the treaty, Istanbul, 11/05/2011.</p> <p>Protocol of Action in the penitentiary area of the monitoring system by telematic means of compliance with measures and penalties for removal in the area of gender violence (2015).</p> <p>Protocol of Action of the Security Forces and Bodies File with the Judicial Bodies and the Fiscal Ministry for the Protection of Victims of Domestic and Gender Violence (2005).</p> <p>Protocol of action of the system of follow-up by telematic means of the fulfilment of the measures of distance in the matter of gender violence (2013).</p> <p>Circular nº 6/2011, of November 2, on criteria for the specialised action unit of the Fiscal Ministry in relation to violence against women.</p> <p>Circular nº 4/2005, of July 18, concerning the criteria of application of the integral law, of the State Attorney General's Office.</p> <p>Coordination protocol between criminal and civil jurisdictional orders for the protection of victims of domestic violence.</p> <p>Circular No. 2/2014 of the General Secretariat of the Administration of Justice, regarding procedural actions to protect victims of gender and domestic violence, offices for assistance to victims of violence.</p> <p>Instruction nº 7/2005 of June 23, the prosecutor against violence against women and the sections against violence of prosecutors, of the State Attorney General's Office.</p> <p>Instruction 2/2005 of March 2, on the interpretation of article 23 of the Comprehensive Law, of the State Attorney General's Office.</p>
Trafficking in women and girls for sexual exploitation	<p>Ministry of Health, Social Services and Equality, Comprehensive Plan for fight against trafficking in women and girls for sexual exploitation 2015-2018.</p>
Women: Genital Mutilation	<p>Organic Law 10/1995, of November 23, of the Criminal Code. The criminalisation of genital mutilation is established in article 149.2 CP; Organic Law 1/1996, on the Legal Protection of Minors; Organic Law 6/1985 of the Judiciary.</p>
People with disabilities	<p>Law 51/2003, of December 2, on equal opportunities, non-discrimination and universal accessibility of persons with disabilities.</p> <p>Royal Legislative Decree 1/2013, of November 29, which approves the Consolidated Text of the General Law on the Rights of Persons with Disabilities and their social inclusion.</p>
Lesbian, gay, bisexual, transgender and intersexual	<p>Law 13/2005, of July 1, which modifies the Civil Code regarding the right to marry.</p> <p>Law 3/2007, of March 15, regulating the registry rectification of the mention regarding the sex of people.</p> <p>There are also laws promoting LGBTI+ rights in various Autonomous Communities.</p>

Spain has not yet transposed the recast Qualification, Asylum Procedures and Reception Conditions Directive (Directive 2013/33/Eu of the European Parliament and of the Council of 26 June 2013 laying down standards for the reception of applicants for international protection (recast)).

According to the interviews we carried on the fieldwork and the ARU's workshops, the lack of the transposition of the Qualification Directive has consequences in the way policies do not develop a strong framework of measures or actions towards these specific vulnerable groups. *Qualification Directive* issues that have been pointed out regarding Spain are summarised in Annex 1. According to the report *Transposition of the CEAS in national legislation 2019*, (Report by ACCEM, 2019; see bibliography) this situation has a negative impact in the inclusion of the forcibly displaced.

Table 2 Pending transposition and reforms into national legislation

Directive / Regulation	Deadline for transposition	Stage of transposition / Main changes planned
Directive 2011/95/EU Recast Qualification Directive	21 December 2013	Draft of Royal Decree to pass the Regulation of Law 12/2009, of October 30, regulating the Right to Asylum and subsidiary protection.
Directive 2013/32/EU Recast Asylum Procedures Directive	20 July 2015 Article 31(3)-(5) to be transposed by 20 July 2018	Draft of Royal Decree to pass the Regulation of Law 12/2009, of October 30, regulating the Right to Asylum and subsidiary protection.
Directive 2013/33/EU Recast Reception Conditions Directive	20 July 2015	Draft of Royal Decree to pass the Regulation of Law 12/2009, of October 30, regulating the Right to Asylum and subsidiary protection.
Regulation (EU) No 604/2013 Dublin III Regulation	Directly applicable 20 July 2013	Draft of Royal Decree to pass the Regulation of Law 12/2009, of October 30, regulating the Right to Asylum and subsidiary protection.

Source: ACCEM (2019) Spain: Country Report. Asylum Information Database (AIDA).

The different competences in Spain are divided in a multi-level governance system, as follows:

- Ministry of the Interior (Domestic Affairs): is responsible for processing applications of asylum seekers and beneficiaries of international protection, permits, and detention centres for irregular migrants.
 - o The assistance of migrants landing at ports or coasts is given by the Spanish Red Cross and the police. According to ACCEM's country report for AIDA (2019), UNHCR, Save the Children and CEAR are present in some Andalusian coasts "in order to support the authorities in detecting persons with vulnerabilities and special needs, as well as in informing persons about the right to international protection".
 - o Foreigners' Internment Centres (*Centro de Internamiento de Extranjeros* CIE) (General Directorate of the Police)¹⁶. The foregoing report states that, together with "asylum seekers at the borders" they are the "most difficult access to information and NGO counselling are third-country nationals willing to apply for asylum from detention within CIE." (ACCEM, 2019).

¹⁶ As the Ministry of Interior explains, "Once disciplinary proceedings have been initiated in which the expulsion from Spanish territory can be proposed, the instructor may request the competent Instruction Judge to arrange the entry of the foreigner into an internment center, while the processing of said file is carried out." For more information see <http://www.interior.gob.es/web/servicios-al-ciudadano/extranjeria/regimen-general/centro-de-internamiento-de-extranjeros>

- Authorities responsible for asylum applications are the Office of Asylum and Refuge (OAR), any Foreigners' Office, Detention Centre for Foreigners (CIE) or police stations.
- Ministry of Labour, Migration and Social Security is responsible for the reception and hosting processes while files are pending of qualification (the programme of attention and asylum seekers care centres); which are run by NGOs.
 - The main responsible institution for the governance of immigrant integration at national level "is the General Secretary of Immigration and Emigration. General Directorate of Integration and Humanitarian Attention is in charge of the functional coordination of relevant actors, while the Sub-Directorate for Integration and Institutional Relations develops and manages procedures for the reception and integration of immigrants" (EWSI, 2019, paragraph 17)
 - Centres system in Spain is complex:
 - Since 2018 two new resources were set up: Centres for the Temporary Reception of Foreigners (*Centros de Acogida Temporal de Extranjeros*, CATE) and Centres for Emergency Reception and Referral (*Centros de Acogida de Emergencia y Derivación*, CAED).
 - Previously and current attention centres are: Refugee Shelter Centres (*Centro de Acogida a Refugiados* CAR) and Temporary Immigrant Stay Centres (*Centros de Estancia Temporal de Inmigrantes*, CETI) in Ceuta and Melilla (set up in 1999 and 2000 respectively)¹⁷.
- Ministry of Justice is responsible for applications for Spanish nationality.
- Autonomous Communities and municipalities are responsible for daily basic needs regarding health, social services, and education, (once the official reception and care measures/resources have ended).

According to EWSI Integration Governance Fact Sheet for Spain, (2019, paragraphs 18-19) cooperation among the different levels of governance is backed by three NGOs:

- The Inter-Ministerial Commission on Aliens, in charge of coordinating different departments and the General State Administration.
- The Sectoral Conference on Immigration, aimed at coordinating actions and competencies of the general administration and regional governments.
- The Forum for the Social Integration of Immigrants, which represents the main channel of participation for NGOs and associations in integration policies.
- In addition, each autonomous community has its own integration plan, regulating integration policies in its territory.

¹⁷ They are conceived as devices of first provisional reception in order to provide basic social services to immigrants and asylum seekers who arrive at one of these Autonomous Cities.

There are also consultative bodies and public funded organisations that play a relevant role such as the Spanish Forum for the Social Integration of Immigrants (works through two plenary sessions per year, in addition to ad hoc extraordinary sessions), and the Spanish Observatory on Racism and Xenophobia (OBERAXE).

As Montilla Martos points out (2009), the Article 149 of the Spanish Constitution includes immigration and foreigners among the "matters" over which the State has exclusive competence. However, in accordance with the Constitution and the Statutes of Autonomy for the Spanish regions, "the provision of basic public services for citizens corresponds to the Autonomous Communities, not to the State, and that character is not modified by the origin of the receivers" (2009: 81). As the author underlines, Autonomous Communities "are competent in education, health, social assistance, that is, in everything that foreigners also need" (Idem). Therefore, Montilla considers that when the State approves the legislation on immigration and immigration "it acts as if all immigration were within its competence, and this leads to a deficient inter-institutional relationship regarding the integration of migrants" (2009:81).

Moreover, different NGOs as well as the Spanish Ombudsman (2019) have criticised in many occasions the lack of coordination among different public administrations regarding the implementation of current policies regarding migration and international protection and social inclusion of migrants. Besides it has been considered a lack of an adequate budget, and a lack of quality measures towards asylum seekers and refugees in Spain. This last issue also alludes to the quality of the reception conditions in Spain.

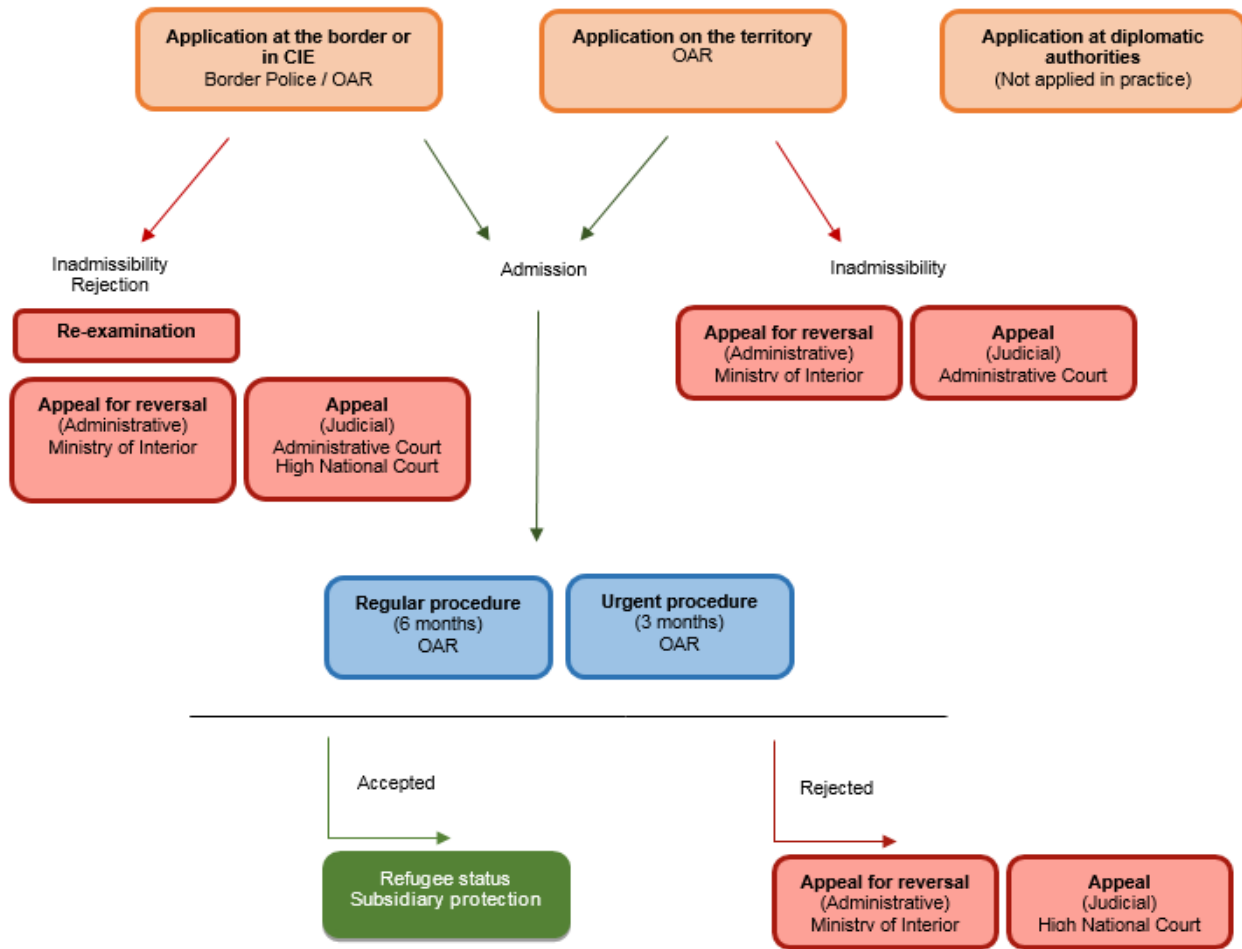
In its last *Annual Report 2018*, the Spanish Ombudsman points out that the situation in Spain is characterised by a lack of coordination among governance levels and such a problem would require immediate action. Besides, he points out that the system is collapsed and accumulates requests of asylum seekers due to lack of personnel, the malfunction of management programs due to a low-quality computer' systems (files management) (Defensor del Pueblo, 2019).

These software programmes for the management of policies are basically: the "Program information system for refugees, immigrants and asylum seekers" (SIRIA) and the "Integrated Insertion Labour Itineraries (I3L), both under the responsibility of the Ministry of Labour and Social Affairs.

The Asylum procedure in Spain follows a protocol very similar to the rest of the European territory, although it has some peculiarities. As ACCEM (2019) describes, there are four types of procedures: regular, Dublin procedure, Admissibility procedure and Border procedure¹⁸. The NGO also explains that under "Article 38 of the Asylum Law foresees the possibility to request international protection before Spanish Embassies and Consulates. As there is no Regulation to the 2009 Asylum Law, the previous 1995 Regulation of the previous Asylum Law is the legal provision currently being applied, and the latter makes no reference to this possibility. A new Regulation to the actual Asylum Law would enable to give Article 38 a use in the practice." (ACCEM, 2019b, paragraph 1)

Figure 1 Flow chart of the Asylum procedure in Spain

¹⁸ As ACCEM points out (2019b), *the Border Procedure* only comprises an admissibility procedure, as the second phase of the process takes place regularly in Spanish territory. The NGO states in the AIDA country report 2018 that "In general, asylum seekers at the borders are the ones that face most difficulties in accessing not only information, but the asylum process itself. For this reason, UNHCR has established its presence in Andalucía, in order to monitor arrivals by boat, and at the border points in Ceuta and Melilla." (ACCEM 2019)



Source: ACCEM (2019) Retrieved from <https://www.asylumineurope.org/reports/country/spain/flow-chart> (date December 30, 2019)

The procedure is divided into two phases. Its functioning is explained by ACCEM as follows (2019b). An admissibility procedure, on one hand, and then a consequent evaluation on the merits in case (if the claim is admitted). This is applied to all types of procedures; the difference is on the time limits set by law¹⁹. An inadmissibility decision is appealable.

Information about the procedure and applicants' rights have been highly criticised during fieldwork. Information must be provided by the Spanish administration, UNHCR and NGOs who work with refugees. They provide asylum seekers with leaflets in several languages, and they vary in quality. The Ministry of Interior has a leaflet online which is theoretically handed to all applicants on the request for international protection (in English, French,

¹⁹ Times: the regular procedure foresees an admissibility phase of maximum 1 month (2 months for Dublin cases); The border procedure reduces the admissibility phase to 72 hours;² and For asylum claims made from detention within a CIE, the admissibility phase must be completed within 4 days. When these deadlines are not met, the applicant will be automatically admitted to the asylum procedure in territory." (ACCEM, 2019b).

Spanish and Arabic)²⁰. The Spanish ARU and the different interviewed stakeholders consider that this information process and products are not clear enough and that the official brochure is hard to find.

Despite of what the Spanish Law states at Articles 46, 47, 48 regarding **vulnerable groups**, the Spanish law “does not foresee specific procedural guarantees for vulnerable asylum seekers, except for the special rule on unaccompanied asylum-seeking children who are entitled to have their application examined through an urgent procedure, (...) Beyond this, the existing protocols on unaccompanied children and victims of trafficking do not imply special guarantees.” (ACCEM, 2019c). However, the NGO considers that, in practice, the OAR makes exceptions for applicants such as pregnant women or persons requiring medical assistance in the Borders procedures, who might be admitted to the territory. These questions lead to situations of uncertainty and arbitrariness of civil servants.

Thus AIDA's 2018 Country Report (ACCEM, 2019) stresses the lack of systematic measures and appropriate methods for the identification of **vulnerable groups** in Spain as one of the main weaknesses of the Spanish Asylum procedure: “The OAR states that its staff is trained on European Asylum Support Office (EASO) modules but that there are no specialised units dealing with cases from vulnerable groups. In his 2016 report, the Spanish Ombudsman urged for indispensable training of caseworkers, prior to the beginning of their work, regarding interviewing techniques, techniques for an effective credibility assessment and dealing with cases on LGBTI persons or gender-related issues. The OAR currently has no caseworkers specialised in gender violence.” Besides, the OAR does not collect disaggregated statistics on vulnerable groups. According to ACCEM (2019c) the identification issues materialised in various urgent questions that are presented in Annexe 2.

Regarding the issues of **reception conditions**, we will refer again to the AIDA's country report for Spain (ACCEM, 2019d). The system is orientated towards applicants with (Article 30 of the Asylum Act) a lack of own financial means and it is intended to be “integral”. It comprehends the submission of the application until the completion of the “integration process”, in fact the label of the programme is “System of Reception and Integration”.

Again, as the report underlines, the lack of a Regulation implementing the Asylum Act affects the rules of the reception system. The system is “circumscribed to a non-binding handbook”, the “Reception and integration system for applicants and beneficiaries of international protection - Management Manual”²¹. As the reports points out, “The first version of the handbook was published in January 2016 and was last updated in early 2019. The last version of the handbook (Version 3.3) has been in use since November 2018, but it has not been yet published. The last available version online (Version 3.2) dates to July 2017”.²² The number of places available for reception has been increasing to reach 8,500 places in 2018 (CEAR, 2019).

²⁰ Available at <http://www.interior.gob.es/web/servicios-al-ciudadano/oficina-de-asilo-y-refugio#Protecci%C3%B3n%20internacional>

²¹ Sistema de acogida e integración para solicitantes y beneficiarios de protección internacional - Manual de gestión, available in Spanish at:

http://extranjeros.mitramiss.gob.es/es/Subvenciones/anos_antteriores/area_integracion/2017/sociosanitaria_cetis_2017/documentos/manual_de_gestion_acogida.pdf

²² The report refers to (ACCEM, 2019d): “Ministry of Labour, Migration and Social Security, Instrucción DGIAH 2018/12/19 por la que se modifica el manual de gestión del sistema de acogida para solicitantes y beneficiarios de protección internacional en lo relativo al reingreso en el sistema de acogida de personas devueltas a España en aplicación del Reglamento Dublín, 20 December 2018, available in Spanish at: <https://bit.ly/2GA9QGy>; and Ministry of Labour and Social Security, Sistema de

The *Management Manual* includes an indication that notes that all “Refugee Reception Centres (CAR) and funded NGOs must take into account the provisions of the *guide on reception conditions* approved by the European Asylum Support Office (EASO) on September 22, 2016” (Dirección General de las Migraciones, 2017:8), which basically refers to the EASO *Guidance on reception conditions: operational standards and indicators*²³ and the already mentioned EASO *Tool for Identification of Persons with Special Needs* (IPSN). However, both instruments require specific training for professionals attending vulnerable groups, which not always take place, and also an evaluation of the procedures at CARs, and all through the reception system, which are both missed for public accountability.

The system works under a three-phase approach, and a previous evaluative one (pages 11-14 of the Manual):

- Pre-itinerary phase: evaluation and referral (so called- E and D phase). Temporary accommodation with an estimated maximum duration of 30 days, although there are probed cases of more than 4 months stay in hotels/hostels. In theory the profile and needs of the applicants are valued for their referral to the most appropriate resource. It was incorporated to the system by a Royal Decree 816/2015, of September 11.

This could be seen as an unintended phase at the beginning. As the AIDA’s country report underlines “During 2014, due to the high increase in arrivals it was going through, the reception system was restructured. The three phases of reception were regulated, and an initial additional phase was added, which guaranteed reception in hostels and hotels to asylum seekers that had not received an appointment with OAR yet. This was mainly due to the fact that OAR was overburdened and did not manage to handle the registration of the asylum application in a short timeframe, leaving many asylum seekers out of the official reception system and assistance for several months” (ACCEM, 2019d). One of the issues highlighted in the report is the long waiting time before they can be placed in accommodation facilities.

- Integration itinerary, comprising three phases. In theory, each of them of 6 months (expandable, as has been said up to 24 in cases of vulnerability):
 - Reception (1st phase): In addition to accommodation and maintenance for 6 months in a centre. Actions developed: social and psychological intervention, Spanish, training, interpretation, translation, and legal advice. The report states that “The accommodation of every asylum seeker is decided on case-by-case basis, in order to prevent tensions or conflicts (such as nationality or religious based potential situations), vulnerability or violence. Single women for example are usually placed in female-only apartments, while the same happens for single men. In this context, the unity of families is also respected, as family members are placed together.” (ACCEM, 2019d).

Throughout fieldwork, vulnerable groups have underlined that centres are not adapted to families, children and LGBTBI+ community. Food is also a negative perceived question as meals are catering pre-cooked food managed by the centre. It restricts their autonomy and their own family care of children. The completion of this phase is mandatory within the centre what also limits autonomy and the auto determination decision making processes regarding their lives.

acogida e integración para solicitantes y beneficiarios de protección internacional - Manual de gestión, Version 3.2, July 2017, available in Spanish at: <https://bit.ly/2W4EfBB>.”

²³ Available at <https://www.easo.europa.eu/news-events/easo-guidance-reception-conditions-operational-standards-and-indicators>

- Integration (2nd phase): Exit of the host device; social intervention actions and of economic aid take place (in the same province -exceptionally in another-). It is worth noting that, asylum seekers are legally entitled to start working only after six months after their application for asylum has been officially accepted, significantly delaying their labour market participation (Hausemer & et al, 2019:47)
 - Activities programmed are based on the establishment of an “itinerary of individual / family integration”, what implies:
 - Assessment and proposal of economic benefits of the project.
 - Social intervention (access to the social context of reception, etc.)
 - Guidance and referral accompanied by internal and external resources.
 - Monitoring and evaluation of the individual / family social integration itinerary.
 - Administrative procedures (registration, health card, documentation renewal, etc.).
 - Educational procedures (nursery, schooling of minors, homologations of degrees, management of financial aid associated with educational activities).
 - Activities aimed at training and labour integration.
 - Activities aimed at the social integration itinerary.
 - Detection, evaluation and monitoring of particular reception needs or vulnerabilities, if any.
 - Accompaniment in the search for housing.
 - Social, family, and intercultural mediation.
 - Activities to access the social context of reception, training in social skills, basic legislation, and state structure.
 - Detection of signs of trafficking in human beings. In case of detection, inform the reference professional in trafficking. Application of the SGII Protocol.
 - Evaluation when the intervention ends.
 - Record of actions and data management of users.
- Autonomy (3rd phase): people may need eventual or sporadic assistance or support in certain areas.

According to the Manual “The itineraries require the active participation of the addressee in the planning, development and evaluation of the actions that it integrates.” (2017:11) It is all based on an individual approach but not a personalised one: “is developed through individualised itineraries of integration, whose purpose is to facilitate the progressive autonomy of the recipients and their social and labour integration in the host society.” (Dirección

General de las Migraciones, 2017:4. Our translation). After the first phase, the sources consulted consider that the system is unrealistic and puts too much stress on asylum seekers.

The AIDA's country report points that on such respect that "the system foresees an initial degree of autonomy and self-maintenance which is hardly accomplishable in 6 months' time, and almost impossible in the case of applicants who have difficulties in learning and speaking the Spanish language, and thus face greater barriers to access to employment." (ACCEM, 2019d). The evaluation of the coverage is summarised in the report as follows (ACCEM, 2019d): "Financial assistance to asylum seekers could be considered as adequate or sufficient during the first phase, as it aims to cover all basic needs. However, during the subsequent phases of reception (...), conditions and financial support are not meant to be adequate, as they are conceived as extra assistance for supporting refugees' gradual integration in the host society."

Finally, it is worthy to note that in the *Annual Report 2018* from the Spanish Ombudsman points out that since mid-2018, the new Government "has brought positive developments in immigration and asylum issues. In fact, there is a favourable attitude towards the adoption of reasonable and better managed criteria for overcoming the problem we face (...): the reception of the 630 refugees in a rescue boat, an action that in general terms was well received; the restoration of access to free health care for foreigners in an irregular situation; the approval of an extraordinary and additional public offer of employment to strengthen the Office of Asylum and Refuge; the gradual reduction of tension in the autonomous cities of Ceuta and Melilla" (2019:55). EMN Spain Country Fact Sheet (EMN, 2019:2) also alludes to various latest developments: the creation of Emergency Reception and Referral Centres (CAED) (1.030 in total), a protocol to prepare for the arrival of "large contingents of irregular immigrants on Spanish coasts", and the approval of the National Plan of resettlement for 1200 international protection beneficiaries to Spain.

Inclusion measures are valued -for most of RAISD stakeholders- as assimilationist regarding the practical actions of the reception programme implementation. This is counterbalanced by advocacy and sensitisation activities from the NGOs towards refugees, stateless people and asylum seekers (mostly public funded).

EWSI (2019) country sheet for Spain summarises (paragraph 5 and 6), **there is no Integration Law**. Organic Law 2/2009 provides a general regulatory framework for integration. So far two integration national strategies under the principles of the European Union policies:

- Strategic Plan for Citizenship and Integration (PECI I) 2007-2010 (Ministry of labour and social affairs, 2007)²⁴.
 - It is founded on the European Commission perspective where it "stresses that integration policies should be based on a holistic approach, since they must take into account "not only the economic and social aspects of integration but also issues related to cultural and religious diversity, citizenship, participation and political rights." They must do so by establishing "a long-term coherent overall framework". [COM(2003)336]." (2007: 15)
 - The definition of integration provided is the one of "the "Common Basic Principles for Immigrant Integration Policies in the European Union" (2004), approved by the Council of the European Union

²⁴ In Spanish <http://www.mtas.es/migraciones/Integracion/PlanEstrategico/Docs/160207pecitextocompleto.pdf>; English executive summary: <https://ec.europa.eu/migrant-integration/librarydoc/strategic-plan-for-citizenship-and-integration-executive-summary>

and the representatives of the governments of the Member States on 19 November 2004. There, integration is defined as “a two-way dynamic process of mutual adjustment on the part of all immigrants and residents in Member States”. The principles further affirm that “integration implies respect for the basic values of the European Union.” (2007:17)

- Areas of intervention: 1. Reception; 2. Education; 3. Employment; 4. Housing; 5. Social services; 6. Health; 7. Childhood and youth; 8. Equal treatment; 9. Women; 10. Participation; 11. Awareness raising; and 12. Co-development.
- One of the objectives of the plan (see next table) was to “To establish a reception system for recently arriving immigrants, as well as those in particularly vulnerable situations, until they can access general public services.” However vulnerable groups are not clearly identified except for: “immigrant minors and youth in particularly vulnerable situations”, “women immigrants” (gender violence victims; prostitutes and victims of trafficking for sexual exploitation).
- Asylum seekers, refugees or other forced displaced are not mentioned in the Plan.

Table 3 First Strategic Plan for Citizenship and Integration (PECI I) 2007-2010 Premises, principles & objectives

Premises	Principles	Objectives
<p>1^a Integration is conceived as a two-way process of mutual adaptation.</p> <p>2^a Not only the different levels of government, but also society at large, including immigrants themselves and all social players must share the responsibility for the integration process and its management.</p> <p>3^a The Plan is conceived as a framework for cooperation able to mobilise policies, bring together initiatives and provide coherence for action both in the public sector and in civil society.</p> <p>4^a A global or holistic approach must be adopted in both immigrant integration and immigration policies.</p> <p>5^a Integration policies have to be targeted at the citizenship at large, and public action must be oriented towards promoting and ensuring the immigrant population's</p>	<p>1^o Equality and non-discrimination, that involves equating the rights and obligations of the immigrant population to those of the autochthonous population within the framework of basic constitutional values.</p> <p>2^o Citizenship, entailing the recognition of full civic, social, economic, cultural, and political participation of immigrant men and women.</p> <p>3^o Interculturality, a mechanism so that persons of different origins or cultures can interact with esteem and respect for cultural diversity.</p>	<ol style="list-style-type: none"> 1. To ensure the full exercising of immigrants' civil, social, economic, cultural, and political rights. 2. To adapt public policies, particularly in education, employment, social services, health, and housing, to the new needs generated by the immigrant population. This process must be both quantitative, responding to the increase in new citizens and users that must be attended to by public services, and qualitative, properly managing the diversity of new demand and including any intercultural elements that may be required. 3. To ensure the immigrant population's access to public services, particularly education, employment, social services, health, and housing, in equal conditions to those of the autochthonous population. 4. To establish a reception system for recently arriving immigrants, as well as those in particularly vulnerable situations, until they can access general public services. 5. To foster knowledge among immigrant men and women of the European Union's basic values, the rights and obligations of persons living in Spain, the official languages in the country's different regions, and the social norms and habits in Spanish society. 6. To combat different manifestations of discrimination, racism, and xenophobia in all areas of social life, both in the public and private spheres. 7. To introduce the gender perspective both when drawing up immigrant integration policies and when applying them.



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Premises	Principles	Objectives
<p>normalised access to general public and private services.</p> <p>6^a The promotion of integration policies must be instrumented by mainstreaming immigrant integration issues in all relevant public policies.</p>		<p>8. To foster co-development policies and experiences in immigrants' countries of origin.</p> <p>9. To favour the understanding by Spanish society of migration, to improve the sense of community among cultures while valuing diversity and fostering the values of tolerance and respect, and to support the conservation and knowledge of immigrants' cultures of origin.</p> <p>10. To stimulate public policies and measures fostering immigrant integration and cooperation both at different levels of government and among civil society.</p>

Source: Ministry of labour and social affairs, 2007: 20-23

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- The Second Strategic Plan on Citizenship and Integration 2011-2014²⁵ (2011, Ministry of Labour and Immigration) (PECI II), states in the same principles and premises, although regarding the last one, a new principle was added: inclusion.
 - “It implies the creation of processes that lead to overcome social, economic, personal and cultural disadvantages and allow them to be in a position to enjoy social rights and exercise citizen participation by overcoming the status of assisted person and the stigmatisation that poverty entails, marginalisation and exclusion” (2011: 104. Our translation).
- Areas of action:
 - Specific areas: 1. Reception, 2. Employment and Economic Promotion, 3. Education, 4. Health, 5. Social Services and Inclusion, 6. Mobility and Development.
 - Transversal areas: 1. Coexistence, 2. Equal treatment and fight against discrimination, 3. Childhood, Youth and Families, 4. Gender, and 5. Participation and Civic Education.
- Asylum regulation and international protection are mentioned since the very beginning of the Plan. It refers to the reform of Law 2/2009, which contemplates more complex migration situations and specifically states "The regulation of situations of vulnerable groups, such as minors, women victims of gender violence, as well as trafficking in persons and refugees is examined with some detail seeking maximum protection from these groups of people." (page 78). In addition, within the "Action and Measures Line", it is mentioned both "the improvement of the systems for collecting and processing information on asylum seekers" (2011:126) and the "Adaptation of reception devices" and, in particular, "Maintenance of integral reception projects adapted to asylum seekers, refugees and persons under international protection systems." (2011: 127)
- Asylum seekers and refugees are seen as a migrant vulnerable group, although it is homogenised.
- PECI II was complemented with a Comprehensive Strategy Against Racism, Racial Discrimination, Xenophobia and Intolerance²⁶ (Ministry of Labour and Immigration, 2011).
 - It was designed under the European principles and following the Durban Declaration and Programme of Action.
 - Its actions are: The Human Rights Plan; The National Plan for the Alliance of Civilisations; The Strategic Plan for Citizenship and Integration (mentioned above); Action Plan for the Development of the Roma Community 2010 – 2012, and the Comprehensive Plan to Combat Trafficking in Human Beings for Sexual Exploitation.

²⁵ Available at http://extranjeros.mitramiss.gob.es/es/programas_integracion/index.html

²⁶ Available at http://www.mitramiss.gob.es/oberaxe/ficheros/documentos/EstrategiaIntegralContraRacismo_en.pdf



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Table 4 Second Strategic Plan for Citizenship and Integration (PECI I) 2011-2014: Objectives & Programmes

Objectives	Planned Programmes
<p>Objective 1. Guarantee the full exercise, under conditions of equality, of civil, social, economic, cultural, and political rights.</p> <p>Objective 2. Generate social, economic and employment opportunities that guarantee the quality of life.</p> <p>Objective 3. To improve the levels of access and use of public services and benefits, especially education, health, employment, social services, and dependency, by all citizens and in conditions of equity.</p> <p>Objective 4. Adapt sector public policies and public service structures to the challenges and demands of a diverse society.</p> <p>Objective 5. Adapt the reception systems of people in vulnerable situations and specialised reception throughout the national territory to the current needs derived from the evolution of migratory flows, ensuring that they provide them with a sufficient degree of autonomy for access to goods and services, exercise of rights and fulfilment of obligations.</p> <p>Objective 6. Promote comprehensive policies for equal treatment and opportunities and non-discrimination that include prevention and reporting of all forms of racism and xenophobia, as well as protection and assistance to victims in all fields of social life, both in the public sphere as in the private one.</p> <p>Objective 7. Strengthen equity at all stages of the Educational System, including university, permanence, and academic success.</p> <p>Objective 8. Reduce the levels of social exclusion, marginalisation, and poverty, with special emphasis on children and young people.</p> <p>Objective 9. Contribute to the development of a democratic and participatory culture as well as institutional legitimacy.</p>	<ol style="list-style-type: none"> 1. Diversity Management Program in the company. 2. Program for the Promotion of Intercultural Citizen Coexistence in neighbourhoods (Neighbourhood Plan). 3. Program of action on language teaching. 4. Program of Integral Action against Racism and Xenophobia: Extension of Anti-discrimination Offices. 5. Public Employee Training Program in Diversity Management. 6. Third Sector Training Program in intercultural community intervention. It is complementary to the Neighbourhood Plan. 7. Program for the Promotion of Citizen Participation and Associationism. 8. Program for the Development of a System of Integration, Coexistence and Citizenship Indicators.



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Objective 10. Promote processes of construction and socio-community development that promote intercultural coexistence, the improvement of social, neighbourhood and labour relations, respect for difference and the management of diversity in a shared society project.

Source: PECE II, 2011: 115-119. Our translation.

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- The Strategy refers to “Applicants and Beneficiaries of International Protection” as a “particularly vulnerable group” (2011: 38). It points out that “In addition to the legal protection measures applied to asylum seekers and refugees, it is important to bear in mind that they are also more vulnerable to discrimination on the grounds of race or ethnic origin. Therefore, the Strategy places particular emphasis on specific measures for such persons.” (2011:39). Nevertheless, there is not a development of specific measures, and forced displaced people are homogenised.

These two policies were not updated in 2015. According to EWSI “The inclusion of migrants in the workplace, non-discrimination principles and cultural diversity nevertheless continue to be the main pillars of the Spanish integration policy.” The General Directorate of Integration and Humanitarian Attention annually announces calls for the development of actions “of general interest in the field of foreigners, aimed at favouring coexistence and social cohesion, co-financed by European Union funds”. It covers various typologies projects²⁷:

- Projects for the empowerment of foreigners with comprehensive care needs, to provide resources and tools to migrants, that improve their access to standardised protection systems.
- Projects co-financed by the European Social Fund within the framework of the “Social Inclusion and Social Economy” operational program, in the field of employment, to encourage the incorporation of quality systems as well as for the training and improvement of professionals and volunteers and awareness and promotion of equal treatment and non-discrimination in the workplace.
- Projects co-financed by the Asylum, Migration and Integration Fund, such as those aimed at acquiring knowledge and skills necessary to function in Spanish society (information, guidance and advice on the host society, in particular, Spanish learning projects and, where appropriate, co-official languages), projects that promote equality in different fields (education, health, women), projects that seek to promote equal treatment and non-discrimination in society, research projects, for the identification of experiences and good practices, as well as those that promote awareness against racism, xenophobia and associated intolerance.

Lastly, there are also other national policies that do complement and are related to the previous described plans. These are summarised as follows:

Table 5 Spanish national policies applied to vulnerable groups (also for FDP)

Vulnerable Groups	National policies
Human trafficking	
Children	Actions for the detection and care of minor victims of trafficking in human beings (TSH) Annex to the framework protection protocol of trafficking victims. Children's Observatory 2017.
	Ministry of Education in coordination with the Autonomous Communities: "School Coexistence" and "Educational Inclusion" Programs. The Autonomous Communities have the competences transferred in educational issues.
	Framework protocol on certain actions in relation to Unaccompanied Foreign Minors 2014. Minister of Justice, the Minister of Employment and Social Security, the Minister of Health, Social Services and Equality, the State Attorney General, the Secretary of State for Security and the Assistant Secretary of the Ministry of Foreign Affairs and Cooperation.
Women	Gender violence National Strategy for the Eradication of Violence against Women (2013 - 2016).

²⁷ Our translations. Source: http://extranjeros.mitramiss.gob.es/es/programas_integracion/programas/index.html



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Vulnerable Groups	National policies	
		Medical-forensic protocol for urgent risk assessment of gender violence (2011).
	Trafficking in women and girls for sexual exploitation	Annex on “Sanitary action against Trafficking with Purposes of Sexual Exploitation” to the common protocol for the sanitary action against Gender Violence 2012.
	Genital Mutilation	Common Protocol for Health Action against Female Genital Mutilation (FGM). Ministry of Health, Social Services and Equality Autonomous communities protocols: Girona, Catalonia, Navarre, Extremadura, Aragon, Valencia, Castile-La Mancha, Murcia, Balearic Islands.

1.1.2 Implementation of the strategies and policies

Note: This point has been mainly integrated into the previous one.

As already mention, public policies in Spain lack of coordination among governance level, clear identification of specific groups, vulnerabilities and special needs for social inclusion, and forcibly displaced are treated as a homogeneous group. Only some gender issues for women and LGTBIQ+ are considered, and unaccompanied minors are mentioned in policies, although their rights are not clearly fulfilled towards the practical implementation of policies.

Evaluation of policies are a weak component in current governance. As EWSI (2019) Spanish Country Sheet regarding Integration Governance points out “integration measures in the framework of PECE 2007-2010 were subject to monitoring and evaluation processes performed by the General Direction of Migrations in 2011. The report was included in PECE II, for which it served as a basis. A mid-term evaluation report assessing the first integration strategy was also published in March 2010. It focused on the labour market integration of foreigners. Since 2014, monitoring and evaluation of integration measures have been carried out at the operational level (for projects), rather than at the strategic level.” They are not publicly available.

As already mentioned, the authority responsible for the reception and inclusion system of forcibly displaced people is the General Secretariat of Immigration and Emigration, within the Directorate-General of Migrations, under the Spanish Ministry of Labour, Migration and Social Security. However, non-governmental organisations play the key role in the implementation of national, regional, and local policies.

Although it is presented as a mixture model, it relays in the subcontracting of NGOs, which perform the national care network. Thus, services that implement the *system of reception and inclusion* in Spain are mainly developed by NGOs. The Ministry of Labour, Migration and Social Security directly runs four *reception centres* (CAR), (2 in Madrid in the towns of Alcobendas and in Madrid’s district of Vallecas; 1 in Sevilla; and 1 in the Valencian town of Mislata) and two *migrant temporary stay centres* (CETI) (1 in Ceuta and 1 in Melilla). Before the “refugees crisis” only three NGOs were responsible for the provision of specialised services: CEAR, ACCEM and the Spanish Red Cross. Since the 2015-crisis the government reformed the system and more organisations where annually incorporated to it. It has implied an increase of the 33% in the last three years. Increase is not correlated to a better quality or specialisation of resources, as some specialised stakeholders point out. The reception system in 2018 counted 16 organisations (ACCEN, 2019d).

The main difficulties of the implementation of the system are related to its very own design. The fieldwork developed and the AIDA's country report 2018 allude to the following barriers:

- Lack of coordination amongst providers and levels of governance: IOM, UNHCR, Spanish government, Autonomous Communities, local authorities, and NGOs.

According to the study developed to analyse the *Impacts of refugee flows to territorial development in Europe* (Hausemer & et al., 2019) in Spain (along with Austria, Bosnia and Herzegovina, Germany and Slovenia) one the impacts it has to face is the “increased institutional tensions”. Institutional tensions “are evident, mainly regarding different levels of government (local versus central) or different governmental actors” (2019:57). The Report reflects that “between 2015 and 2017, offers were made by autonomous communities and municipalities to host refugees, but acceptance is the exclusive power of the central government which has not made a great effort in this area. As a result, some additional tension between the various levels of government was generated” (2019:57-58).

- Access to services: services are based on the official asylum reception places (CAR), which has negative consequences:
 - If applicants “can afford or decide to provide themselves with independent accommodation are in practice cut off the system and have no guaranteed access to financial support and assistance foreseen in reception centres” (ACCEM, 2019d).
 - Mainland arrivals: “people applying for asylum in Ceuta and Melilla start benefitting the full services provided within the reception system only when transferred to mainland, but not during their stay in the Migrant Temporary Stay Centres (CETI)” (Idem).
 - *Dubliners*: several asylum seekers returned to Spain under the Dublin Regulation had to face homeless situation and have been provided with non-specialised shelter.²⁸ As the report states, “following a January 2019 judgment of the TSJ of Madrid, the Ministry of Labour, Migration and Social Security has issued instructions to ensure that asylum seekers returned under the Dublin Regulation are guaranteed access to reception” (Idem).
- Length: Its duration is 18 months; however, it can last up to of 24 months for vulnerable cases. “For vulnerable profiles, the first phase can last until 9 months, the second until 11 and the third phase - until 4, thereby totalling 24 months of reception.” (Idem).

As the foregoing report highlights it also us “independent from the evolution or the duration of the asylum procedure” (Idem)

²⁸ AIDA's 2018 last country report regarding Spain has also noted that there is sometimes a “Withdrawal of reception conditions”. The report states that “Media reports have referred to at least 20 persons returned under the Dublin Regulation who were excluded from the reception system and were rendered homeless, on the basis that they had renounced their entitlement to accommodation upon leaving Spain. Also during October 2018, media reported that six families of asylum seekers were excluded from the asylum system after being returned from Germany to Spain in the framework of the Dublin Regulation. The families ended up accommodated in emergency shelters of the Municipality of Madrid, generally aimed at the reception of homeless persons. Following a January 2019 judgment of the Superior Court of Madrid, the Ministry of Labour, Migration and Social Security has issued instructions to ensure that asylum seekers returned under the Dublin Regulation are guaranteed access to reception.” (ACCEM, 2019: paragraph 5).

- Mobility: applicants must stay in the same province the State has designated, although could be exceptions.
- Profiling and **vulnerability**: The system is rigid in its objectives. It lacks flexibility regarding profiles, and it is not adapted to vulnerable groups. Exceptionally some NGOs run specific programmes for women, children and LGBT+ community.

The report for AIDA 2018 is contradictory in some of its chapters. Interviewed NGOs and the Spanish ARU consider that matching needs and resources is an ongoing challenge. The report states that “efforts are made to place asylum seekers in the reception place which best fits their profile and needs depending on their age, sex, household, nationality, existence of family networks, maintenance, etc. A case-by-case assessment is made between OAR and the NGO” (ACCEM, 2019e). At the same time, the report clearly expresses the *infringement* of the Article 46 regarding the care of vulnerable groups. We highlight these fragments:

“(…) available resources have a generalised approach and do not cover the needs presented by the most vulnerable asylum applicants, who are referred to external and more specialised services in case they need them. The Spanish reception system, in fact, does not guarantee specialised reception places addressed to asylum applicants such as victims of trafficking, victims of torture, unaccompanied asylum-seeking children, or persons with mental disorders, although some NGOs offer specialised services” (...).

The public health system is of universal access although personnel is not acquainted with the “red card” (*tarjeta roja*). Besides there are not many specialised mental-health professionals not even in number nation-wide. Regarding the reception system, the reports indicates that “Currently, there are 3 NGOs in charge of places for asylum seekers with mental health needs. For about 5 years, Accem, in collaboration with Arbeyal, a private company, managed the “Hevia Accem-Arbeyal” centre, 3 specialised in disability and mental health. During 2018, it opened the Centre for the Reception and Integral Assistance to Persons with Mental Health Problems (Centro de Acogida y Atención Integral a Personas con Problemas de Salud Mental), and it is dedicated to asylum seekers, beneficiaries of international protection and to migrants in a situation of vulnerability. The purpose of the residential centre is to offer a space for assistance, care, and coexistence to people whose mental illness impedes their integration. In addition, CEAR also manages places specialised in asylum seekers with mental conditions. La Merced Migraciones Foundation also provides reception places for young adult asylum seekers who need special assistance due to mental health-related conditions. Information on organisations providing such services in Spain is not public.”

“Reception places for asylum-seeking victims of trafficking are very few, managed by Adoratrices – Proyecto Esperanza, APRAMP association and Diaconia.”

“There are no specialised resources for unaccompanied asylum seeking-children, and they are hosted in general centres for unaccompanied children.”

“The generalised approach of the asylum reception system has been criticised by several organisations, including Amnesty International, UNICEF and the Ombudsman, as it fails to provide adequate responses to the most vulnerable cases.”²⁹

The NGOs that constitute the network of the official reception and inclusion system are:

- Accem
- Adoratrices
- Andalucía Acoge
- Apip-Acam
- CEAR
- CEPAIM
- CESAL
- Cruz Roja Española (Spanish Red Cross)
- Diaconia
- Fundación Juan Ciudad
- La Merced
- MPDL (Movimiento por la Paz)
- Plataformas Sociales Salesianas
- Provivienda
- Red Acoge
- Rescate

NGOs are crucial stakeholders, as EWSI (2019) stresses: “Civil society actors play a remarkable role in the integration of migrants (...) They often create their own projects and supply a wide range of services, including legal assistance, language training, health care, after-school programmes, adult education and home rental mediation.” (paragraph 21). If we focus on asylum seekers and refugees their role is even more important. As EWSI points out, the AMIF report for the period 2014-2018, shows that “91% of AMIF resources in Spain were allocated to civil society-led endeavours” (paragraph 22).

NGOs, religious groups, and other types of civil organisations are also part of the inclusion and reception network for forcibly displaced, although they are not part of the official channels of the system.

In 2015 Wellcome and cities of Refuge emerged³⁰ (Barcelona, Madrid, Cádiz, Santiago de Compostela, A Coruña, Badalona, Zaragoza e Iruña) to host asylum seekers all through the *refugees crisis*, and some of them such as Madrid, in contradiction to its Autonomous Region’s Government. More than 55 towns and cities³¹ expressed their

²⁹ The report alludes to the following sources: Amnesty International, El asilo en España: Un sistema de acogida poco acogedor, May 2016, available in Spanish at: <https://goo.gl/G1YtPi>, 37. UNICEF, Acogida en España de los niños refugiados, 2016, available in Spanish at: <https://goo.gl/SaBZgo>. Spanish Ombudsman, El asilo en España: La protección internacional y los recursos del sistema de acogida, June 2016, available in Spanish at: <https://goo.gl/rJrg3k>, 64. Committee on the Rights of the Child, Observaciones finales sobre los informes periódicos quinto y sexto combinados de España, 5 March 2018, available at: <https://bit.ly/2AUBVUD>.

³⁰ See Oomen, Barbara (2020) Cities of refuge : Rights, culture and the creation of cosmopolitan citizenship in Buikema, Rosemarie, Buyse, Antoine, Robben, Antonius C. G. M. (eds.), Cultures, Citizenship and Human Rights, pp. 121 - 136 (Part of book)

³¹ Source, https://elpais.com/elpais/2015/09/04/media/1441379906_912638.html

will to welcome. Some of them, such as Barcelona, implemented attention dispositives and programmes for asylum seekers and refugees, others modified their migrants' attention offices to especilifically address refugees and asylum seekers needs. As an example we found: "Barcelona ciutat refugi". Which is developed thorough three main resources: a multilingual web (<https://ciutatrefugi.barcelona/es/inicio>), the "Service Centre For Immigrants, Emigrants And Refugees" (SAIER) (since 1989; free municipal service) and the "Nausica municipal reception programme" (2015) "that offers temporary accommodation services and specialised intervention for people or families who have requested or have been beneficiaries of international protection and who are still in a situation of vulnerability and social exclusion".

In 2016 the Spanish Federation of Municipalities and Provinces (FEMP)³² (in coherence with the Council of European Municipalities and Regions (CEMR)) set up a "Network of Refugee Reception Municipalities", which objectives are:

1. Developing a Refugee Reception Protocol in coordination with the institutions and collaborating NGOs (ACCEM, Spanish Red Cross, and CEAR).
2. Promoting the exchange of information and experiences in order to strengthen the processes of reception and integration of refugees in Spanish municipalities.
3. Improving the access of refugees to the basic catalogue of social services of the Local NGOs, contemplating the specific needs of these groups.
4. Implementing training actions aimed at officials and public employees of the Local NGOs related, among others, to the following issues: Registration, Basic services (social intervention programs), Schooling processes, and Occupational Training.
5. Generating spaces for participation of all social actors aimed at exchanging experiences and promoting joint actions aimed at promoting social inclusion, preventing risk situations, and promoting citizen coexistence in the local environment.
6. Converging prevention, assistance, and awareness efforts, especially regarding proximity to citizens, bringing responses closer together and offering a community approach.
7. Designing joint strategies that give way to initiatives to empower and improve people's self-esteem.
8. Stimulating citizen participation, especially through volunteering

This initiative lost impulse while the resettlement expectations regarding the arrival of 16.000 refugees at 2016 did not materialised as fast as it expected, and local initiatives and slow down.

As for the local coordination tables for refugees, the regions of Navarra and the Basque Country have been indicated as interesting for their outstanding institutional perspectives. Also, the cities of Barcelona, Pamplona, and Vigo.

³² Available at <http://www.femp.es/comunicacion/noticias/red-de-municipios-de-acogida-de-refugiados-de-la-femp>

It is also very interesting the latest works related to the prevention of racism and xenophobia by the Spanish Observatory on Racism and Xenophobia (OBERAXE). It is the project "PROXIMITY Police for Tackling Racism, Xenophobia and Other Forms of Intolerance" (2019)³³ aimed addressed to local authorities.

The EU funded project "National Integration Evaluation Mechanism (NIEM)"³⁴, a transnational project, "makes available a comprehensive, reliable and sustainable system for collecting and analysing data on the integration of beneficiaries of international protection" (Wolffhard, et al., 2019: 23). It is necessary to look at the situation of Spain (*to be developed*).

1.1.3 Formal and informal care practices from the host or transit communities

Religious groups, civil organisations, unofficial groups, neighbourhoods... have organised themselves since 2015 to welcome asylum seekers in Spain. Some have private or public funding programmes, and other are informally run.

Its identification depends on VGs' experiences.

1.1.4 VGs' experiences

1.1.5 Identification of potential good practices by VGs.

20198301251 (LGTBIQ+. His father is an elderly person in Spain with chronic disease and is asking for residence permit based on humanitarian grounds.)

Nowadays he works as a social worker: "There's Campanar (...) which are for families or women with children. And there's Alaquàs, which was a retreat house, which was opened for families too."

201991112122 (Family with 2 children. Asylum denied in France (unrecognised forced migrants). Violence in country of origin.)

"I start to study language in a project called Proyecto Vivir, it has helped me a lot with my development, with...(...) It's a really good project..., that can be..., it's with me and a lot of people work that..., a lot of psychologists... And also...Psychologists and volunteers as well, they help my whole family more, but more for women, and children. When I was studying the language, my children were with me." This is a good practice for women head of the family, but also for all parents to help them study. The children were not in the same classroom "No, in another class, yes, with children also taken care of by people, and my daughter also started to speak Spanish." She discover Proyecto Vivir by chance, not because Red Cross told them anything: "No. Not the Red Cross, a girl that we met at the police station. Then we lived close. We lived close to each other. And she's happy every day, and I ask why we're not happy. I also want to be. And she tells me that she goes to this organisation...They do a lot of workshops, a lot... (...) And her son as well, she has a son, and her son was also calmer, more... (...) I studied geriatrics and I had a work placement in a health centre" "Girls who were volunteering, now we are friends."

201901030101 (LGTBIQ+)

This person mentions the importance of his social worker "the social worker that was, I was making the most of the social worker who really works there, and well, she's a super nice and super girl, as I told you, efficient in herwork, because I arrived almost 23 days before or something like that, they had already secured a lot of budgetary support, a lot of things, but I don't know how she did it, she managed to get them to give me funds

³³ Available at: http://www.mitramiss.gob.es/oberaxe/en/publicaciones/documentos/documento_0117.htm Also very interesting the "Toolkit Against Racism, Xenophobia and other Forms of Intolerance Covering Municipalities, and Particularly Proximity Policing": http://www.mitramiss.gob.es/oberaxe/en/publicaciones/documentos/documento_0115.htm

³⁴ <http://www.forintegration.eu/pl/about-the-project>

to pay for the pass, they even gave me money to buy clothes, which was very good for me(...) And actually, it was very useful for me and I used it to... for what they had... they had intended."

Also, the lawyer "the lawyer was honestly really nice, really, really good, I can't complain, the assistance was really incredible, in the end she helped me a lot with that, she told me, write the interview, I don't know, tell it with dates, if you can specify every situation, every circumstance, every fact, if you have proof how to argue it, it's good if you write it and do it well, and of course, she gives me, she more or less opens my mind up a little". During the interview for the process, the workers were also really nice "talking to him I didn't feel that fear that I had when talking to my classmates, quite the opposite, I spoke calmly, well, I didn't even know if he was a policeman or not, because he wasn't in uniform, he didn't make me feel like he was a policeman and that maybe I had to be afraid to talk. No, I didn't feel... I didn't know if he was a policeman or a normal civil servant and that's it. So, I think that made me comfortable, because in Venezuela going to talk to a police officer or filing a complaint, you don't know whether you're filing a complaint or you're putting yourself in the lion's den." "So, I was fully booked and fully booked. I didn't have a social life, far from it. So, of course, that's how it was, that's why I'm saying, my social worker from Accem, super... let's say he supported me a lot. He really did, look, I need printouts; he helped me with printouts; perhaps I need a notebook, he helped me get a notebook, pens, things like that. And he was really receptive, or he was very understanding of what I was doing. I knew that he was there in the morning and in the afternoon, and when he had to... he needed to meet with me for me to provide receipts the money for food and rent and whatever, so in the end he was like 'look, what do you think? Is this time convenient for you? Is it not convenient?' And I told him, listen, look, the thing is I have an exam today, I have to hand in an assignment today. Is tomorrow first thing perhaps more convenient for you? Or may be between such and such time and such and such time in the afternoon? Or tomorrow if it's better for you. You know what I mean? He was always very receptive. I..."

He mentions a specific foundation "thanks to a foundation that also works with migrants, that was like, we were volunteering there, they already knew us there, and let's say that they already reached up to us at that time because (...) we volunteered because they had... they had various leisure activities. And they even had a LGBT community. So, we took part in the group. We also took part in another... in another... in another project, in another... in another activity that was called "Juntos contamos" [Together We Count], which was were you, let's just say it counted more than any experience, it was something really nice, actually because... You interact a lot. And not knowing anyone else and suddenly arriving somewhere where someone else is sharing their experience, where you're interacting, where you're meeting people from different cultures. Actually, it was very nice. It was an environment charged with positive energy. I actually liked it a lot. And, besides that, well, since I like sport, they had a... a... a... a group that... a mountaineering club. It was more than mountaineering, there were also walks and things, hiking and activities that were so... so disciplined. That was it, sharing different... Environments, natural surroundings. Going out every two weeks or every three weeks to different areas. And, well, I actively participated with them because I like sport and well, anyway, we're going to the mountains (...) I'm there. We're going to climb the climbing wall east of here (...) You know what I mean? We used to do a lot of sports activities that generally guys and young people like. So, as I was still registered, in fact, well, two summers ago they went onto a walking trip to Gandía and then, since I was volunteering, I had the chance to be invited. And I went with them, and it was a really amazing experience. (...) Because there was a girl that had never seen the sea before in her life, and you could see her shrieking with excitement. She didn't know whether to cry, whether to scream, whether... what to do. (...) Even for me, being an applicant for international protection, it was a really beautiful experience, really gratifying and, it even helped me to become aware of these things. So, meeting, seeing. It was... it was very interesting. This... so, well, thanks to them we left, we also left knowing about other resources that [big city in the centre of Spain] has to offer. And among those resources, then we come across the... the group that... the LGBT group in the Community of [big city in the centre of Spain]. This, there, well, I also had an interview with the social worker. Then the psychologist saw me several times. And then, well, they introduced me to a group they had with similar people, from the LGTB community. They have activities, they have... they

work a lot on the topic of internalised homophobia. And other kinds of things that maybe...(…) For support. For psychological support. They had one or two psychologists they had... (….) And the experience was really really good. However, like I say, at first I'm a little more, closed off, that, all of a sudden, you're put in a smaller group to work on some topics and then full interact with each other. So, I kind of, talking about my... about this, I don't find it that easy." "Well, to me the group in the Community of [bigcity in the centre of Spain], the LGBT community group in the Community of [big city in the centre of Spain], I really find it very interesting and I think that really works, it works on many levels that, that..." "The people in the community... Yes, they take it very seriously, really out of... and then dynamics of the group and everything that the guys keep interacting..." ". But while we are there in the group, within the dynamics, we're all talking and doing different workshops and different things, this... I feel that... that they are a... is a good practice for... for people of the LGBT community because really that... it does work. I'm saying that maybe I missed working with them a lot, this... because of what I experienced with mother. However, even the social worker, sorry, the psychologist, went so far as to consider the possibility of me having a session with mother, even if it was by video call and so on. In the end I couldn't do it because as I started with studies and all this madness well in the end I could not continue ..."

2019101112162 (Gender violence. Hearing impairment.)

The psychologist at CEPAIM was one of her biggest helps: "The psychologist at CEPAIM helped me the most, it was the first support I had, in fact he was the one who... Because of course, as psychologists they have tools and I... when they see you in that state, whatpeople... (….) Yes, it's not necessary[to talk so much], when he saw me... and in the first interview, he made a complete diagnosis." "I had one-hour session with him once or twice a week. Whereas in the healthsystem here at the hospital it was once every three months." "The psychological help was crucial."

She has a bad experience with a doctor, but the second doctor was much better: "She gave me information instead and said... When they did the examination: 'You're completely deaf', shesays: 'The results are going to show a huge disability, because you have almost total loss of hearing, in both ears', she tells me. Shesays: 'Have you seen this place?' And I said: 'No', 'And have you been this place?' and I said: 'No', 'And have you seen this one?' I said: 'No', I mean..." The new doctor talked about ONCE [Spanish National Organisation for the Blind]"Yes, I mean, saying: 'You also have got this place to get this'. (….) Or there was another requirement that I was going love to meet, that I didn't know about, they told me. (….) But she passed it onto me, I mean, this woman was quite supportive. So, well, that didn't happen with the first specialist when I didn't know, because I didn't say anything to her, I just arrived, as if it were the first time, starting from scratch, like I say, without prejudice."

Related to other good practices " Well, there are a lot of organisations, there are lots of young people, there are lots of things for that. I don't know, I'm not involved in that area. I couldn't tell because in my own case I wasn't involved in that area of things." "organisations, they're doing the best they can, the best way..." "Ah, everything. How can I explain? You know what it's like to arrive and get off the train and your assistant is there and they welcome with a hug, with a..." "In fact I thought it was amazing because I said: why are they bothering about me so much? I said: Why do people who don't know me and have no idea who I am or why I came... help me like this? For me that kind of support was... because I didn't understand it, I even felt bad because...(…) I felt like... why are they doing it? Like... it's not normal. I mean, it's not what you expect. You expect rejection, you don't expect that welcome. It wasn't that they welcomed me... they didn't welcome me with pompoms, but... look, maybe with the perception of your emotional state you see it like that. But arriving on the train and there were two social workers there..." "And the psychologist being there the same day, the welcome, look, this going to be your organisation for anything you need. The lawyers, the legal adviser who has everything, everyone... All the help with the paperwork from CEPAIM, at least, was impeccable, for me... ofcourse, I don't have a single complaint, everything they did for me. No, I wouldn't ask for anything, I'd just thank them."

20199041262 (LGTBIQ+. She has recently received threats via the Internet.)

“for me since then I stayed in the apartment of, I was living in [neighbourhood of big city in the centre of Spain], I was with CEAR (0:53:25) which is the best I've experienced so far, because, well, we always share the experiences of our apartments, and with Kifkif we get together like a roundtable, or we go to the parks or we talk to the new people from the refugee centre about what's good, what's bad, we want to go out to share and so on. And I listen to people's experiences and I say... it's good that nothing like that has happened to me anywhere.”

Within the NGO that was helping her, “the worker did accompany me to the first interview. She accompanied me to the first one because I had one, she told me, you have one. Well I came when I was 20. She told me: 'You're 20 year sold, I think you're fragile, you're too overwhelmed'.” “and to the second one if you do it because as I'm very tired, she stayed with me for two hours, waiting in line in the sun, the poor thing. It's a big job.”

Related to some person or organisation that has helped her feel like she is part of the Spanish community: “I was at an NGO called (...)but I went there because I wanted to volunteer, it's volunteering to go out and do leisure activities with children that have different disabilities. And well I enjoyed that, then the issue was that with the Kifkif thing they're immigrants, so not with Spanish people as such, no.”

Related to how organisations could improve: “What happens is that as they can't do much because they can only go and give a voice or speak or hold a meeting with this and that NGO to talk about things which as users they can give us a voice but I don't know what else, more, more stable as NGO. But we can't do more. (...) We held a meeting, we sat down together and we said: 'This happens in my apartment', 'this happens in my apartment', oronimmigrantdaythatwasKifkifwith CEAR therewas a photoexhibition in the (...) we were together, there are about 30 foreigners with asylum seekers, and each person talked about something, so because the person from Kifkif took note of it, theywroteitdownfor a possible meeting with other NGOs, thenspeak and commentonthethings (...)And we share dit. It was like, well, we can't do much but we speak up, and sometimes when I meet my social worker and I have a friend who doesn't want to say what happens in their apartment, then 'you know that this happens? I don't know you can help us' and they tell me 'we can't'.” “Forexamplewith CEAR, every time something happened to us, almost all of the workers from CEAR who were (...) psychologists and so on, we were all at the table in the house and talking, and all talking about the things that happened to us.”

“My first 6 months in.... with CEAR were spectacular. Itis, to this day, the best group of professionals that have been able to treat me, I think. They made me feel good, they made me feel comfortable. Every time there were problems, I simply wrote a WhatsApp message the group and they knew that they had hold a meeting at home. They really made me feel really good. There was a leisure group that told us 'girls, I know you don't have money, but you can go to this place and that place'. In other words they explained things us to us, it was great. When you felt bad or don't know what do, there was a little group who were girls, they were two social workers who said 'girls, do you want to talk on this day?' Every Thursday we did yoga. EveryThursday...It was between, between outgroup. And afterwards more came, because the people liked the women. There are women who have come today who have left their children back home.(...) They're crying all day, but it doesn't matter, we all cried with each other, but we supported each other. I really liked it because I detoxed a lot of things I had. I told them that... (...) Then we went on outings to the pools and things like that. One day I said: 'look, I don't know, about the cinema', and then right in Rivas, at the side there is a cinema and we went to the cinema there or.... reallygood. It's also been great with Kifkif because, without, without wanting to I stumbled upon Kifkif, and since then, they've been supporting me since I arrived. They still continue supporting me. Until today. I've stopped seeing a psychologist in Kifkif, because, well, I have a psychologist in CEAR. I want that psychologist to see another person who doesn't have opportunity. Who they can support and so on. And yes. With Kifkif, if they would have had an apartment in..., they would have welcomed you at that time, when I arrived, well I still would

have been with them now.” She would have stayed, “But anyway, they've recently gotten their apartment. And I would really like them to grow because there are so many people. And I like Kifkif's apartment because there are girls, boys, gay boys or trans boys, and trans girls, girls...(…) And it feels really good. I have my friends from Kifkif, who are in the apartments and they tell me that it's lovely, that they feel good, they feel amazing, they want to stay there and so on. And it's helpful because, if it's a person who doesn't have anywhere to stay they have an apartment there. And then there they wait for their asylum process, so that they take them to another apartment. And so you have some stability. And you know what's going to happen to you, because you have the lawyer there, and you ask them 'and what can I do?' and 'what can I do?'”

20198291241 (Elderly person with chronic disease. Residence permit based on humanitarian grounds.)

In his situation it would be better if they were not changing flats so much, if possible: “And they're... yes, that could be very good, for us not to be changed between flats so much. Or, in the program it would be good that the first phase then when they send you to the second phase. So, for the first phase to be that kind of thing, when they send you out to look for a flat, to make it permanent, right?” However, ... they were going to send them to another city, but immediately after they really said this in his case that could not be. So there it was quite a gesture to keep them in [big city in the centre of Spain] and not have to move you again. They spared them at least one transfer.

201910112151 (Family with 2 children. Violence in country of origin.)

“Well it seems to me that the process of asylum and protection is, I think, in my case what impacted most on me, the help I received, because of this, the fact that they offered me a home in the initial stages and to see a nice house and that I can live here, watch the television and that I can feel at peace and that”

201901030302 (Woman head of the family.)

“I'm very grateful to Spain, to the Red Cross, all that, we've been welcomed because never, never, not even in the situation that have put up with economically, nobody has helped us like ... nobody has helped us like they have here. And I'm very grateful for that, the way we have been treated has always been good.”

When she is asked about other organisations that are not Red Cross: “There's the church that we attend which is called Asociación Amigos Mira España. (...) Very good. I have done course there as well, there's psychological support, it's also helped to talk and I cryless, so it's helping me become stronger. We have a lot of help there, I did a course on emotional intelligence there. (...) And on Saturdays I do another. And there, more than anything there's support there and my son is a volunteer, because it is a Colombian church, so the bodyworks there as a volunteer. So that has been something occupy him and he likes it.(...) That means that he's doing a lot of things, which is important and it gives him stability. At SEPI I was (....) also I did a short course on nutrition and another short course at SEPI. (...) And the Red Cross sent me to do the information assistant course which was at Integral”.

201991121113 (LGTBIQ+. Woman who was assigned male at birth.)

She says that she has not had any problems with the bank “No, not at the bank, because as... when we were at the reception centre, as they have an agreement with x number of banks...”

She was given a single room because of her profile, but it is not always like this “And you're so much better off. But other guys that I know...” She thinks that this should be considered with LGTBIQ+ people because some nationalities tend to be more homophobic.

She talks about activities carried out in different centres: “Yes, I also, yes, that's right. Because with people, for example, from Málaga, well we went out, we did workshops, with others schools, other colleges, and theatres as well, they participated. Here as well in “small town in the east of Spain”...” In theatre, for example, people from

“one the things I do in my job is publish... and we publish... there's an anti-fake news campaign for migrants.(...). On the site there's a... it's a... it's a programme refuting fake news, with migrants. Anyway, I always shave, I mean, discrediting that and proving it yourself, like today you don't come to work, because people don't want to live off financial assistance, they want to work.”

Related to feeling more like part of the community: “arguably when I started here with La Merced, well, I went round so many associations, but mainly La Merced, I also went to PIAT, which is the programme run by the Autonomous Community of ‘big Spanish city’, it's a group that works on homophobia (...) but there were Spanish people who came from those towns who were... but there were also immigrants, there were asylum seekers, so you see that aspect, at least it isn't you because you're a migrant, there are Spanish people who also come from other towns who have never been able to express themselves and they come to address their internalised phobia, so it's like, well, so, you say, ah, it's not just me, they have it too. (...) So it helps you to, like, see yourself, well, it's a reality that not just, it's not just you, there are other people going through it too.”

201992412131 (Family with 4 children. Transit of 7 years (Lebanon). Her wife was pregnant during the transit. One of the children suffers from a severe Post-Traumatic Stress Disorder.)

“for public services, for example schools, health, all that's covered, the only thing is they give you it, they provide it.” They were also provided with an interpreter the first six months.

20199101272 (Victim of female circumcision. Long transit. Sexual violence during the transit.)

She talks about Nova Terra, something like a company that does courses, like an institution. “Yes that helps you a lot, how to look for work, how to do courses and everything”. “Yes, it was all OK, all OK and they teach where I can do the course and there it was good, it was only I who did the course.”

However, what has helped her the most is “when I am with my psychologist” she has noticed “a lot” the change. “Every two weeks, because when they call me I don't have time. Yes, but every two weeks and I'm fine with her, yes.”

20199101282 (Woman head of the family. Pregnant during the transit.)

“Well, but in conclusion, in general terms I've had a lot of support from everywhere, people I didn't know, this NGO also helps a lot, I would say that in my case I don't know... the thing is that a lot of things change in stage two, you know? In stage two have to be independent.” With her daughter “And of course, leaving her at the nursery, CEAR has helped me a lot with that, they even pay for the extra hour at the nursery, but now I start thinking, OK, perfect, I have made some changes and I think I can afford it.”

She talks about the situation of other person, about a private initiative: “she was with her husband and her husband always dropped her off. I also had another friend whose mother was in a wheelchair, a very serious condition, in Venezuela, sorry, and her siblings couldn't take care of her any longer, so she tried to save up every month from small amount they gave her, until she was able to bring your mum over. The Red Cross said, we can't help your mom financially, when your mom's where we can help her, but until then, so she used to cry everyday because she couldn't bring her mum over. Another very specific case at the hostel, I met a girl, yes, a girl you could say, she arrived with her mother and daughter, and after two months the mother dies, so she was in the morgue I think over a week, because there was no organisation that could help her, none. She went to the Red Cross, she cried, I have to bury my mum, we can't do anything. (...) She went round a lot of organisations and they said we can't do anything. Someone told her about a priest, I don't know the priest's name, they said, go and talk to this priest and I'm sure he'll help you. And also try to go to the council. So I think a large part of the money was given by the priest, and then the council... and that's how she was able to bury her mother. But it drove her crazy, really, her mum had been there for over a week.”

20198211212 (Woman head of the family (1 daughter). When she was a child, she was internally displaced because of war. Nowadays, she fears for having problems with her ex-husband.)

“In this centre always when we talk about the flat, they say no, X you don't go, because really... this really like second family and a year and two months not a short time, but not saying anything... not even a worker. I can't.”
“The Red Cross here and I have a social worker. I can't. I don't have words to say what a good person she is, really. Yes, very, very good. I'm always... There are things I'm worried about or doing paperwork, you know? I don't know everything. It's impossible to know everything. How to do this. X, don't worry. You can do it. She always. She's like a friend to me. Not like my social worker. Everything works out well. We're supporting you. Don't worry and it's very important. And here at the centre too they tell me that I am leaving the centre and they tell me: X, when there's a problem, if there's a problem you can always come and talk to us and we can do something, no problem. And this very important for me if one day I have a problem, something. Yes, I know where to go, because I don't have anyone here, I'm alone in [big city in the centre of Spain], they're like family. I'm... I believe them and I'm very calm that when I'm going to think that there's a problem, yes, it's OK. I have here at the centre or at the Red Cross and it's very important, very...” “Many activities. I don't know. There are lot of trips to museums or other cities.” “Thursday we have a women's group... and we sit, talk, make contact the way we were. Maybe they have a group of men and you're free, you meet people. If they want... Here you don't have to say who you are, where you're from. If you don't want to, you won't talk, but we know very well. There are lots, for example, before we went to do something, to sew I don't know who to X, it was very, very... Well, I can show you photos of the street if you want.(...) We have gardens there. I don't know, many, many things. You aren't sitting like this, but there are people who don't want to do anything and are sitting.” “We have a WhatsApp group here and they send us a message, or information that for example tomorrow there's a... a play. Or the day after tomorrow there's a party and so on. This one not at the centre. This one not at this centre, but yes, we always know...” This WhatsApp group is organised by the centre. “but if you want to go and if not, you don't have to go, but you have information that it's happening.”

20198261232 (Woman head of the family (3 children). Sexual violence in country of origin. Pregnant during the transit.)

“what I would highlight is the relationship with those people, who are my best friends, I count them, everything I need, I have queries or questions, I can go to them and ask them anything, what impressed me most is the relationship between the people, the treatment by the professionals. As far as the rest is concerned, I haven't had any activities, perhaps later on there will be, but...”

201991112102 (Family with 3 children (the daughter was raped in country of origin). Violence in country of origin. They almost suffered an eviction in destination country.)

When she is asked what has helped more her family: “the help of the Red Cross, to send us to the hostel... Sending us to the hostel... (...) ... and the three meals a day and having a place to live and everything. And also, well I received the Red Cross market when I didn't work. We had help from market to be able to cook and everything. And here there aren't—they also give us things for personal hygiene, we have the food... (...) Psychological help and also how to keep your mind busy on something.(...) Studying or working or doing activities.” “Well, right now there's the An Eastern city of Spain course. And every Monday we have a workshop. (...) We have a workshop (...) An Eastern city of Spain. Tomorrow I have an appointment with the girl from the courses to talk to her to see what we want to do. Obviously, I'm going to tell her what course I want to do. If they're available to give me the course. So that's what I need.”

2019100812141 (Former Unaccompanied Foreign Minor (ex mena). He dismissed asking for asylum because he didn't want to be forcibly separated from his family. He is waiting to have his permit of stay due to ties to the community.)

He was offered training in a centre in big city in the centre of Spain whereas there were not in other town in Southern Spain: "They put you in classes, you go to the gym..., they ask you if you want to go on excursions and that kind of thing.(...) I like sport, football."

"And they helped me a lot, to tell the truth, a lot. They gave me a passport and they got papers from the Sahara."

20199051721 (LGTBIQ+)

He talks about the help he received: "She's like an angel to me, I don't know [laughs]". "When things aren't going well morally, when I went to see her, when I spoke with her, she reassured me.(...) She reassured me all the time, when I would go she would give me good help. She helped me to get training. First, she enrolled me in a Spanish class and since"

"Triangulo. There's a guy named JJJ who works there. He, too, helped me a lot at first, when I was at Neighbourhood in a big city in Spain. The lawyer had given me their address. I went there. I even did some activities with them. We handed out condoms and all that."

201910161742 (Forced married. Gender violence in country of origin. Sexual violence and infected with AIDS (chronic disease) during the transit. Gender violence in destination country.)

"Everything I've seen is good. I haven't seen anything that needs to be changed anyway. I must say, I think it's good. I must say, they're organised."

201910161732 (Forced married. Gender violence in country of origin. Sexual violence and infected with AIDS (chronic disease) during the transit. Gender violence in destination country.)

"Very regularly because at every activity, they try. Because since then, the lawyer and my supervisors, when they found out about my story, they don't like for me to stay home alone without doing anything. They always want to lift my spirits up, keep me active, doing little things to distract the mind. Every opportunity there is, if I can do it, they contact me. "XXX, what are you doing?" If I say I'm not doing anything, then it's "Come here, we've got something for you." They're very kind. Because my teacher who's there, I call her tía abuela (great aunt)" "My lawyer, who is ill, she's my sister, my mother because sometimes she calls me her "daughter." (...)She's a friend too because I talk a lot with her." "In a word, I bother everyone." "I thanked them and I thank them again and I'll continue to thank them."

20199041712 (LGTBIQ+. Victim of sexual violence and forced to abort in country of origin (current physical health problems). Physical abuse and threatened with death.)

"Thank you." I say, "Thank you" to all of you. I say, "Thank you" to all those who also fight for us for the sake of our sexual orientation, so that we can feel at home, feel -(...) "Feel able to live and have the right to live-"

1.4.2. Recommendations or proposals for new or existing programs/ practices

201901030101 (LGTBIQ+)

"It's a matter of I don't know, maybe doing workshops, seminars, I don't know, so that people ... so that people are without ... people become a little more aware..." "And know about that document, know the process, know... I don't know, this... let's just say about the most fundamental or most common causes or reasons why people come from their country, at least about these issues of gender violence, trafficking..." For example, related to Venezuelans.

"I think I would actually change the thing about timing. Timing for doing the interview. The time... timing for doing the asylum interview... Because it's really long." "because I have had to accompany people who have had their interview, and in the end they tell you, when you ask for the appointment, to do it in writing. Like

they advised me to at the time. But what happened? I wrote it down, and still I said it and I narrated it. And they transcribed it for me. And now what they do is they write it down. So, you're talking and the policeman or the civil servant simply makes you a... the transcript is one line. And in the end, your interview is half a page, half a piece of paper. I mean, answers like, he was asked how many kids he had. One. He was asked when he arrived. This date. He was asked why. One line of response and they take what the person wrote away from them and staple it here, and that's it. So, like... in the end, what are you doing. In the end, the person doesn't even get a copy of what he wrote. So how does the lawyer then work with that person? If there's nothing in writing, there's no document, no paper, no nothing. (...) It's just that, of course, you're doing it more quickly, but you're doing it, perhaps, poorly. You are attending to a lot more people, but how are you attending to them? That's one thing. In terms of the asylum interview itself. And in terms of requesting the appointment and the interview with the social worker from the CAR, well, it's more or less what I experienced with Accem. You have to get involved, the file tells you the last week of the month. And it's a lie, because in the end you're there at dawn, every day of that last week of the month, every hour, and you never get your file opened. So, there are people who really need the resources, and they are there waiting for the end of the month, and when you come to the end of the month they didn't open it. They opened it the first week of the following month or they opened it the second week of the following month, and you don't get the appointment. So, perhaps, in the end... No, I got the appointment. And when did you get it for? Tomorrow at 10 in the morning. Damn! The only, the only time I wasn't there and they closed it. And they open it for an hour, one day and so on. And they close it again." "but then that meant that everything was delayed because, although they had new recruits, they were inexperienced. And so, they have to be trained so that they can start helping. And then that caused, at least here in [big city in the centre of Spain], which is where I know about, chaos. So many queues, there, at the CIE [Centros de Internamiento de Extranjeros (Administrative Detention Centre)] in Aluche for people to make an appointment." "They give appointments for in a year's time, then. In the end, that was resolved in one way or another, but as for the social workers, I think they are still few. They can't keep up. I guess that's why access is so complicated to... to get that interview with the social worker."

"What the issue is with refugees. That people know what a refugee is. Why they're coming here. What support they need. Sometimes it's not even a question of money. Because, sometimes, more than money it's the real issue, that they need to speak Spanish, that they need get oriented, that they need to be advised. Look, you've got this... you've got this pile of resources. Get over there. Integrate. There's this, there's that." "If people, here, in Spain had a little more knowledge, they might see an immigrant in the street and they'd know how to guide him. Perhaps, maybe, they will sign up to volunteer in the different organisations that exist, because sometimes it's not just the Spanish class, but the teacher who teaches you. If you go out with a person and listen a little to what he tells you; show him around the city a bit. And perhaps read, I don't know, if there's a little tree and he asks you: how do you say tree or how do you say bank. He'll be already learning Spanish faster. That's why, sometimes, children learn it, too, faster than the parents. Because, in the end, they put them in a school and they're with other kids. And they're listening to the other children and they already know what a classroom, a chair, a marker is, and I see it every day with this project that I am doing, or that I'm working on at Provivienda, and there are children who perhaps can't even speak their own language. But they listen to others who say: paint, paint, paint, and so they want to paint, and they tell me 'I want to paint'. And they say paint, paint, paint, so I give them the paint, I give them the brush, and they start to paint. And they don't know, I mean, they're already associating words with that. And that's why in the end they pick up Spanish faster than their parents, because the parents aren't playing, they're not interacting all the time with Spanish-speaking people, and that's why it's difficult for them. So, it's more the excess."

"I think they need these people to learn the language first, and then to have and know about the resources and in which institutions, that they do workshops familiarising people with the red paper, the red card, that they know that it's a document that is in valid, that they have to accept it, try to make the document

enforceable apart from the (...) Ministry. It's not that long before it has expired and you have to renew it, because the appointment..."

"I've already... this July it was... as of June of this year I'd been working with her for one year and so far so good, but you need that, those workshops or those awareness seminars. I think it's one of the things you have to work on here in Spain."

201901030202 (Woman head of the family. One of the children suffers from autism.)

"There's a lack of support when it comes to looking for somewhere to live.(...) That was something we had to do. I had to look myself. They put pressure on but they don't help. I don't know how it is now, but when we were there. The thing is, they see that the three months are going to expire and they are like, OK you can go, go ahead and make arrangements for the children's schooling. If not, if you don't go, you have to keep them here, so that was what I was dealing with. I had to enrol them and we no longer had to be in [town in the centre of Spain] and we wanted to leave here. My children wanted to go, my son was saying: 'No mama, let's change'. They wanted to go to another place. It was a long distance from the church etc. So from that side I felt pressured. I said: 'I can't leave with three months because when you arrive, or when other people who arrived at six months, if you don't ...' so let more time lapse, so don't go somewhere else. So you can't be more than six months in the place. They would take you to a hostel, going with the luggage, that's horrible, there's no stability. I don't want to move where I'll be far away from Renfe. I want to stay becauseBecause all this changing is exhausting. This searching, you don't have any money because it's very expensive. So the support of the Red Cross or the European Union, has been very important because to pay the estate agent's deposit, as 2,000 Euros is a lot of money for somebody to pay."

Housing and work are the main concerns mentioned by all profiles. In the case of this interviewee: "I think that what would help is stability of work. I think, I don't know if it is the responsibility of others or what, I don't know but I think if you have stable work and if you want,like because they quickly put you under pressure about discontinuing the support, right? So what do I do?. So I'm always going to be thinking about that, it won't stop, that the support is going to run out or that my card will expire, that's a daily worry. Because I work. Come what may, I work, but not if I don't have permission. (...) that they should look at who really needs help, to confirm everything. This is what I think."

201910112162 (Gender violence. Hearing impairment.)

She was told that she was not able to receive specific helps because of gender violence because it had not happened in Spanish territory. When she is asked if she would prefer it to be changed, she answers "Well, maybe. I had complaints, I had a file in Venezuela but no ruling. Yes you can, as long as you have a positive ruling in your home country."

She also mentions "job guidance." "Yes, crucial, crucial, because the way you speak, the way of you introduce yourself here is with two kisses, over there we shake hands, here they speak in one way, here if..." but also about cultural adjustment, she says that they mentioned that, but not very much, not as she thinks that it would be necessary "Especially how to deal with certain situations that maybe... either they weren't legal or... tools, tools to enter society or to... to integrate, but to integrate well. (...) That's why if you leave Ecuadorians with groups of Ecuadorians working at jobs done by Ecuadorians. You see Pakistanis with jobs done by Pakistanis, which is how it goes, this type... Chinese people with their little pocket of Chinese and their Chinese shop. You don't see a black person driving a bus, for example." "They may be... they may be qualified, they may be a better driver than anybody else, but you don't see a black African person working as a bus driver. Exactly, I mean, you see that every... yes we're here, we're included but we're not integrated and there are specific differences between the two things, they're two completely different things. I'm not saying it's Spanish

society's fault, no, why? Because Spanish people, it's about mutual effort, Spanish people don't have, they're not obliged to adapt to the people who are arriving, in that respect I think it's the other way around. I think that if you arrive somewhere, respectfully at all times, if you arrive somewhere, unfortunately you're the one who has to adapt, like it or not, like it or not, because if you're not going to live in isolation, I mean, you're going to live like this. (...) And you'll have plenty of chances, yes, to make people understand, to make people who come understand that they even if don't like it, they have to be open to a new belief system and adapt. Maybe that's why I don't..." "what I saw, my experience is that different cultures always end up grouping together around things they have in common. (...) And that leads to fewer opportunities. Because the more people you know and the more people... yes, the more people you know, and the more you adapt to the system and the more you get used to the way of life and you accept it, you accept it as your own... as your own like any Spanish person, without criticising so much, without comparing so much, without so much... over there we do it this way..."

She would also change the "language issue, they gave the girls Spanish lessons but... It wasn't enough. It wasn't enough, and the work placement issue." "teach them trades, but yes, do work placements because here nobody, nobody gets a job without doing a work placement, if you don't have a job reference from... in a small town at least. Or if you're going to work on the sly, earning half the wages. But work placements that companies... That's another problem. How do you get a company to say: 'Yes, this person is from Africa and doesn't speak the language very well, we're going to... give them a job here'. If they have somebody else... (...) Unless they offer them lower wages and that's why these organisations are trying to ensure..."

"try to make the assistance for immigrants compatible with the assistance for Spanish people because..." because "social problems are so complicated." "The thing is to give them the tools so they can move forward on their own."

20199041262 (LGTBIQ+. She has recently received threats via the Internet.)

"The control is very, very tiresome, and they're behind you, behind you, when you're a person who's very free, it's really complicated. It's really complicated for me, and 200 euros, sometimes you have to save what you can on food" "Only NGO workers and people around you know what a refugee is, so they understand you and they see you just like another person. But other people see you with the red card and say: 'No, oh no, what a poor thing she is'. I mean, they always said to me that I'm a 'poor thing', how am I poor thing? Rather you should be happy that I'm here, that I'm good, that I'm trying a new life, that I'm improving, that I have opportunities. Don't call me a poor thing, because that's really difficult for me too, it's really difficult for me. And sometimes I try to show my passport instead of showing the red card. (...) "but it's no longer just teaching what the red card is, but because we often want to help and it's also a very Spanish characteristic of paternalism".

"There are many state workers here too, for example when they ask us at the NGO to show everything, everything, everything. With paperwork, you go to social security with papers, you go to the health department with papers, you go to here and there with papers, you go to ask for your request for labour with papers. And every time we go to one of these institutions, we show the red card and they tell us: 'And what's this?' I mean, they don't have any idea about the documents that we have. (...) And they don't have a clue and it's like, well, you have to explain things to me, because I don't know what I can do with the card either, what benefits I have in terms of studies, if I can study, if I can't study. You have no idea." "I've had to find out from several places, and more than anything from Kifikif, as the lawyer always explained things to us." "These two NGOs. But the same place that I was going to for example for the request for labour, they had no idea, and afterwards I had to explain things to them and afterwards they went and they asked at CEAR, the director 'Oh, yes this, this and that'."

She makes a specific recommendation of good practice: “And an app that tells you the following would be super cool: 'You can use the red card for this, this, this, you can study in this place, and this and that. The things you can do when it expires, and so on. It would be amazing, and it would save us a lot of nonsense because I have to get an appointment first for CEAR or such and such NGO so that they can explain what something means. When I can simply open an app or read something and say: 'look, this is for this', and that's it.” “It would also be a good initiative for the people who work with us too, well, to make them more empathetic or what do I know, because they treat us terribly, at least at night the police are a disgrace. They are really really bad news, they treat you as if you were, sometimes I feel like in those places, I don't know, in Africa or the people who are at the police station, in a criminal procedure, that we're shitty people, so we are queuing and queuing and waiting. It's really intense. With regards to when I came here to live for the first time, I was a girl, well a girl.”

“The NGO makes you do courses.(...) Their own courses, which are a bit silly, they make you do a housing course to find out how much you need to pay for gas and electricity. They're courses but you have to do them no matter what. (...) There's a course called something about work, how to do a CV. I mean I'm a professional, I have an idea of how to do a CV but I can't get recognition for the course because I have to be there and it's a week and I have to sign every day of that week. (...) There are very strange things and they're mandatory and you have to go no matter what. And if you don't go, well, you have, like in your experience they put that you don't want to participate in training courses and... So it was like you have to do it to enter there you have to go there, you have to be there everytime they call you. And if you have a commitment or something, you cancel it, you don't have a life, you have to go to the NGO. And that's something that I think is terrible” For example the answer for that would be asking an asylum seeker if he or she knows how to do a CV and if the person demonstrates that she or he knows, do not force the person to do the course. “And also another thing was that they mixed us with people who didn't speak Spanish. So the course lasted an hour, we did it in three hours, which was really tiring. We had a course on how to stay in an apartment, which I found interesting, and topic of electricity and water and whatnot. And there were about 20 of us and there were about 10 translators for each person and it was... well, you lose time talking to everyone when you can complete something or do a schedule and explain very quickly. The thing is it's really bad, I found it very badly organised. And in the end the translators didn't even understand. Uff, I had to be the community for the one who spoke Russian, I had to explain to her as much as I could, and she understood me more than the translator.”

“with regards to the police and so on, the issue of empathy, the issue of not asking so many things. And if you're going to ask me, if you're going to say to me that I'm a refugee, then say it to me in separate place, pull me to one side, I want to ask you some questions, and so on. No. And what do you do? And this. What country are you from? And that. (...) I don't know, like in a nightclub or so on the people are very... or in the banks too, they look at you like: what is this refugee stuff and this and that? And it's like they shout a lot, but with regards to empathy I think so. Yes. Also the police, if they want to ask you something, whatever it is, they should take you aside and tell you... because the thing is in reality you shouldn't have been (...) shame or anything, I felt really bad for being a refugee, but it's just that they take it so badly that sometimes that happens to a person.”

She participated giving speeches in Spain, in this situation they gave her name and her nationality, the interviewer asks if she would prefer to avoid giving this information: “Maybe I would have preferred it because I still kept my distance because several things are still difficult for me, because the next time I can say: 'Look, well I don't want to do that, because afterwards everyone will know that I'm a refugee and they're going to treat me worse'. (...) And it's like... OK well, then I said 'I'm already opened up', if I'm going to continue with this then I'm going to do it well, I want to learn more about activism, I want to gain more knowledge not talk about nothing and I want to do things well because I also want to help people who, I have so many friends who have very intense stories but they don't want to open up. So if my voice helps them, then it's good. “

In general, what she would change is “The issue of, for example, when someone starts the asylum process, but the asylum process with regards to the house and cohabitation, it would be really good if they put people with almost similar profiles together so that cohabitation is good. Well, we because in the end I was like the supervisor of the apartment so I tried to connect with the heterosexual people, the trans people, the lesbian girl, my friend was a Russian lesbian couple who were transphobic, and you place them to live next to a transsexual man, so they fought with each other, they shouted at each other, they insulted each other's mother, so they fought from Monday to Friday. (...) There are gay men who are transphobic, there are lesbian women who are extremist feminists who don't accept that a transsexual woman can have a penis. There are things that are direct, so learning more if you're going to bring, if your NGO you're going to be an NGO that is going to have all types of situations of vulnerable people, then remember that Moroccans have certain characteristics, Russians have other ones, that a person, that LGBT people are like this and like that and study the person's profile a bit before bringing them to your apartment, interview them, ask them how they would feel good, ask them what things they need so that you can see where they will fit in. Because you're not going to put me, or I don't know, well, that too, I stayed in [big city in the centre of Spain] thanks to my ex-partner because she spoke with the worker and they told us if I had a partner or a person who I could stay with here, that I would be far from [big city in the centre of Spain], because they were going to send me to Zaragoza. What happens if I don't know, they send us to Barcelona or to that beach place and I'm from Africa and it gives me something? I don't know, the thing is also that, well, they should place people better, it's not just about grabbing us and sending us to a place to live but also...”

201910112151 (Family with 2 children. Violence in country of origin.)

“I still ask why, if it is a NIE (foreign national ID number), why don't they put it in a plastic wallet which is a bit more decent, you go to the library and they could print out a more decent card.” He had to show his documentation to a police officer and “‘And this, what is it?’, he said. ‘What the hell is this?’ he said, ‘what is this?’ ‘This, it's my NIE’ I said. (...) Between them. ‘What is this?’ ‘Have you seen it?’ ‘No, I don't know, what this is?’ he said to me. And I explained ‘It's my NIE, what's happened is that it's printed on this card, it means international protection which they have given us’. ‘Well we've never seen it’ they said to me. ‘I don't know, I'm going to take a photo’. He told me. And he took a photo and’Do you not have any other documentation?’ (...) ‘And you don't have any other documentation’, he said to me. ‘Yes’ I said to him. Because I had recently obtained a driving licence which I could not convert because I didn't bring it. I had to take it out here and I showed it, I said ‘look I have my carnet’, I said to him. ‘And is it converted?’. And he started to talk about if it was converted, like they had converted it, with a document...’ And I said ‘No, I didn't take it out’ and he began to take photos of it as well. So I've got used to all that ‘it's not there, they're not there, this’” “They're not familiar with the programme (...) But especially the police the local police, well of course, it's one of the principles that needs to be involved. (...) With the bank staff yes, they are the first” “But the banking institutions yes, some cases I have seen, before, when I didn't know, that they couldn't attend to me, I went and it was.... ‘No this documentation, we don't use it here ... until you have something else and blablabla.... total ignorance. You just submit and keep quiet, hoping, maybe there's another way of obtaining a bank account, which is necessary in order to get help. In that circumstance, to get...yes it was possible to obtain an account and thus to apply for financial support. But these are things you pick up, sometimes people don't know about that.” **“It makes you feel a bit concerned, it makes you feel inferior to them.”** “Because when sometimes they say to me: ‘How long have you been here?’ When someone sees someone different, because in my work, because I'm slightly involved in working life, and I'm involved in the social networks, it's quite a national thing....”

The interviewer suggest to really try to create a more defined professional career route, which would help them find work more easily, the interviewee agrees “Yes, that's it, to know how the employment office works, to know how you can find out about the courses that are subsidised and those that are not subsidised. (...) But

I did it to keep going, it's a waste of, I did plant life, another in carpentry, I don't know what ... And I don't even know, and just to be doing something, I said. But ..."

"That more is known and perhaps the programme could be individualised for families in the initial stages. (...) that maybe a family, perhaps here because the flats are large, they can share them, but, What happens is that ... there are many problems, there's fighting, that kind of thing, you can't attract attention, instead you just stay quiet so as not to have problems, you don't disturb anyone. (...) perhaps they get bothered by children or people of different nationalities."

20198301251 (LGTBIQ+. His father is an elderly person in Spain with chronic disease and is asking for residence permit based on humanitarian grounds.)

"at least at Dianova women came who came as victims of gender violence, when there were problems in the dining hall, they were the first to cower, they started crying, so it's like trying to identify the community very well so you know what specific help can be given. Well, my research paper was also about that, I mean, it was a reception centre for specific people from communities. What happened? My research paper showed that people in the community didn't want to be at specific centres. (...) Firstly because they felt "revictimized" "I saw it and in stage one I would have liked to have been, I was at a centre, where there were people from my community, then from that point on (...) all the research, most don't want to be at a centre" Obviously, they should live with people who don't have a negative view of the community "Of course, which is very different, but then of course, that's also about establishing it very clearly, like they do now, nowadays people from the community who request a shelter place are sent to big cities. Before they weren't, I have people who were sent them to towns where they had to live again in (0:04:19) because they couldn't live their orientation in a town. So they were being revictimized."

20199101272 (Victim of female circumcision. Long transit. Sexual violence during the transit.)

She is worried to avoid FGM to her daughter, the only thing that she wants is to bring her children to Spain. Then, asylum procedures should be shorter under this kind of special circumstances. The interviewer suggests "Or at least to be able to make an early request for your daughter to come." And the interviewee agrees. "I can't do anything, I don't have the documents to bring her. I can't do anything. That's what I'm saying, every day when I call her, I say, I don't want you to do FGM to my daughter. Yes." "Every day that's what I'm saying, because I can't do anything because it is a fight for something and later it will happen. So it is better that because I was fighting for this, because if you are going to do it to my daughter I don't know." "Yes and what I need to do now is develop my situation. (...) Yes, that's what I'm preparing for, I want to know, because since the day that they give me If they give me this, the next day I have to apply for my children because. (...) I, what happens to me is that yes I ask mainly to be able to bring my children, first my daughter because ... Then they tell me, when it finishes If they don't give you the asylum document, we have to do other... start the other part to begin to ... But it is a very long time. To me when it starts they explain this, I don't want to know anything, you know, because if I live like I am living, if I did not have children it doesn't matter if they give me the asylum documents or not but my problem now is my daughter."

When she is asked if she would have liked more activities to be more integrated with Spanish society, she agrees.

"To help the ladies learn how to look for work, how to do the how to look after their own life, because I, sincerely I know that you are not (...) it doesn't bother me, because I am working. (...) I can look for more work,

harsh..." "Here, not here. It happened to me once here, yes, in stage two but just with one person. Then my social worker spoke to that person and the situation changed completely, it improved, but it's like I say, I've heard lots of comments from other people who say the same about that person." "About that person in particular, so I feel that maybe she's burned out and they need to swap the staff around."

"I think I would improve the way people who come from Africa are treated, it seems to me that if you improve that a lot and they're much more responsive to their needs, they try to work on the language issue, I think that's a very, very good thing. I feel that, of course, these people leave their family behind, just like us, and they try to find a way to help the people they left behind too, you know, and I found out about some who were maybe trying to send some assistance to their families. (...) Yes, they're not allowed, sometimes they're not allowed. (...) It's not allowed. And I saw a case, I know the case of a friend, he's from Sierra Leone and his mother is going through a serious health situation, he sometimes arrives at the course in tears, and we ask him what's wrong and he says his mother's very ill and that he's aware that he can't send money. (...) But if you send the money you'll have nothing left. And he says, but I can't bring her over here either, X, I'm not going to let my mum go through what I went through. So his situation - he was on the Aquarius too - was very disturbing, that makes me very sad. (...) They should allow that, because like I say, the truth is that they're people who are having a very bad time. For example, the case of Venezuela is shocking, it's shocking, but at least our families can leave, even if they have to walk, you know? But not these people who have to come in a boat, on a raft."

201991112102 (Family with 3 children (the daughter was raped in country of origin). Violence in country of origin. They almost suffered an eviction in destination country.)

In their case, childcare would also be necessary if both parents want to study and work.

201991112122 (Family with 2 children. Asylum denied in France (unrecognised forced migrants). Violence in country of origin.)

Also related to childcare "Now we're switching. First I study, then my husband, and we switch to look after the children..." there is not childcare for them because the children study at school.

201901030101 (LGTBIQ+.)

With his wide experience, he suggests: "above all I would change the part... I think that the sensitivity part as far as many professionals are concerned, because there are some who even work and are trained in the sociological field but are not sensit... so sensitive as to know or know the reasons why a real person is forced to leave or to move from their country. Actually, when you make that decision, it's not an easy decision, you really have to think about it. And perhaps there are many people who are very reluctant, out of ignorance or fear or frustration, to follow certain guidelines. To follow certain guidelines that are established and that are written in a welcome manual that a ministry or a person designed who, perhaps, has not gone through having to get on a boat, on a dinghy or take a plane, however it may be, but with the intention of settling elsewhere because of a series of problems that they have... that they have experienced in their country. So, of course, there are these established guidelines, there are these guidelines that have to be like this, and so everybody tries to stick to it. And there are people who really, at least in terms of people from the LGBT community, there are things that you can't... There are people who may do well in a common reception facility, but there are other people who come with so much fear, that are put in to interact with Ukrainians or Russians or

Germans who perhaps have a... are very homophobic, as though that's not a fear. Really that, let's just say that's one of the things that could really change. Conduct a good interview, a better interview, within the scope of social work (...) to also say, well, look, maybe this person is coming because of gender violence and we are not going to put her here because here... but we are going to look for a facility that is more adapted to this need. And I'm not saying to isolate that person, because, obviously, after you leave the facility, you're not going to have that protection either. But yes, something where you feel safe in the beginning and where you can work, I don't know, that internal security. That will allow her to integrate later, work and feel confident in herself when the times comes to leave. You know what I mean? I think that kind of thing. To me... one of the things that happened to me in public institutions was also the ignorance about the red card. Nobody knows or knew about the red card. When I went to register with Social Security to be assigned my Social Security number and then be able to work, it was an issue because the person didn't know about the red card. Then I couldn't register because I didn't have a work permit. Then, because... You know what I mean? A thousand excuses. And since I'm very stubborn, then, I didn't keep the person's information. I said, "Look, who's the person, the person in charge, the supervisor, the person who's responsible for this department, and so on?". And in the institution that was there, in [neighbourhood of big city in the centre of Spain], in Puente [neighbourhood of big city in the centre of Spain], I went to speak to Numancia, I lie, I went to speak and the person saw me straight away, and they knew about the situation with the CAR, they knew the CAR as such, and yet, they, there, could not register me that day at Social Security. They refused to register me. When they always had done it, for some reason they didn't. They were supposed to write an e-mail to the director of the CAR. I don't know if they finally wrote it or not. But I with my eagerness to get my things done, I went to one that is by Sol, and I was registered there. So, it was silly, but over here they did it for me. So, why? I don't know, because of ignorance or I don't why. And then, when I was already studying for my master's degree, to get my student card, the same thing happened to me. I mean, no... the guy who saw me, to get my card, documentation, whatever. When I give him my red card well, he didn't know what to do with the red card. He stopped, went to ask, to consult his colleague, I don't know, ten, fifteen minutes later, he took my card, because he didn't know what the card was and he told me openly: "NO, it's just that I've never seen this, so I don't know this that and the other". So...It's like this all the time. Even registering for health care, it's the same. All in all, you have to go here, you have to do this, you have to do that. When I went to the person there from the... from the health centre that was closer to the CAR they didn't know either. So, in the end, the social worker had to call the health centre, to explain I don't know what they talked about... And that's when I was assigned a provisional health card, and then I was assigned to the general practitioner and all that. Then, of course, the same thing happened to my roommate, who was a guy from Mali. And guy, as well, he told me that he couldn't register and... but of course, he doesn't speak Spanish, so I had to go with him and help him handle his registration because he had a stomach ache. And of course, I even had to... I went in with him to his GP and explained: "Look, every night his stomach hurts, he's doubled over, and he can't tell you because he doesn't know how to explain it, but..."

201901030202 (Woman head of the family. One of the children suffers from autism.)

Working and housing are the main worries among FDP: "Cheaper flat rental just for foreigners, because it is very expensive. (...) Housing. That is a serious problem, because a lot of money is needed to pay, in order to live, to eat. (...) Very big problem. The owner, this rental office doesn't want to work with red card." "Red Cross, red card, people don't care."

20199041262 (LGTBIQ+. She has recently received threats via the Internet.)

Related to some person or organisation that has helped her feel like she is part of the Spanish community, she is asked if she thinks that it would be beneficial: "Yes, because also, well, here I'm talking to you as someone in production. What do I do with refugees, outsiders, who have contacts here and whose networks aren't from

here, when I need networks from right here? One day I need an apartment, and a person who has a house here tells me 'I can rent you one', or I have a problem or something and the people who are from here who knows what the system is like here, they can help, that would be amazing. (...) Friendship or so they explain the food or history such a place. Eh, look, my grandfather there in [Eastern city in Spain], well, that's really nice. Yes, but I haven't had the opportunity."

Related to how organisations could improve: "What happens is that as they can't do much because they can only go and give a voice or speak or hold a meeting with this and that NGO to talk about things which as users they can give us a voice but I don't know what else, more, more stable as NGO. But we can't do more."

"In the first six months that we're here we should feel good and not feel worse that we've come." "I have a trans friend who lived with a Moroccan family, I mean, she came, she thought that she was going to be free and she felt worse, she felt more mistreated, more humiliated than when she was in her own country, and she ended up confined to her bedroom depressed. That can't happen if you're going to give me, if you're the one who is helping me feel better and then you lock me up with some people who make me feel worse, we don't have, we're not compatible. I'm going to feel worse. You're not thinking about me, you're just thinking about putting more people and leaving more people in each place and that's it. We're people. Each person is a different world. I don't think that it's very difficult for them to have a meeting for each person who's going to go, and create a sheet, a test, or whatever and ask what would you like, what do you like, what doesn't make you feel good." "one of the things would be if you're going to send people or a family to an apartment, ask them interesting questions, if they're going to feel good or if they're going to feel bad with such people, if they would like to live with people who don't speak Spanish, if they would like to live with people who aren't from the community, so that you can more or less see which profile they fit. (...) And well, in the end if your NGO puts you with people, mixes you and they're having a bad time, do something, talk to them, try to talk."

"And I've also had trouble getting a psychologist with Kifkif, because they see you once a week, and that's if you're lucky, because otherwise they see you once a month, because it's one psychologist for everyone.(...) And the psychologist from Kifkif is a specialist in LGBT issues and they understand perfectly. But my psychologist from CEAR who I see once week, who's a darling, doesn't have any idea what a trans person is, what such and such a person is...(...) And lesbians and so on, I talk more about the social issues and about leaving Peru, how I'm finding it, but with personal things, how I feel, if I have partners and so on, well no because they can't. As as it's just one psychologist, there's about 3,000 of us, I don't know, how many of us are there? There are millions of us involved in refugee and asylum matters. You tell me, on a day when a psychologist is going to help me, a person who is really depressed, is it going to prevent a person from maybe committing suicide or something? We come with very intense problems, with very burdensome issues. Most of the trans girls who are my friends, most of them have come from their countries because they've been shot or raped, they tortured them. And sometimes I listen to them more than the psychologist and take everything and they call me straight away, they can't go on and I don't know what to do because I'm not a specialist either and I tell them: 'Go to the psychologist'. And they tell me: 'What psychologist am I going to if I have can request the one from here? because they ask me for a year, they ask me to wait for a month. If I go to another one because there's no time or there's only one, and apart from that I go to another psychologist but they're going to mistreat me because they have no clue about what I feel, they don't have the empathy to treat a trans person."

Other recommendation is "That they explain things to you properly when you arrive. (...) When I arrived, they told me 'we're going to help you for 18 months' and I thought I said '18 months' and after I started investigating a bit more and I saw that it said that, it depends on the cards. The question is, why didn't they tell me at the meeting? We're going to have a meeting with all of the people who.... we have the first card and they tell us, look guys, or whatever. We're going to start like that, you definitely have these 6 months, because

you have your first card and you have the support, but after these 6 months you might, you might not, so you have two things. Or live your life for these 6 months, or start studying, or you can do something, or make contacts, or whatever, so if the decision doesn't go their way, at least they can have something to hold on to. (...) I have people who I know, who are very very close, who spent the first 6 months living like crazy, spending money as they could and then they told them no, you don't have the second card. What did they do? Well they returned to their countries to look for a person to help them stay here." "And now I'm desperate. Because I mean. Let's see. I have the second card, I have a third card, what do I do if I get the fourth? What do I...? Nothing to do. I won't be able to work, I won't be able to pay for my apartment, I won't be able to do anything. I'm lost with that. So, they should tell you 'look, if this happens, if you don't get the third card, fourth card, you..., you have these options', 'you can do this, you can do that'." "I've asked many people for it. The lawyer from Kifkif, the lawyer from CEAR. Each one told me something different. Neither of them told me what would be the best option. They just told me 'wait, wait'. I'm not going to wait because I, sometimes I'm a bit desperate, but the thing is I need it."

Her proposal is summarised by the interviewer : "They should advise you a bit about the future whether it's plan B, plan C, etc. In other words, if this happens, they shouldn't say 'no, wait to see what happens'. No. Well and if this happens, what options do I have?"

20198291241 (Elderly person with chronic disease. Residence permit based on humanitarian grounds.)

This man is not able to make a recommendation "it would be counterproductive. I'd say that such and such is missing... because to me, me, personally, to me personally, I speak for myself—because other people are nonconformist—"

201901030302 (Woman head of the family.)

"Well when I was at Welcome, the psychological support was very good(...) But when I arrived at [town in the centre of Spain], well it was very random, because that psychologist had a lot of people to see and all that. I went about twice. I was recovering by myself. In that aspect no, I did not feel so supported. The psychologist, sometimes I met her, she asked me things but I think that we needed more support or that they were there more. (...) I understand that they must have a lot of people but I think it I something that's lacking."

When she is asked if she has a plan B "No. The truth is no. I only know that I have find work because, what else is there? To survive while I'm waiting the three years for social support, that's another thing that I have not understood very well. But I know that at three years I can" and about the information that she is given: "we need more information about that, more support, because the support from the lawyers at the Red Cross is quite random. (...) Very, also sometimes they don't know ... there needs to be more advice."

"People don't understand. Sometimes even when you go to the bank, it's: 'what's this?, This card?' They don't know when you show identification: 'What's this?' They don't know. In the bank I also felt discrimination. At Banco Santander, because I went many times to cash the cheque and they didn't want to pay me, the cheque they give us at the Red Cross. 'No, this is not a document, this is not sufficient'. And I said: 'But how, this is from the Red Cross'. 'No, here we don't pay out on that'. That's what they told me. And I said: 'No, I have to deal with it here because this is where they sent me', and I was sent to the bank near the Red Cross, because there they change cheques and all that. So the Red Cross, because we complained that there were banks that wouldn't pay us, they register an account directly, to avoid those problems. (...) But there are banks which will not accept the red card."

"What would I change? I would check people and investigate them closely because many people come with lies. (...) And they are making it difficult for people in real need, they come with children or alone, there are

people who take advantage of this support and you know that really they come to do damage here. So I'd like it if before they are allowed in, they are investigated to see if they have genuine needs. Because people arrive here and request asylum and to be allowed in and they are let in. (...) They are allowed in initially, but really it's not known if they are in need or not. It can take one or two years to learn whether are really in need."

"the thing is we have children, we were with children, we were in a separate bedroom. The bad part was to have to share the bathroom. That's something which is very difficult. So we should not have toBecause as we're all from different cultures, there are people who do not bathe or they don't bathe every day or they leave the bathrooms very dirty and so ... everybody suffers. So I don't know, like having privacy, like we had in [town in the centre of Spain], where we only shared at mealtimes, but the bathroom and all that was private. So I think that privacy, because people who come alone and they have to share and you also hear 'that one doesn't wash' or 'we are sleeping and you come late' or 'he doesn't sleep and doesn't let anyone sleep'. You know. That's difficult. We are all different. So, it's about culture, sometimes you have to put up with the different ways of others."

There is one comment related to culture that is mentioned by several interviewees, the food: "Well the food, that the people can cook, or that they cook, like at Welcome, they used to cook for us. At [town in the centre of Spain], the food issue was difficult. I think the hot food should be like here, but having the food when it's ready is very important. Because we got sick through eating reheated food. So I think that fresh food is important."

There are things that are lacking for young people "Yes, there are things lacking for young people. For children there's a lot but not for young people. Things they like. Not just going out but courses, because not everybody likes to be You know, having different choices."

"A young man there was going to commit suicide. (...) Yes he tried it. There are still kids there. They were all frightened, the children, when they saw things like that. Yes, so where there are children, it's very delicate.(...) Yes, with children. And at Welcome also. Yes, we were scared, you know. What we were saying just now about the stereotypes and all that, we were with people from Syria, dealing with that fear. Like they say about us, we were also frightened. And for example I wouldn't let my children out of my sight outside, if they were on the patio or something, I was there with them."

"When it comes to doing the work placements, sometimes things are disorganised. Or there's a lot of delay in sorting out the placements. That kind of thing. A lot of delays."

When she is asked about anything else that she would change in her case, as a head of a family "I think that what would help is stability of work. I think, I don't know if it is the responsibility of others or what, I don't know but I think if you have stable work and if you want,like because they quickly put you under pressure about discontinuing the support, right? So what do I do?.So I'm always going to be thinking about that, it won't stop, that the support is going to run out or that my card will expire, that's a daily worry. Because I work. Come what may, I work, but not if I don't have permission. (...) Yes, like I was saying before, that they should look at who really needs help, to confirm everything. This is what I think."

201991112113 (LGTBIQ+. Woman who was assigned male at birth.)

She is asked if she would like that some people that interact with public, like bank, police... could be more informed about their documentation and she agrees: "Yes, of course." "Yes, sometimes, when the police stop them and take out their red card they just stare like, what is that? And until they ask and that..."

"I would prefer it to be with an interpreter, for good reason, because of my nerves and also because of everything, and I couldn't even speak Arabic, just imagine." However, they have to be careful with LGTBIQ+

irritated my skin, and... female deodorant, because it made me itch, so I remember at one office: No, you can't include women's things, so on and so forth, you're a man... I explained that I used the razor because it didn't irritate my skin and the women's deodorant was because it didn't make me itch so much, it was blue Fa, I mean, no... not even...I couldn't have anything on my bill that said woman. So I explained, they said no, I couldn't... So, OK, I talk to La Merced, I say: Look, they're saying this, this and this. They wouldn't accept the bills and so they weren't going to give me the assistance the following month. 'X' and the social worker from there call them back... they talk to her and tell her it's not right. What's going on? Of course, because La Merced has shelters, it has the same process, so she knew... So she talks to her and they tell them that's not right, whatever, nobody does that, according to their guidelines, she said it, the ministry guidelines... Besides, anyway, she, I remember 'X' said: What if 'interviewee's name' were a trans person? What would you do? Then, of course, she said when I go back, please get all those rules she told me about in writing, which they never... never did. Then, things calmed down a little and so just for a quiet life, I bought things, justified them, look, here's this one, here's this one... If I got a bill (...) to buy something, a bill in my name, because I could use that to buy something else, and that's what it was like, bit by bit."

"Because, look, they don't..., at least they don't give you... You can't spend money on a haircut. Then I said... well, I haven't got any, but I said: But if I have a job interview, I'm supposed to get my hair cut. They don't cover haircuts. So you do it... Exactly. I mean, that's what I mean, it's like you... They don't tell you... well, try to get change so you can keep the money from that, but the 10 euros or 5 euros you spend getting your haircut, justify it with something else. (...) Just like phone top-ups. Just like phone top-ups, they don't cover them either, so you have to find some other way to justify that. And, well, that's that."

"And so, now I'm there and, well, you see a lot of things and you say... And also, I deal with a lot of people, I advise a lot of people, I've heard case after case, from the Red Cross in Segovia, which I had to speak about, because, I mean, to me it's an injustice, either they want to or they take advantage of other people's ignorance..., the fact that the user you are dealing with doesn't know, so it's like using your power. So...So, I had to get on the phone and speak to them and say... not to speak as 'interviewee's name' but in the name of my association, and say: Look, you know you're not doing it right and it's not like that. And I say: Look, the guidelines say... Of course, first I think..., I'm also grateful for everything I went through because on the basis of all that it gave me curiosity to find out, search, investigate, and now I can help, and at JRS, which is a private organisation that doesn't receive any help and has shelter flats, so, I mean, who better than you, who passed through public shelter flats, because at JRS we have temporary shelter flats. Once you get the Red Cross, at least in 'city in the east of Spain', to assign you a flat, it comes from us. So, it's a constant kind of...And as for the administration of the flats, well I stick scrupulously to the ministry guidelines... because we give the same assistance, financial assistance, assistance for housing, food, everything. So I use the same guidelines that the ministry has and I apply them with the flats and... But with a more human approach, like I always told him, and a newspaper interview I did once, the thing is that everything becomes bureaucratic and the human aspect is forgotten. I said to my lecturer, look, I don't have a problem, in fact you tell me things and how we should do them and I do it, I don't even come... I've been looking for a job since I got here, I know there are people because sharing in (...) with those other people you realise that your situation is not as complicated as other people's, yours is so simple, I just arrived here on a plane, but they came by boat. Children were arriving who were injured, we helped them get treatment. So you, faced with that reality, your problems..."

"When I tell someone they're going to a shelter flat, I say: Look, it's a life lesson that you're going to get, you're going to share with other cultures, with other people, make the most of it, with life's twists and turns later on, you'll see you're going to be grateful for everything you experience. And people who are also at that stage and say: 'interviewee's name' my social worker tells me this and that, whatever... people from another province. I say: Look, do it this way, do it that way, talk to her, tell her there are guidelines, tell her you know the

guidelines, you know what assistance you should get, all that. But I always say: Be very respectful. Be very respectful because she answers to an institution.”

“here in ‘big Spanish city’, during the time I've been here, look, there have been little problems because of the pro... to get a health card, they don't know about red cards, lots of institutions don't know about red cards, once I was going to travel to Tenerife and they wouldn't let me, the airline doesn't know about red cards, they said...So they said there that I couldn't leave Spain, but they thought we couldn't fly either. The bank... when I have my red card sometimes they block my card, because you have to renew it, but for you to renew your appointment, we're talking about a year and eight months, you have to take all your money out of the Bank...and until you renew it you can't get, you can't access your account again, I mean...you get that in a lot of public offices, when you go with a red card, what's this? They don't know, they're not familiar with it.” **“A lot, a lot needs to be done to inform people about what the red card is, and then... Public and private, because as for banks, every time I went to cash the same assistance cheque they gave me, there was always a problem, there was always a problem, because the... I had a red card which was my identification and whatever, so you have to wait, they'll call another... then I mean, if you want call whoever, call whoever, call the other agency where they know and they wouldn't cash your cheque until they'd done all that. So well, the same thing to rent a flat, I mean, you arrive with a red card and what's this. (...) And I can see that even though I had it at the beginning and everything, and it's been three years, it's still the same, it's still the same.”**

People with chronic diseases may need specific dietary requirements to buy in the supermarket “He had to buy supermarket brand stuff. (...) Of course, they go to Carrefour to shop and they can only buy things that are branded... I want to call him and say, look, you know, my dad needs some things that aren't... he can't use the supermarket brands. But you're not saying...” Also old people: “Carrefour toothpaste is no good for false teeth, he needs a.... then things like that I've had to say to the social worker directly, but, well, things that my mother had to do too.” “With a personalised itinerary, you know, because not all the cases are the same.” He talks about his parents situation: “And more so when at least they, I prepared them because they're migrants, and elderly at that, because it's hard for them, it's harder for them and Dad was saying just now, when the assistance finishes what am I going to do?Because of course, my dad is over 65 so, of course, he says he wants to work and whatever, but they won't give me any kind of job here. (...) What can we do? Of course, I said, Dad, you're only going to be able to get a card, don't worry about it, but he's already worrying about whatever. (...) Yes, of course there is, so, ‘dad, calm yourself, I say, I mean, don't worry about it’. Of course, why does this happen? Because Venezuelans are given humanitarian reasons, and what they give him is money, and they're in stage two, they cut them off, you have to get out, and then...”

“Look, to improve, well, I think, based on the idea of making... of making... I know it's difficult to make an individualised itinerary, because it's a lot of work, you know, the process itself is overstretched, that side of it is overstretched, but to establish specific assistance, you know, because I know a lot of people who want a work permit, they don't even want to join the reception process, because what they want is a work permit to be able to work. So, I think one... speeding that up, the permit, because six months here... (...) Six months, doing what? Do training or something, but that's one of the things, because that would be a big relief and the process wouldn't be so overstretched, because once somebody has a work permit, they move straight onto the independent stage, they're out trying to make a living for themselves, you know? So I think it would be one of the things that would help a lot, I mean, maybe we're talking about a certain segment, but what they want is that, I mean, opportunities.”

“And the treatment should be more humane, really, I mean, me, I'm seeing it now because I feel that in this, in this... social work wears you down, it really does, then the fact that you have to develop a shell to be able emotionally to treat people with objectivity and all that, that also wears you down, then perhaps moving around or rotation, that would be good.” He refers to rotation of the staff, “Of course, because (...) listen to

you, and listen to one, two, three, 500, 600, 700, because it's not good for you professionally or from a health perspective. But yes, because I understand them too, listening and listening and listening. So you have to listen, you have to guess whether it's true, it isn't true, offer them help. So, it's that. And training, lots of training because a lot of vulnerable groups come, I mean, it's not the same. I mean, at least the LGBT community is a community where you have to be trained about what I am going to call this person, calling a trans woman by her name because she wants to be recognised, not by her ID name, you know? Give her resources or give her the possibility to have her papers in the name she identifies with, because the law exists, but the law is only for Spanish transsexual people, not for migrants, so I mean, sometimes they say to me, 'interviewee's name', what do I call you, do I call you her or him? How do you see it? Like her. I mean, like that. That's how you can see she wants to be identified."

"Look, practices that should be avoided, try to avoid revictimisation 100%, because sometimes just by the way you treat a person, you're revictimising them. Not only from the community, but also people who were victims of trafficking, prostitution, single mothers. It stems from the gender problem..."

201992412131 (Family with 4 children. Transit of 7 years (Lebanon). Her wife was pregnant during the transit. One of the children suffers from a severe Post-Traumatic Stress Disorder.)

"but basic needs like work and housing aren't provided and so those are the main problems we have, work, housing, living here, as a society, in a country, everything is very good, the way of life is very good, we like it. Mainly it's work and housing" This person insists on housing and working during all his interview.

He also suggest that school supplies should be given in advance to avoid the stigmatisation of forced displaced children: "The school services are very good, the only thing is that there is something that maybe I won't talk about in detail, but I would like to make a comment, when you're here and you don't have... I mean, even if you get assistance sometimes, for instance, the thing that happened to us is that at the beginning of the school year, books, I don't know, school supplies, all that, I asked for help from the Red Cross, it took them about two weeks to give it to me, so for those two weeks, until I could provide for my son's needs, well, the truth is that he felt inferior to his classmates... Of course, and then that feeling of inferiority, well there's always some degree of sensitivity in that regard."

20198211212 (Woman head of the family (1 daughter). When she was a child, she was internally displaced because of war. Nowadays, she fears for having problems with her ex-husband).

When she is asked about possible improvements: "I'm asking for myself because... I don't know. I don't know. I can't say anything." "What I said, that, you know, because, you arrive in another country. You... nobody is from your family, you know, but they help you. I don't know. I can't say anything about this subject because I am very happy. And I can't say anything but thanks, really. Because little by little, you know, everything isn't 100% in your family too, right? It's normal. A few small problems come up; sometimes, you're sad, but it's normal. It's normal. I don't think you need help for these things. No." The interviewer suggests that they could have received more information: "Yes. That's true. That's true. When a person can't speak in your language and you need to give them a little more information, I'm speaking in English. So, I didn't have any problems, just that first they ask me 'do you have... do you have anywhere to sleep?' I say 'yes, I'm at a hostel'. 'Then you need to wait because we don't have places now'. (...) But I didn't know what a 'place' is, what for, why. They don't tell me, for example, that I need to go to the police to make an appointment for an interview..."

She had problems, but the situation could have been even worse if they do not speak Spanish "but there are people who are not speaking in English." Also people who are more withdrawn, that have difficulties to deal with their problems.

20198261232 (Woman head of the family (3 children). Sexual violence in country of origin. Pregnant during the transit.)

She is asked that , in her situation, as she was pregnant, they should try to deal with the issue of the health card earlier, so they would not have these problems: “It would be perfect, it would be the best, because, you see, all these things stress you out, I get an appointment, I don't get it, let's see if they give me that card and time goes by and as it passes you don't know meanwhile how the pregnancy is going, that because of your fault something happens, it would be perfect, but even like this, it's also good. I'm not complaining here.”

“for the moment everything is fine, of course, what I would like would be for them to have an analysis. At the moment we don't have a health card, as we have just moved from one flat to another, we still have to do the registration and after getting it I will ask them to do an analysis, when I have the card.”

“I for example consider that everything they do like that is as it should be, and I don't know, I haven't lacked anything, neither have I lacked care nor the rest. I consider them to be very good professionals, if among themselves they want in the future, talking about perfection, they will do something and (...) professionals, I don't know, up until now I haven't lacked anything.”

201991112102 (Family with 3 children (the daughter was raped in country of origin). Violence in country of origin. They almost suffered an eviction in destination country.)

As they were in a very precarious situation, the interviewer asks if they would prefer to be better informed in advance, as they had to get into a house because they were not on the street. She agrees: “Yes, yes, yes. Of course, we didn't know”

When she is asked if she would have preferred some kind of activity that would help her to feel more integrated in Spanish society, she agrees: “Well yes, uh...” Because she likes to be in contact with people from outside the centre “But it would be good. Of course, meeting more people. Not always being with the same people here in the centre and everything, seeing the same faces every day. That'd be nice.”

Also in the case of two parents, a service of nursery would be necessary: “Yes, of course, because my husband also wants to study (...)And then, let the children go to a nursery. Because he's studying, I'm studying.” They would have preferred to have psychological assistance before “Yes, because in an Eastern city of Spain and the Red Cross, they never (...) We did know there was a psychologist, but our social worker never told us” “Sure, and to inform everyone of everything: there's a psychologist, I can ask for an appointment and a lawyer or this, that...”

Many interviewees state the same idea of how difficult is renting for asylum seekers: “renting flats is something I want to be different here. Many real estate companies and private individuals don't rent to immigrants. (...)And that's very hard. And what's more, I have three children and they're very small... (...)It's going to be very difficult for me to find a flat. First of all because a lot of people don't accept through CEAR. And secondly because immigrants and ... or by... because I have children who are very small who destroy the walls, that... That's really like... like that...”

2019100812141 (Former Unaccompanied Foreign Minor. He dismissed asking for asylum because he did not want to be forcibly separated from his family. He is waiting to have his permit of stay due to ties to the community.)

“They should give papers to the immigrants. The immigrants do the best work, they want to work, they have desire to work, to do things. I think that, for the future. That is what I would like. (...) Here what is difficult is

the papers, they do not give you papers. They only give them to minors, for adults they don't give them until you complete three years here."

He would have prefer to be better informed when he arrived as a minor to receive "the papers": "Yes, I have applied, but my papers....they, when I enter here, I have applied for the papers and they have issued the passport." When the interviewer suggests telling the minors 'Apply for the papers so they can be processed before', his answer is "Of course, yes."

When the interviewer suggests if he would prefer that there was not such a big jump between being educated and leaving education his answer is: "Of course, when you're a minor here in Spain they treat you very well, you know and when you become an adult they don't treat you well." This change is "very complicated".

When he is asked what he would change in his case: "No, the truth is, they are helping me now and, but they will help me for just maximum one year and later they throw you out, you have to look for your life, but I don't know if ..."

201910161742 (Forced married. Gender violence in country of origin. Sexual violence and infected with AIDS (chronic disease) during the transit. Gender violence in destination country.)

"My opinion is that I think they need to do even better. To help people better, they just have to continue that too. In the way they like people. People are smiling, they're welcoming, they're friendly. They help people to do courses too. They help people, they insist that people do the courses. They insist on people learning the language, you know? That's also very important because there are NGOs that are there but don't insist, whereas this one insists that people learn the language. They insist that people do training. They insist in encouraging people, and say, "You can do something, you can do better, you can be someone even if you're sick, even if you're disabled, you can be someone." They encourage people to do this kind of thing. Then, for people's health, they're concerned about people. Yes, they're concerned. They help people at the hospital. When there's a problem, they help you. I must say, they're very organised. Really, this NGO is very organised."

"I would like to change cities (...)I would like to change cities because I've been here for some time. I tried to work, but there's no work here. I would like to be put in another city where I could work, because I have to work, because the aid will run out. It can change at any time so it's not something you should -- You have to try to do something, so I'd like to change cities."

"I'd also like it to speed up my papers because I was a victim of gender-based violence. Now it's mandatory that I receive papers and housing because that's what my lawyer said. It's mandatory that I be given the papers because I was a victim of gender-based violence, it's mandatory. I want this business about my papers to be expedited."

"Yes, work. They have to help me find work too."

20199041712 (LGTBIQ+. Victim of sexual violence and forced to abort in country of origin (current physical health problems). Physical abuse and threatened with death.)

"You see, just the change in diet, not everyone adapts to it. From the African diet to the European diet and especially the Spanish diet, there is a lot of change. Sometimes I smoke and YYh smokes too. Sometimes we didn't even have money to buy a cigarette. Maybe when we would go out, someone would go and throw one in the streets. With the coat and everything, so you wouldn't catch tuberculosis and all that."

“What I could propose, what I can say about here, I would say that, by the way, the problem is that, first of all, someone who is seeking asylum wants to stay here. That’s my opinion.”

“What I wanted to propose, first of all, was that I wouldn’t want to. Because I told my centre manager at Contigo, I had already told her, I already told her in the centres and sub-centres where they welcome us, there’s already a program, the Castilian program, which is to learn the Spanish language. In addition to that, I would like them to do training workshops. Vocational training workshops, because it’s true that we don’t speak the language, but one is capable of not speaking the language and still being interested in other things. (...)Because when you get a work permit, you have to find work. If you only do the course now to be able to work, you’ll see that you’ve fallen a bit behind. In all the time we’ve been here—it’s already October 7th—we’ve been here for a year. In a year already, in the Contigo centre they taught us how to make handmade bracelets, stuff that’s done by hand. Small cooking workshops. Because there are instructors and everyone has to--You see it. “Here’s how to make bracelets,” how (...)It makes you learn. (...)Because with that, tomorrow, even if you don’t want to work for someone else, you’ve learnt something with your 10 fingers. Know what I mean?”

“An ability to learn, an ability to integrate, because that’s kind of what integration is. That’s what I’m asking for. Throughout the whole long process that we’re going through while we’re waiting for work permits, we should have a foundation. We should already have a foundation where at the end of your asylum program, you’re already picked, you’re already – you’ve already taken a liking to something that maybe you like to do.”

201991112122 (Family with 2 children. Asylum denied in France (unrecognised forced migrants). Violence in country of origin.)

“We’re Orthodox. (...)But now, in our situation, our children are studying at X school, which is Catholic. And we don’t know what to do, because we are of another religion, but no... It’s shocking for us, but if we can’t change, we have to study, it’s more important.” However, they would like for it to be a secular school, at least “Now it is more important for us that the children study (...) but it’s OK, because he knows another religion, for development it’s also very important.”

“We also have things we don’t like, but we understand that in our situation we have to wait. (...)We don’t like that the room has twelve people, it’s very difficult, and that... the food at the Red Cross was not good... (...) less fresh.” The food is better in the housing they are now. It was more important for the children, they can eat better now.

“And we have little money for... (...) Yes, because the children want little sweets or something, or yogurt, some things, and now we can buy [them], and clothes too. We have a check for clothes. Yes, we can buy... (...)Because we can’t work without papers. Work...”

2019102912172 (Gender violence in country of origin. Long transit.)

“I only went to the theatre once. But I’d say: How can I watch a film in Spanish, if I don’t speak Spanish?” “But I’d say: No, I’m not going back.”

She was offered other activities, like yoga, but the only thing she wanted to do was learning Spanish. However, she would have liked some activity that would help her to feel more part of Spanish community “Yes, I’d like that very much.”

“I think that’s it, but I would love to do training for two or three years, but I can’t with them. (...)Yes. I have two things that I want to do, first to be a doctor... (...)Medicine. And then another thing too, a lawyer”. But she cannot do it with her organisation.

She was not given information about what to do if she is denied asylum, she would prefer having this information: "Yes, of course."

"About the assistance, no, I have nothing else to say."

The training she is doing is the only one that she thought that could do, not the one she preferred.

1.4.3. Practices to avoided according to VGs their experience.

201901030101 (LGTBIQ+)

"there were good things, there were bad things, let's say that the experience with the social worker himself, after he returned in January, a bit slow, a bit unpleasant, I think that I don't know if it was because he was overwhelmed or I don't know if it was because there were a lot of people, he works there alone, there's just one social worker at the CAR, and that makes it so that it takes a while to be seen to or you don't get seen to. Why am I telling you this? Because... because for instance to go to speak to him the routine was, you go to reception, you request an appointment or you request that they send you to let him know that you want to speak to him, then the CAR receptionist calls him and lets him know, and when he's going to see you then they send you to call using a microphone or using a... So, you go down because I was supposed to be there, then of course, my first... when... he didn't know me, because, as I told you, I had already been interviewed by a girl and everything. (...)Even the girl was the one who assigned me the lawyer from the CEAR [Comisión Española de Ayuda al Refugiado (Spanish Commission for Refugees)] because the CAR doesn't have a lawyer, so they assigned me to my lawyer, who was from the CEAR and well, anyway, terrific. But now that he was here, that, for registering me and doing a ton of other things, I depended on him, and he was super overwhelmed, I think, there was even a time when I was getting impatient and I came down, and then the receptionist was like, "well, I'll call him and tell you," and I said, "no, I'm going to sit here in reception and wait, and when he comes out he can see that I'm waiting personally, because I've been waiting three days and he never calls me". So...then I came back down and he's gone, so no, not that, I want to know what I have to do, I have been locked up here for three, four days, a week, I'm not moving because I don't... I don't know what the rest of the process is, how I'm going to manage, you know? Anyway. Also impatient because you also come with the idea, well, I don't know, he came in, I don't know what to do to work, I want to work, or if I have to study then I'll go and study, but do something, and so all of a sudden three days, four days, a week goes by and you're there waiting to be attended to, you start to be impatient, and especially those of us that perhaps already speak the language, we're not going to receive Spanish classes, so what am I doing locked up here."

"timing for doing the asylum interview (...)it's really long (...)Now, here in [big city in the centre of Spain], maybe the asylum interview is getting faster. But, nevertheless, because I have had to accompany people who have had their interview, and in the end they tell you, when you ask for the appointment, to do it in writing. Like they advised me to at the time. But what happened? I wrote it down, and still I said it and I narrated it. And they transcribed it for me. And now what they do is they write it down. So, you're talking and the policeman or the civil servant simply makes you a... the transcript is one line. And in the end, your interview is half a page, half a piece of paper. I mean, answers like, he was asked how many kids he had. One. He was asked when he arrived. This date. He was asked why. One line of response and they take what the person wrote away from them and staple it here, and that's it. So, like... in the end, what are you doing. In the end, the person doesn't even get a copy of what he wrote. So how does the lawyer then work with that person? If there's nothing in writing, there's no document, no paper, no nothing. (...)It's just that, of course, you're doing it more quickly, but you're doing it, perhaps, poorly. You are attending to a lot more people, but how are you attending to them? That's one thing. In terms of the asylum interview itself. And in terms of requesting the appointment and the interview with the social worker from the CAR, well, it's more or less what I experienced with Accem. You have to get involved, the file tells you the last week of the month. And it's a lie, because in the end you're there at dawn, every day of that last week of the month, every hour, and you never get your file opened. So, there are people who really need the resources, and they are there waiting for the end of the month, and when you come to the end of the month they didn't open it. They opened it the first week of the following month or they opened it the second week of the following month, and you don't get the appointment. So, perhaps, in the end... No, I got the appointment. And when did you get it for?

Tomorrow at 10 in the morning. Damn! The only, the only time I wasn't there and they closed it. And they open it for an hour, one day and so on. And they close it again."

"administrative inefficiency ""Because the civil servants who were there were outsourced. Because they were going to open an application process for new civil servants , for... for them to be new civil servants. That were not rigged. And such, and such, and such... This... but then that meant that everything was delayed because, although they had new recruits, they were inexperienced. And so, they have to be trained so that they can start helping. And then that caused, at least here in [big city in the centre of Spain], which is where I know about, chaos. So many queues, there, at the CIE [Centros de Internamiento de Extranjeros (Administrative Detention Centre)]in Aluche for people to make an appointment. They give appointments for in a year's time, then. In the end, that was resolved in one way or another, but as for the social workers, I think they are still few. They can't keep up. I guess that's why access is so complicated to... to get that interview with the social worker. And I think that's something that, like I say, is due to lack of awareness. Because there really are people who need the resource. There are people like that, like when I arrived, that I had nowhere to sleep and that I didn't have the money to pay for a hotel, we need support. We really need the help."

201910112162 (Gender violence. Hearing impairment.)

Even if she has a brother in Spain asking for asylum, he is in another city: "They placed him in... no, he started his procedure separately from me because of course, he arrived later, it wasn't the same file, and they placed him in 'another city in the south of Spain', I would have preferred them to place him near my town, well, so we could support each other." "It's much easier when it's two people, especially if they're siblings because they can work together, live together, share, everything. (...)but they said when you made the application I was already relocated here. What they told me when they relocated me here is that this was the best place for me because CEPAIM was an organisation that was also involved in... worked in... there were a lot of factors but one of its strong areas was female victims of gender violence, so, well, I agreed because I was going to be protected, somehow. And when my brother's application was initiated, they told me that... well, he, the only way to be for us to regrouped in the same place was if we were... ascendant or descendant, I mean if it was... (...)So... of course, because there's such high demand for places and there are lots of people who are requesting this type of protection, well... at that time there were places, it was for 'another city in the south of Spain' and..."

She had some problems with her first doctor, but the second one helped her a lot: "Yes. I mean, with the first health service doctor when they gave us the red card they didn't like them very much, they didn't like them at all. (...)Yes, in fact they believe they're, I don't know, the treatment's strange, like despots or a bit nasty or... I don't know. It only happened to me with the first GP, and then my... the psychologist here said: 'It's happened to us several times before with her...'(...)'And not just with you, but with others, yes, other people who have a red card...' and prejudice, I'm sure it's prejudice...(...) Because then another doctor confirmed it. And he said: 'Change your GP and choose this one', and they changed it and it's a different one who's great, great... no problems. (...)When I did the hearing thing, the first time I went he asked me but... the ENT specialist, 'Why are you here?' And I said: 'I've come for an assessment, first of all, well, for this, this and this, to be monitored, and I need an assessment', 'What kind of assessment?' and I said: 'Well, such and such association is asking me for...' (...)Exactly, for... in 'central Spanish region', for the... They're asking me for a report... And well, I handed him the piece of paper because it was in a document. And he said: 'Ah, this is to apply...' like this, 'Ah, this is to apply for assistance. No, you've got the wrong place'. Of course, I was like... what assistance? I said. No, no, I think you don't understand, it's not to apply for assistance. But, he says, this and that about social services, I think... I don't remember the name but something to do with social services, when people read social services they automatically assume you're asking for money. (...)And I said: 'No, you misunderstand, I just need a report...' 'Yes, yes, yes, you lot come here to ask for money, but it's not here, go somewhere else'. And that's that, when he said it the third time I said: 'You don't understand, I've come to request a certificate...' 'And who told you to come here?' and I said: 'Well, I'm handing you this document'. (...)I say... Well: 'I come from such and such...' 'But it's not here'. Well, in the end he handed me a piece of paper saying I had been, but he didn't write anything at all. (...)There could have been quite a scene... I mean, I could have reported him for what he said, but I didn't... or record it, you know? I should have recorded it. (...)Exactly, so I said, no, the best thing I can do is shut up, it's better to say nothing because I can get more being submissive than if I get annoyed, but no, no, you have to assert your rights. And...(...) No, but what a difference with the other... with the other ENT specialist who saw me, who's a woman..."

"I did courses but not the training I wanted." "the courses they offered me were courses for things I already knew how to do. I still took part because it was obligatory. Like lots of other friends who already... yes, classes... some do Spanish classes, others do other things" "I put in an application to do a postgraduate course at university and they accepted me here. (...)Of course, when you've studied several things and you come... you're a graduate, you want to keep growing and improve yourself. (...)I said: 'Well, while I'm waiting for my work permit or at the same time but... I'll do it' In fact, you can... you could, you can work... (...)And they accepted me, I was really happy because they accepted me but it wasn't... it wasn't that expensive, if you knew, it wasn't expensive, it was cheap in quotation marks, but because there are other things that they... that they approved, but... training that cost more than a postgraduate degree but because the postgraduate course wasn't in the rules...(...) and they said no. So they ask why other courses and there have been a lot... for example someone did a chef thing, baking, which was really expensive too, training... So yes, but it's because they're trades. Mine's studying... it wasn't... it wasn't teaching me a trade, they explained it like that."

2019041262 (LGTBIQ+. She has recently received threats via the Internet.)

"Because there are people who complain that they get robbed, that people from the apartment fight with each other, for example, there was a transsexual girl who they had placed with a Moroccan family and a Russian. I said to her: 'How are they going to do that to you, Russians and Moroccans, well, they're very homophobic and they will look at you, a transsexual woman who has recently started taking hormones, which are the most complicated days or months for a person who is transitioning, and it's really, really, really complicated. Or people who speak Spanish, and people who speak, I don't know, another language and they don't understand each other, or they fight with each other and so on, cultural issues are really complicated. How are you going to put a person who doesn't eat pork, Moroccans don't eat pork, and you're bringing your meat, your food? Then they look at you and they tell you no and they fight with each other. Or also when they don't clean. Very complicated."

Referring to people that think about getting out of the asylum procedure "Nothing, nothing, and it's like many people who have done it, they have tried to find out about asylum, they come and say: 'No, it's better if I stay here illegally, I prefer to arrange it on a Wednesday, work and that no one is bothering me. I hide from the authorities but I'm not going to experience all these ups and downs that everyone is experiencing'." She thinks that people think that "Because of the failures, for the very fact that they're going to feel bad afterwards, they're going to say, 'Oh, we're refugees.' The name refugee itself sounds horrible." It stigmatises "A lot, a lot, a lot. Because the person says: 'Oh, refugees are only people who are in Africa who are dying of hunger, or people who are in the Syrian war'. Nothing else. But they don't know that asylum exists because of many more things. (...)Yes. And the people who look at you badly, like that friend had who didn't want to do it, and he went and said ok, so if I take it I'm going to seek asylum, but only with the card for the card you have, because you can only ask for the card but not the financial aid, and afterwards he said: 'No, that's loads of time to arrange an appointment, I have to get this and that appointment, and then I have to go to another appointment and this appointment and that appointment'. And talking about appointments, when I went to [neighbourhood of big city in the centre of Spain], a police officer asked me for all the information so that he could write it down and summarise it. And that man was also a person who..."

Referring to her interview process "I was there and I had been here a month or two, I had everything, all the shocking things, and I told him my entire story and he told me: 'No, I don't care about that, no, I don't care about that either. No, you have to tell me specific things. And has it affected you, and how they have affected you and this and that. Tell me things more directly, and more specifically'. And I said to him: 'I don't know how to tell you more specifically'. (...)I don't know what he wanted, that they hit her, and this and that. And I spent an hour telling him my story for him to write two or three things. (...)And the worst was the moment that, and a person, a police officer who shouts at you and treats you badly while you're trying to tell him... And cry and everything. 'No, that doesn't interest me, and this and that'. And it's like, I left there traumatised and afterwards I told my social worker that I didn't want to go back, I didn't want to go back to [neighbourhood of big city in the centre of Spain], if I had to return to [neighbourhood of big city in the centre of Spain], and what were the next steps for asylum, because I was also overwhelmed and I wanted to stop it, I wanted to stop it. And she told me no, that it was the last time I would be there, and that afterwards everything would be through another lawyer."

"The NGO makes you do courses. (...)Their own courses, which are a bit silly, they make you do a housing course to find out how much you need to pay for gas and electricity. They're courses but you have to do them no matter what. (...)Yes,

in CEAR. There's a course called something about work, how to do a CV. I mean I'm a professional, I have an idea of how to do a CV but I can't get recognition for the course because I have to be there and it's a week and I have to sign every day of that week. (...)Yes. There are very strange things and they're mandatory and you have to go no matter what. And if you don't go, well, you have, like in your experience they put that you don't want to participate in training courses and... (...) Yes. So it was like you have to do it to enter there you have to go there, you have to be there everytime everytime they call you. And if you have a commitment or something, you cancel it, you don't have a life, you have to go to the NGO. And that's something that I think is terrible, because coming here to ask how..." "And also another thing was that they mixed us with people who didn't speak Spanish. So the course lasted an hour, we did it in three hours, which was really tiring. We had a course on how to stay in an apartment, which I found interesting, and topic of electricity and water and whatnot. And there were about 20 of us and there were about 10 translators for each person and it was... well, you lose time talking to everyone when you can complete something or do a schedule and explain very quickly. The thing is it's really bad, I found it very badly organised. And in the end the translators didn't even understand. Uff, I had to be the community for the one who spoke Russian, I had to explain to her as much as I could, and she understood me more than the translator."

She had a negative experience trying to be accepted in a university, they told her that she had to do an exam "With regards to the exam, what comes up on the exam, that the refugee office had asked me about the project that I was doing, on this and that, and said: 'and what's a refugee? What's that?' They asked me for the card, and what's this? I don't have a clue about anything, and then they called someone 'they said this person is a refugee and she wants to study here and I don't know anything' and I felt really bad because... (...)They don't have a clue. (...)And it was like, the office is big, it's big and there were more people there. (...)It was very high up. (...)Yes, and the woman shouted 'yes, but this girl is a refugee and this and that' and the people were looking, oh, no, how awful. Afterwards I didn't like that and I went again to talk to her and I told her..." "

When she appeared in the media, they did not respect anonymity "When I participated I was shown with my name. (...)With my name, I'm X, I'm an asylum seeker, I'm from this country, that place. But I've never been on national television but on the TV channels in those towns (...)Yes, but anyway, as my face was shown and everything, and I was with the supervisor of the Red Cross, well I said: 'OK, opened up publicly here'. (...)Maybe I would have preferred it because I still kept my distance because several things are still difficult for me, because the next time I can say: 'Look, well I don't want to do that, because afterwards everyone will know that I'm a refugee and they're going to treat me worse'. (...)And it's like... OK well, then I said 'I'm already opened up', if I'm going to continue with this then I'm going to do it well, I want to learn more about activism, I want to gain more knowledge not talk about nothing and I want to do things well because I also want to help people who, I have so many friends who have very intense stories but they don't want to open up. So if my voice help them, then it's good."

"The NGO makes you do courses... Their own courses, which are a bit silly, they make you do a housing course to find out how much you need to pay for gas and electricity. They're courses but you have to do them no matter what. (...) There's a course called something about work, how to do a CV. I mean I'm a professional, I have an idea of how to do a CV but I can't get recognition for the course because I have to be there and it's a week and I have to sign every day of that week. (...) There are very strange things and they're mandatory and you have to go no matter what. And if you don't go, well, you have, like in your experience they put that you don't want to participate in training courses and... So it was like you have to do it to enter there you have to go there, you have to be there everytime everytime they call you. And if you have a commitment or something, you cancel it, you don't have a life, you have to go to the NGO. And that's something that I think is terrible" For example the answer for that would be asking an asylum seeker if he or she knows how to do a CV and if the person demonstrates that she or he knows, do not force the person to do the course. "And also another thing was that they mixed us with people who didn't speak Spanish. So the course lasted an hour, we did it in three hours, which was really tiring. We had a course on how to stay in an apartment, which I found interesting, and topic of electricity and water and whatnot. And there were about 20 of us and there were about 10 translators for each person and it was... well, you lose time talking to everyone when you can complete something or do a schedule and explain very quickly. The thing is it's really bad, I found it very badly organised. And in the end the translators didn't even understand. Uff, I had to be the community for the one who spoke Russian, I had to explain to her as much as I could, and she understood me more than the translator."

enough to say nothing “I said, no, you know I don’t want that. I want to go home and be calm. No, she says, X, no woman should have to go through what you went through. The doctor shouldn’t have said that to you.”

201901030101 (LGTBIQ+)

When he arrived to Spain, he had problems with his social worker. “there were good things, there were bad things, let’s say that the experience with the social worker himself, after he returned in January, a bit slow, a bit unpleasant, I think that I don’t know if it was because he was overwhelmed or I don’t know if it was because there were a lot of people, he works there alone, there’s just one social worker at the CAR, and that makes it so that it takes a while to be seen to or you don’t get seen to. Why am I telling you this? Because... because for instance to go to speak to him the routine was, you go to reception, you request an appointment or you request that they send you to let him know that you want to speak to him, then the CAR receptionist calls him and lets him know, and when he’s going to see you then they send you to call using a microphone or using a... So, you go down because I was supposed to be there, then of course, my first... when... he didn’t know me, because, as I told you, I had already been interviewed by a girl and everything. (...) Even the girl was the one who assigned me the lawyer from the CEAR [Comisión Española de Ayuda al Refugiado (Spanish Commission for Refugees)] because the CAR doesn’t have a lawyer, so they assigned me to my lawyer, who was from the CEAR and well, anyway, terrific. But now that he was here, that, for registering me and doing a ton of other things, I depended on him, and he was super overwhelmed, I think, there was even a time when I was getting impatient and I came down, and then the receptionist was like, “well, I’ll call him and tell you,” and I said, “no, I’m going to sit here in reception and wait, and when he comes out he can see that I’m waiting personally, because I’ve been waiting three days and he never calls me (...) then I came back down and he’s gone, so no, not that, I want to know what I have to do, I have been locked up here for three, four days, a week, I’m not moving because I don’t... (...) I don’t know what the rest of the process is, how I’m going to manage, you know? Anyway. Also impatient because you also come with the idea, well, I don’t know, he came in, I don’t know what to do to work, I want to work, or if I have to study then I’ll go and study, but do something, and so all of a sudden three days, four days, a week goes by and you’re there waiting to be attended to, you start to be impatient, and especially those of us that perhaps already speak the language, we’re not going to receive Spanish classes, so what am I doing locked up here.”

He understands that those problems are because the system and the workers are overwhelmed “but bringing her the proof in person was difficult for the same reason, going to an appointment again, which you’re going to get for the third time, it was like two or three months later, but that’s how it is, because they’re overwhelmed, that’s the reality, because there are many service users, many people” (...) it bothers you when you say, there’s no appointment with the lawyer and they tell you, well, there is an appointment in two months from now, on such a date and at such a time. And then for example, I was on course, “isn’t there one in the afternoon?”. “No, you either go at 10 o’clock in the morning or well, you’re due in two more weeks or next month.” So, you say, no well, that day I won’t go to class because I can’t wait. And if really, if for some reason within two months it slips your mind, then you have to wait another two months, because you missed your appointment and you have to get another one and that’s it.”

201901030302 (Woman head of the family.)

“People don’t understand. Sometimes even when you go to the bank, it’s: ‘what’s this?, This card?’ They don’t know when you show identification: ‘What’s this?’ They don’t know. In the bank I also felt discrimination. At Banco Santander, because I went many times to cash the cheque and they didn’t want to pay me, the cheque they give us at the Red Cross. ‘No, this is not a document, this is not sufficient’. And I said: ‘But how, this from the Red Cross’. ‘No, herewedon’t payout on that’. That’s what they told me. And I said: ‘No, I have to deal with there because this is where they sent me’, and I went to the bank near the Red Cross, because there they change cheques and all that. So the Red Cross, because we complained that there were banks that wouldn’t pay us, they register an account directly, to avoid those problems. (...) But there are banks which will not accept the red card.”

“We were sent to [town in the centre of Spain] and we were there for three months with my children because their father withdrew the help. He didn’t want to carry on and said that he couldn’t cope with it because it was so difficult. Whatever the case, I don’t know if it will be important but many people at that time, because of the pressure and everything, the relationship breaks down. He stayed by himself, I was with my children, he just carried on with the documents and so I said ‘What am I going to do? I can’t leave this support. What am I going to do with my children?’ And when I arrived at

[town in the centre of Spain], well the attention and everything was good but the food was difficult for us. The food was difficult because they gave it to us frozen, we had to heat it up. So, for example for the children it was very difficult, they ate almost nothing, or they drank milk and well when you're an adult you know how it is, but they, during those three months they had a hard time with the food. And the place itself, it was fine, well looked after, the rooms and everything. "

"The Red Cross gives us information. The people who were further on in the process, because when we did a course, during the first few months when we didn't have work permits, but we could study. You get to know more people who are in the process, who are a bit further on, so they also give you information 'go here, go there'. So that's important. But when you arrive, you are blind, you don't know anything, you don't know. There are people and friends or from your own country, or Venezuela, well those who were in the same process who tell us. We do what we can find out, because you don't know. A lot of people don't know how to request an appointment or where they have to go. That's how it is. Because I thought the Red Cross gave us some information but sometimes they didn't know and another thing that was also difficult was the transport. Terrible, where I'm from there is no metro, nothing like that. And getting around I had a hard time."

"So my children never, they have never With the psychologist they have never had it, but they have been able to get used to things, they are happy at school, they have been doing very well, they are fitting in. It's been more difficult for me, I have had a hard time. Sometimes I have said 'I want to go back' and all that. But no, the situation is not, I can't do that to my children."

"But with the girl, yes I felt a little how do you say it, what's the word? Undervalued, because when we went to the school to enroll, they told me: 'No but the thing is she doesn't know any English. The English of Colombia is not the same as here, it's very bad'. I felt like as if I said to her: 'No, but my daughter is a very good student, she has always been.'. 'No, people all come here with the same stories and afterwards they turn out not to be any good'. Those were their words. (...)There are bad students, they make trouble and they don't know any English. There are other schools where you don't have to know English, schools which are not bilingual and I said to her: 'No, I want my daughter to come here, because she doesn't know much, but I have to put her on a course where she will learn English, because she needs it in this country'. So they said to me, ah, they said, the word for what I felt is discriminated. So they said to me: 'No. We will do the exam and if she fails it she stays in the fifth.' And she was already going for the sixth. She will stay in the fifth. And I said: 'No, well if she has to repeat the fifth, well she'll repeat it but she stays here.' And she did exams and my daughter passed them, mathematics, Castilian and all that. It went very well. She started in the sixth and she did well, she hasn't let me down at all. And now she knows English. They put her on a course, she learned what she could in the school. So the first two months she went through a bad time and she'd say: 'Mama, I don't understand anything, the teacher speaks to me in English and I don't understand anything...'. It was (0:31:27.....) to know anything. And the teacher told me: 'It's certain she will fail English', it was what she herself told me. She passed the exams but it was expected from the first grades she was going to fail English. And it wasn't true, she passed with a 6. And she hasn't failed anything. She even received a medal when she left. So yes, she's feeling very secure. My children adapt well to change. My son is also doing well in college, he doesn't fail anything, he's great, he gets good grades."

"But for eating, we had to go to a cafeteria. And the food was in the fridge for days. On Monday we ate something and then on Tuesday we all had to eat what there had been from the Monday, we couldn't have something fresh on Tuesdays. (...)Yes we heated it up in the microwave but there was also a lack of control there because there were people who didn't respect the fact that people needed to eat the following day. There were no people to organise and check all that. Like at Welcome where they checked when you would have breakfast, lunch etc. The food arrangements were more controlled, but in the hostel at [town in the centre of Spain] all that was really difficult. (...)there was no control when it came to mealtimes, everybody just ate when they wanted to so it was disorganised. And there were spillages etc. So on that side it was, if you understand me, there was no order."

She says that it would be good to change the food system "By having more staff to help, because there's a lack of staff, at the Red Cross there's only one person and they had to do everything. The food and ... And they were there until 12.00 and another person came at 5.00, so during that lapse of time there was no control with regard to the food. There should be someone there, I think 24 hours a day. Somebody got ill and there was nobody there. The concierge and we had to do something because there was nobody. So that's another thing. Someone is needed for health issues as well. You don't know how people will react in this situation." There was a young man that tried to commit suicide, she says that it was

especially difficult for the children that lived there “Yes he tried it. There are still kids there. They were all frightened, the children, when they saw things like that. Yes, so where there are children, it’s very delicate. (...)Yes, with children. And at Welcome also. Yes, we were scared, you know. What we were saying just now about the stereotypes and all that, we were with people from Syria, dealing with that fear. Like they say about us, we were also frightened. And for example I wouldn’t let my children out of my sight outside, if they were on the patio or something, I was there with them.”

“There’s a lack of support when it comes to looking for somewhere to live. (...) They put pressure on but they don’t help. The thing is, they see that the three months are going to expire and they are like, OK you can go, go ahead and make arrangements for the children’s schooling. If not, if you don’t go, you have to keep them here, so that was what I was dealing with. I had to enrol them and we no longer had to be in [town in the centre of Spain] and we wanted to leave here. My children wanted to go, my son was saying: ‘No mama, let’s change’. They wanted to go to another place. It was a long distance from the church etc. So from that side I felt pressured. I said: ‘I can’t leave with three months because when you arrive, or when other people who arrived at six months, if you don’t ...’ so let more time lapse, so don’t go somewhere else. So you can’t be more than six months in the place. They would take you to a hostel, going with the luggage, that’s horrible, there’s no stability. I don’t want to move where I’ll be far away from Renfe. I want to stay because” “Because all this changing is exhausting. This searching, you don’t have any money because it’s very expensive. So the support of the Red Cross or the European Union, has been very important because to pay the estate agent’s deposit, as 2,000 Euros is a lot of money for somebody to pay.”

201991112113 (LGTBIQ+. Woman who was assigned male at birth.)

Regarding to problems of acceptance of the red card: “some police officers don’t know, I have friends that have told me (...) sometimes, when the police stop them and take out their red card they just stare like, what is that? And until they ask and that...”

Regarding to mass media: “sometimes they go too far...They go too far and don’t... Sometimes, somebody, even though they go voluntarily to talk or tell their story, but they take advantage of what we tell them, abuse, because they’re trying to get as much out of it as possible and sometimes, they add things that...(...) and they don’t see it from the person’s side, that they’re going to put them in danger, that..., I don’t know... (...) Yes, what they’re interested in is getting information.” “But you have to make the distinction, there are things that can be said so that people understand and so that there’s help and all that, there are other things that can’t. I don’t know how to explain it to you but...” for example, to not identify the person, to protect them “Because I’ve had a lot of things like that happen, reporters came and I said: No, don’t show my face, then... And it wasn’t done. (...) and more so because I’m from Morocco and I’m closer, and don’t. I don’t want them to show my face, and so they looked at you like... (...) They want to film your face, put your full name and address and everything. But I, no, if you want me to do the interview, well with my back turned then, or film my hands or whatever, but I... (...) And also my name, I always give another name, it’s not my real one. (...) **There has to be a law that prohibits that**, because otherwise...”

201901030401 (Illiterate people.)

He received the information of the possibility of asking for asylum from some friends and acquaintances. “Yes, I asked for it, because the first time when I asked for it, they told me to wait or that I don’t ask for international protection, but I continued to insist, in the end the girl got it for me.” The people from ACCEM “didn’t tell me anything, they just told me no. Yes, only the girl told me that I didn’t have time, that I should wait, that she was busy.”

For him, it seems that a lot of information is lacking “No information, they’re not, they’re not giving me a lot of information.” “Honestly we’re very well with them, we eat well, we sleep, but the problem is that they don’t give you any information at all, saying when this ends what’s going to happen, from here we’re going to take you here, but no, but everything else is fine, we just don’t know anything that’s going to happen.”

The interviewee makes a report after the interview “He has a very high level of misinformation regarding his situation, a very significant lack of knowledge regarding the process.” “informative materials are very scarce and the information processes are completely lost, and also this African culture in which luck is slightly part of destiny which is decided by God, and that things are in God’s and destiny’s hands and that your strength is in how you adapt to things but not by having proactive attitudes, and that makes it difficult for them to be able to access information.”

20199111292 (Woman head of the family. Violence of gangs.)

"when they sent us to the flat where we were, the only thing was that the food they sometimes gave us to keep us in the month was not something that could..." "Yes, they were not completely covered because they were (...) like frijoles, rice, or beans, as frijoles are called here... So, rice, spaghetti... (...) They just gave us the food, so it was sometimes that one couldn't make anything because there wasn't ... anything to complement the food or so. (...) fruit yes, but it wasn't, sometimes they gave only oranges, sometimes they gave a few bananas, but few, and they gave it to us for the month, and it wasn't enough for the month. (...) they gave us all the food for a month. (...) We had the kitchen, but no ... the food they gave us was not enough to be able to cook well sustaining meals. (...) But as we all went to the same centre, to the same foundation, to be given food, because they gave us all the same." She did not know anybody that had intolerance to any food, or any dietary needs, but she remembers that they were all given the same food.

20198301251 (LGTBIQ+. His father is an elderly person in Spain with chronic disease and is asking for residence permit based on humanitarian grounds.)

He talks about a private centre, Dianova, that was closed down because its bad practices: "We were asylum seekers. Then I was... we were... I was there, I was the only Spanish speaker, they did tell me, when I arrived they told me, 'interviewee name', we only have Spanish courses here. So, that's that, you have to go to 'big Spanish city' and find a way to make a living." "When they described it to me, the social worker at the OTS office, the Social Work Care Office, an asylum worker, showed me the photo and said, outstanding, the facilities are... they're really very nice, you're in the countryside, it's really close, really... In reality it was a different story, I mean, I really had to fight a lot. For me, I mean, because there were... I mean, the facilities were nice but the conditions were very...(...) The facilities. (...) Outside it looked like, how can I describe it, I don't know, a five star hotel in the country, because there was countryside, there was a stream, it was very nice, very quiet, but at least where we were, in the asylum part, they were... it was a bit more acceptable, but over where the humanitarian aid people were, well, the roof was falling in, they gave them different food, they gave them absolutely terrible food, I mean, bah, at least I... at least... (...) Yes, it was worse, so, I mean, it was inhuman. We were told we couldn't socialise with any of them, the drug dependence people or the humanitarian aid lot, even though we were all together during the day... (...) Not in the dining hall, because it was divided up into different time slots, but in the common areas, in the open spaces and all that, they were there so we ran into them, well, they said they were treated quite differently. (...) It was impossible, like you're here and they tell you, no, you can't talk to this person here. (...) So, they often used to seek me out because of my Spanish. (...) To help them with their Spanish, because they were doing courses, they would come up to me, when they gave them exercises to do or whatever, I helped them out, I said to them, well, I'll help you out with Spanish and you help me out with Arabic or French. So we got... I made good friends there, I don't know what else. There was a greenhouse that was abandoned, so I asked if... because there was absolutely nothing to do," He was not offered anything to do: "I mean, nothing, nothing, I mean, there came a time when I was very depressed because I was like... well, what do I do? I don't know anyone in 'big Spanish city', I mean, what do I do? And so it was 'interviewee name', find a way to make a living in 'big Spanish city', because there really is nothing to do here." "We were near 'name of small town in the centre of Spain', which was the nearest town, we walked, we walked through the countryside, walked for about 10 minutes, in the countryside, because it was countryside, open countryside. (...) They gave me 10 euros, 10 euros a month for financial support, and they didn't give them anything, then sometimes when one of them needed to come here, well, you lent them your transport pass, that was the only way they could do it. (...) Because they said they had to call their family or all of a sudden they were going to send them some money, so that was what you did, you lent them your transport pass. (...) Then of course, there came a time when I was like, well, I have nothing to do, I have nothing to do, because it was... it was winter, the water was cold, in my case at least I wasn't used to open showers, but that was what I had to do. So that was very difficult for me, so, well, but I had to do it and I had to do it and the water was freezing. I told them and we complained that the water was cold and we can... I mean, because just imagine, it's a town where, well, you went outside in winter and there was ice everywhere, all that... well, it was impossible. One time a guy and I were going, we went with the family for walnuts, pears or apples, he fell, he cut himself from here to here and there was no medical care, I mean, they didn't call an ambulance because it was the weekend. The health care was just for the drug dependence people, we didn't get health care. (...) Just you either went into town on weekdays, when the doctor was there, or well we... So..."

"at that point my partner arrived, I'd talked to the director of the centre to see if they could put us together. They'd given him a place... (...) So there was a place but first there was, then there wasn't. When we were at the OTS, he had an

interview with the social worker and I went in with him, the social worker called him and said: 'Yes, I see that there's a place for "interviewee name"'s partner', but he says no, it's... But that's the system, the place has to go through the system, but they said you've got it, then they told him on the phone that he didn't, he didn't. (...) Because in the room where I was, which I shared with four others, it was for six people, there were two places...available. So, well, no you can't, no you can't, so, in the end he was sent to the CAR [Refugee Reception Centre] in 'area of big Spanish city'. Although he wasn't here, well, I, well, maybe, he came here for the whole day, we spent the whole day here, he kept me company, he saved me the bus fare and he was, then the ministry stepped in and inspected the centre and the Red Cross arrived, everybody arrived, and they closed it down, so they relocated us." "I had a horrible time there, one had got ill with hepatitis, another one I don't know what, one had got hypothermia, I mean, 10,000 things." Because of the bad conditions they were in "they closed it down, then we were relocated".

He had serious problems with his first lawyer: "I'd talked to the lawyer there, about my case, but he doesn't know how to run sexual orientation cases, so he... I mean, he took me on... you know, since you come from Venezuela we're going to run it as more of a political case. And I said, but my case isn't political, you know. (...) in the end I found out that he didn't know how to... because the lawyer was an Arab. (...) And so... well, at that point, when... at that point I entered, I think it was like a week or two weeks before the interview, I mean, you entered before you did..."

After the bad experience in Dianova: "Sharing the flat. Well, the Venezuelan guy was really nice but the Ukrainian guy was homophobic. When we were assigned a social worker, the one for the flat, he said to me, try to live your sexuality outside the flat. (...) Yes, because the Red Cross had assigned him to us and since we all came from Dianova, well, they assigned us... so, it wasn't a social worker, it was... what's it called? Like the assistance officer, so... he was also of Arab origin. Then I said... he says, 'your partner can't come here', I said well, yes, a flat... (...) So... he tells me, 'try to live your sexuality outside the flat'. And I said, well, sir, no problem. Then of course, that made me feel very... I mean, really awful, to the extent that like... I mean, how I was going to tell 'partner's name', that he couldn't visit me, that... I mean, then I felt really awful to the extent that I was... I wanted... I was about to give up...to give up on applying for asylum. (...) Yes, I mean, I was... of course, it was the combination of everything that was happening, so, now I come here, although they wouldn't let us be together, but then now he comes and tells me keep your sexuality outside, your partner can't come, it's... I mean, to an extent, to an extent there are things that were like that... I mean, it was... so I went... well, I was already going to La Merced and so on... we formed a group with applicants from the community, I spoke to the lawyer, in the end I decided not to do anything through the Red Cross, (...) because my lawyer was already going through La Merced and had changed to La Merced, and my psychologist also went through La Merced and I preferred to stick with him. When I... I mean, I told them this, one time my lawyer contacted the Red Cross, because **they were revictimising me**" "So they... I mean, I felt really awful and I don't know what else, more than anything it was because of 'partner's name'. So I said, like, well, I'm getting out. I was coping with it inside, well, they talked to him, the fact that I had said that, well, I wanted them to put me in another flat, because the Ukrainian guy was homophobic. And well, that wasn't possible, it can't be done, I had to wait there or I had to leave or give up on the reception programme. The (0:30:00...) told me to hold on for three months, to complete my six months there and that's that. And, well, the three months went by... (...) I held on, because, well, where are you going to stay? He was at the centre, where are you going to stay? So, well, I held on there, yes, as soon as, when I was due to leave, they started pressuring me... It was like: You have to leave, you have to leave, because I was running out of time and I was looking for a room, so I'm looking for a room, but it has to be a room that's, a gay-friendly person at least, where my partner can visit." "No, but then you see, when the two of you can live alone, but right now you can't..., you have to find a room, but you have to leave now. I said: Yes, I'm looking for a room, I sat with them, at the computer in the office, and started looking for a room. So, by the way, all the rooms had to be a maximum of 350, they asked you for guarantees and they just gave you a letter that was financial assistance for six months. So that was difficult too. They asked you for endless papers and the same person said... I mean, they even asked for the tax payment papers and I don't know what else, and people said: I'm not giving you that. (...) Until the final day arrived, they came to get me out of the flat, they came to get me out of the flat and say: We'll take you to a shelter. And I said: But why are you taking me to a shelter? I mean, because I could have even asked for an extension, because my six months were up, but I could have asked for an extension for three more months. (...) So, I contact (..) the lawyer, and she tells me they can't take me to a shelter. And I, when they came to get me, I mean, they came to get me with the police..." "Yes, because I had to leave on some specific day, so my social worker knew that I didn't have... the thing is that when you're in stage one, when

you're going to move to stage two, they transfer you to another social worker. My Red Cross social worker, from stage one, knew that I hadn't found a flat. And that it was hard. But then, when they transferred me to my stage-two social worker, I mean, you're leaving today because you're leaving. And I said: But I can ask for... And I didn't spend... I practically didn't spend time at the flat, because I spent my time with 'partner's name', I used to leave the flat early. Because he couldn't go, well... and seeing as they had a key and didn't know... I wasn't going to sneak him in, because they could come in at any time and if they saw him, they'd throw you out of... they could throw you out. So..." In the case he takes his partner to the flat "they can remove you from the system because you're breaking one of the rule (...) with my stable partner, I wasn't allowed either... I mean, I wasn't allowed either, even though they knew he was my partner. But then the opposite, the other way round, I could go to the CAR."

"in fact, that was my whole stage one, it was pretty hard, the truth is, it was very, very hard,"

"in stage two it'll be a little more... I carried on with everything, I kept going through La Merced, the only thing was the social worker too, I had a lot of problems with the worker too because when it came to the bill, whatever... (...) I used women's razors, because the men's ones irritated my skin, and... female deodorant, because it made me itch, so I remember at one office: No, you can't include women's things, so on and so forth, you're a man... I explained that I used the razor because it didn't irritate my skin and the women's deodorant was because it didn't make me itch so much, (...) I couldn't have anything on my bill that said woman. So I explained, they said no, I couldn't... So, OK, I talk to La Merced, I say: Look, they're saying this, this and this. They wouldn't accept the bills and so they weren't going to give me the assistance the following month. 'X' and the social worker from there call them back... they talk to her and tell her it's not right. What's going on? Of course, because La Merced has shelters, it has the same process, so she knew... So she talks to her and they tell them that's not right, whatever, nobody does that, according to their guidelines, she said it, the ministry guidelines... Besides, anyway, she, I remember 'X' said: What if 'interviewee's name' were a trans person? What would you do? (...) You can't spend money on a haircut. (...) but I said: But if I have a job interview, I'm supposed to get my hair cut. They don't cover haircuts. (...) : Just like phone top-ups. Just like phone top-ups, they don't cover them either, so you have to find some other way to justify that. "

"I had seven red cards, I mean, renewing, renewing, renewing for three years and you say, well... And now, at the moment, I'm an irregular migrant, because they took my papers, they gave me my passport back, which expired two years ago, and until I get my ID card, which takes a month from when you do the fingerprints, I don't have a work permit or any documents, just my passport. So, this limbo..., for me because, of course, at my work they know about it and they're not going... (...) But they say to anyone: You can't keep working because you don't have a work permit. So this limbo... what can you do in this limbo?"

"settled status is after three years, but with humanitarian reasons they don't let you apply for settled status, because you can't apply through two residency procedures at the same time." When they change from asylum to humanitarian reasons " the problem is that meanwhile you're... The problem is all the processes in between. (...) You're in a kind of limbo and then, of course... (...) It blocks you... At least it blocks you at the bank, because your documentation expired, you don't have it any more. The health system too, because you don't have the red card, you don't have the card, and they also block you. Because now, with the red card I had my NIE [Foreign Resident Identification Number], which is what I use for identification, for the health service and all that. Now I have a passport, which isn't registered... (...) anywhere. So of course, you end up in this limbo so... and now what do I do? I mean, after all this time, three years, all this time that I've already been working and whatever, and all that, you end up like... now what do I do. Then something like that, as you say... well. It's something that you have to... (...) I had to wait until October until my red card expired, ask for an appointment... If they're giving them for March right now, just imagine in October... It wasn't going to be a month, it would be 5 or 6 months without work and without a permit, so they can grab me at any moment and send me to a CIE [detention centre], because I'm an irregular migrant."

In the CIE "they didn't get medical care because the wound was open and it was, if he didn't get it treated, a bad prog... the diagnosis that we got from a doctor we took there ourselves was that if it wasn't treated they were going to... they'd have to amputate his arm, and so... and his leg had already been amputated."

The interpreters of The Red Cross are volunteers, that can be a problem, for example in the case of homophobia "Of course, there are lots who can't say... that happens to Africans a lot"

“in Dianova I experienced it, because buses arrived there with people from Africa and the next day you saw them, they gave them the kit, I don't know what else and all that and the next day you saw them outside, on the bus, and they were leaving. (...) for the association the same process, they... after they received them, I don't know, they received them, like they gave them their ticket so they could leave, but maybe they'd already been assigned to...Another centre. They'd already assigned the money to receive them, but when they leave of their own will... (...) the next day you saw them all, of course, you saw them all on the motorway, on the road, taking the bus to leave. But if they're arriving, how...? Sure, they gave them the ticket and they left, and they left.”

As a social worker, he explains the practices that should be avoided: “try to avoid revictimisation 100%, because sometimes just by the way you treat a person, you're revictimising them. Not only from the community, but also people who were victims of trafficking, prostitution, single mothers. It stems from the gender problem...”

201992412131 (Family with 4 children. Transit of 7 years (Lebanon). Her wife was pregnant during the transit. One of the children suffers from a severe Post-Traumatic Stress Disorder.)

“Yes, yes, we've been to the health centre here. The problem is that we have a problem here, the only thing is that they haven't given us a health card, because we have papers but they haven't given us a health card like other families. (...)I can't get medicine because I don't have a health card. I can't get a health card and I have to go and maybe get some pills, maybe I have to pay six euros at the pharmacy and we don't have access. If I had the card, it would be easier because I have to go to the doctor for a prescription and get them to give me a paper prescription and go to the pharmacy to get it down to €1.50 or whatever. (...)I don't know, I don't know, because there are other families who did get the cards, but we don't know if it's because of the official, maybe the one who dealt with us at the time was racist. I don't understand. (...)I complained to the Red Cross and even so they told me you have to complain at the health centre and then at the health centre it all gets complicated. And at the health centre they said you have to organise some papers and you have to come in a month's time, so we went a month later and they told us to wait another month. And then they gave us the answer that we can't give you a health card because you're not working. But what I don't understand is that there are Syrian families who did get the cards. (...)And what's more at the Red Cross they said you have a right to have those cards.”

“The school services are very good, the only thing is that there is something that maybe(...)even if you get assistance sometimes, for instance, the thing that happened to us is that at the beginning of the school year, books, I don't know, school supplies, all that, I asked for help from the Red Cross, it took them about two weeks to give it to me, so for those two weeks, until I could provide for my son's needs, well, the truth is that he felt inferior to his classmates... (...)Of course, and then that feeling of inferiority, well there's always some degree of sensitivity in that regard.”

20199101272 (Victim of female circumcision. Long transit. Sexual violence during the transit.)

“my general practitioner. (...)I think that I change it, that I change. When I arrive, I have changed because ...(...) When I arrive they ask me something, they say to me what happens to me. They say to me only, sit there, there so I see you. They don't explain anything to me, it's like they are already annoyed every time when I arrive there they are always annoyed”. She changed her doctor because she didn't like the treatment “Yes, I had said that I don't like it, because if I have something I want them to explain to me what is happening.”

20199101282 (Woman head of the family. Pregnant during the transit.)

“I'd reached eight and a half months and I was still at the hostel. One day I had to go to the Red Cross and my social worker looks at me, with my belly and says, X, I thought we'd already moved you out of the hostel. You can't still be here. And I said, 'If you don't know how would I?' (...)So she realised she hadn't sent my file.... And that's why I was still in the hostel.” That is something that the social worker should have done “Of course, and from that point on, my baby wasn't reaching the right weight because I didn't eat at the hostel because the food really, ugh, wasn't good at all. (...)girl was underweight, I was crying constantly, the boy came for me...(...) We complained about the food too, but no... they did absolutely nothing, you know?”

“With the first doctor when I found out I had placenta praevia, really good. When I was giving birth several people looked after me, one of them said, there was a moment I didn't like, she said, I'm going to give you this rayon or ball so you can sit and grip it whenever you feel pain. I said: perfect. My pains were so awful. I stopped and threw the ball away. I said: I

don't want that, I'm dying. (...)And she said: You know what? If you keep crying, I'm not going to give you the epidural. If you keep screaming, I won't give you the epidural, because I am busy in another room, I'm dealing with a birth and I can't take care of you, because it's not your time yet. So, please, grab the ball and sit down. I'm not going to tell myself, I'm dying. You aren't going to die. You're going to be fine, but I can't take care of you now. So there was a nurse who heard and said: Doctor, can you let her friend in? Yes, let her friend in. My friend came in and the pains were getting stronger. She said, you know what, push and she'll come out. So I practically gave birth with my friend. (...) In the end the other one came in, no, she's in labour. And I saw that lots and lots of doctors came in or I don't know if they were... I don't know, junior doctors or whatever, they tried to lift my legs and I couldn't do it because of the pain and on the second push she came out, but the truth is... (...)Without epidural. (...)My pregnancy was monitored at [hospital] by a midwife who's lovely and I said: You know what? I have to change to [hospital] and she says, and she's a friend, if you're at [hospital], it's best to be treated at the university hospital, so try not to take this test with you, because if you take this test they might not let you, they might not admit you. (...)Exactly, because it's not where you're supposed to give birth, so it's better not to take this test with you. If they ask you for the test, you haven't got it. Then, of course, when the doctor asked me about the test, I said: No, I don't have that test. And she said: Well, all the less reason to give you the epidural. We're going to take some blood to do the test and I said: they did the test by palpation and I was already at 7 or 8, and I, but I'm almost giving birth, how are you going to take a blood sample and wait for a test. I'm not going to give you the epidural without that test. (...)So, I gave birth without epidural, with nothing, with very strong pains. God, I was so traumatised. (...)And when X, my social worker at that time, came to see me, I said: X, I need a psychologist, because the truth is this has really traumatised me. (...)and she said: How are you preparing? I said, you know there's a doctor who told me this, this and this. And she said, but how could they tell you that, X. It is an abuse. You should sue. I said, no, don't worry, it's OK. (...)Exactly. I said, no, you know I don't want that. I want to go home and be calm. No, she says, X, no woman should have to go through what you went through. The doctor shouldn't have said that to you."

"But what perhaps I feel from my point of view is that the doctor... doctors in small towns are kind of more pleasant. I think they are more responsive to patients. (...)Yes, I felt I was looked after better with the doctor in the town where I'm living than here in the city."

She explains the situation of another woman who had gynaecological problems: "The doctor said, you know what? No, I can't treat you and you shouldn't make so many demands because you people with red cards should thank the government for giving you health care and they didn't treat her. And I said that can't be possible. And the girl was there, the receptionist at CEAR (...)said: I can't believe they told you that, they hadn't treated her. I have other flatmates with the same thing. I had two flatmates, they went to a bank where we get the money from CEAR. The boy at the bank says: ah, you're the refugees. Ah, they pay you very well. The government spends all the money on you, they give us nothing."

20198211212 (Woman head of the family (1 daughter). When she was a child, she was internally displaced because of war. Nowadays, she fears for having problems with her ex-husband.)

"I went to [big eastern city in Spain] but they tell me there are no places. I had some money, I thought what to do next or went to look on Google and I saw that there are in Seville, it's very far away. And we went Seville. And I didn't know what to do. Now I do. I know, but I didn't know that I needed to make an appointment at the police for the first interview and that. I didn't know anything. I only arrived in Seville and we went to... but they understand that I don't know. I really didn't have anyone there. I didn't know anybody." So in [big eastern city in Spain] they didn't inform her about how to apply for asylum. (...)We don't understand because I say that I'm at the hotel and that's why. I think that's why, I had... (...) it's very important that I was not speaking in Spanish or Catalan. That's why in English like I could, I don't know... I don't know how not inform me. I don't understand, but it was like that. (...)I went to the Red Cross. (...)but when you don't know anything how to do... For example, I went here, hello, can I apply for asylum or not, we don't have that here, OK, bye, because I don't know what to say, how..."

20198261232 (Woman head of the family (3 children). Sexual violence in country of origin. Pregnant during the transit.)

"Well, the care, perfect, that is, the pregnancy was completely normal, a little when you change the organisation, you move from one place to another, you change the centre, the process is extended, for example, the ultrasound they did when I was 20 weeks pregnant and then they did it at 36, and that wasn't possible because I needed a health card in a centre, then make an appointment. That was a little ..."

201991112102 (Family with 3 children (the daughter was raped in country of origin). Violence in country of origin. They almost suffered an eviction in destination country.)

“appointment and that same day they interviewed me. The next day they sent me to the Red Cross and we entered into the... (...) Then we entered into the refugee program and... that's when my aunt came back from Colombia, kicked us out, literally kicked us out. That's when we went to A village in Eastern Spain. We went to A village in Eastern Spain to live as squatters and all that. And then we lived there for about a month and a half or so, and the police were... (...) they didn't evict us, not us. But they told me, “If we come back and you're still here with your children, I'll take away the children, because these aren't any conditions for children to live in.” This happened when they were already in the asylum program. However, in the organisation, they didn't asked them where did they live, in the Red Cross did not ask them what did they need. They did you tell the police that they were asylum seekers: “No, at the time I said “No, the day after tomorrow we're leaving again for An Eastern city of Spain.(...) When I saw that the police had arrived, I... Ugh! What a feeling.(...) I said at the time, “They're going to take the kids (...)They told me, “No, calm down. I'm not going to take them and...”, because they had gone with some social service workers. (...)And my brother was still squatting. Since he left, he's been here for a year and he's still living there as a squatter.”. And I grabbed them, all three of them, I grabbed them. And I said, “You won't take them away from me here”.

“With children, she would have accept this kind of help:” Sure, I would have said so, “I have nowhere to live.” Obviously”.

“Social Services helped us with the first month of rent. And Caritas also helped me with a first month's rent. But we lived in a small room with a single bed, the five of us, in a not-so-good neighbourhood in an Eastern city of Spain. Then... To my husband, more than anything... He told me, “Love, I'm going to the Red Cross and I'm going to talk to my social worker. I'm going to tell him what conditions we're living in.” And me, “Love, go see what they tell you, see if they'll give us a choice or something.” Sure, and my husband went and such, and the social worker told us, “All I can do for you is send you to a hostel.” Of course, my husband (...). And after two or three days they sent us to a hostel in an Eastern city of Spain.”

During 15 days, they had to share their room with another person, another Colombian woman. The interviewer asks if nobody asked them if they did not mind to share their flat with another compatriot given the concerns that they had for their safety in Colombia, but they did not care “No, I mean if it was suddenly a bunch of men that they'd put in there with us, yes. (...)Yes, because gangs are more like all men. Otherwise, I don't know what would have happened. I think we would've left. I don't know. But a girl... No.” She does not think that this is taken into account “We were told that the person was coming... that we had to share the room. (...)there were six beds in the room. There are five of us, so there was a bed left over.” But they did not have any problems with this woman.

Whit the Red Cross, they were not offered any training course at the beginning “No, because I wasn't informed about any of that.” However, they want “to study and to work”.

In an Eastern city of Spain and the Red Cross “We did know there was a psychologist, but our social worker never told us...(...) “Do you want an appointment with the psychologist or...?” No.(...) No. She never told us... (...)Neither with lawyers or anything...” This is something that should be improved according to the interviewee: “Sure, and to inform everyone of everything: there's a psychologist, I can ask for an appointment and a lawyer or this, that...”This is also because they were only one month there with the Red Cross.

“like renting flats is something I want to be different here. Many real estate companies and private individuals don't rent to immigrants.(...) And that's very hard. And what's more, I have three children and they're very small...(...) It's going to be very difficult for me to find a flat. First of all because a lot of people don't accept through CEAR. And secondly because immigrants and ... or by... because I have children who are very small who destroy the walls, that... That's really like... like that...(...) I worry and it makes me really... really angry because it shouldn't be this way (...)It shouldn't be. Just as Spaniards have the right to rent their flats, we too should...”

She talks about the situation of other Venezuelan family with a child with special needs. The organisation did not take it into account when they were sent to a village in Eastern Spain without any specialised centre: “Of course. The special

school is in an Eastern city of Spain. But traveling to An Eastern city of Spain every day, taking her to school..." also because "the lady is already very old (...)It's hard to go all the way to an Eastern city of Spain. To come back. To go back to an Eastern city of Spain and come back..." This girl is not in school "Some special school. But, as far as I know, there's no school here in A village in Eastern Spain. That's why she didn't put her in school. (...)The girl is 14 years old.(...) the girls went to school in Venezuela. They were in school...(...) They studied at their special school in Venezuela, but then they came and here the girl was..." So , it is almost worse here than there, for the girl at least.

2019100812141 (Former Unaccompanied Foreign Minor. He dismissed asking for asylum because he did not want to be forcibly separated from his family. He is waiting to have his permit of stay due to ties to the community.)

In a town in Southern Spain he was not offered any activity: "only eating and existing."

"in the centre of A town in Southern Spain, they sent me there, the police and I didn't like the centre of A town in Southern Spain, because there is very bad food, very bad people, there they treat you bad, they don't give you respect or anything, and ..." reefing to "the authorities". "I want to study, I want to work, I want to do courses and all that and so I only eat and sleep, so ..."

"Here what is difficult is the papers, they do not give you papers. They only give them to minors, for adults they don't give them until you complete three years here. (...)No, Ibefore I was a minor, I was educated as a minor but when you are an adultbefore, when I was a minor I had no papers or anything, you know? (...)They just gave me the NIF. (...)They have given me it so I can manage things. And later I got the adult passport. (...)I have applied, but my papers....they, when I enter here, I have applied for the papers and they have issued the passport." He did not have the information that he needed to prepare his documentation as soon as possible while he was a minor." He thinks that this information is essential to be given to unaccompanied foreign minors.

20199051721 (LGTBIQ+)

"I also asked on the street, it was already dark. Imagine, that same morning I was at the airport, until the evening now around 7p.m. - 8p.m. I arrived at the Latina, I think, at 9 p.m., I think. I found out that the Samur Social was closed, because they close at 7 p.m. If you don't arrive before 7 p.m., they close. (...)It was closed. But I was lucky as I had called, it was the police officer who had spoken with her. Because when I called, I went to the airport police, I told you that I gave them the card that the Red Cross woman had given me with the number of Samur Social. She told me: "You have to go to the police. You tell them that this number here, that you want to go there, that you're going there." I called. I speak French but they don't understand French. Finally, they talked to the young person who was with me, he explained to the woman that I didn't have anywhere to spend the night, that it was just for today. She said, "No, only today. If you spend the night, the next day you have to go ..." I said, "Okay, no problem." When I got there, the door was closed. I rang and someone came out and said, "What's going on?" I explained to him. He said, "[Spanish language]" (...)I didn't understand anything. I said I had to go home. That my name is XXX. He said to me: "[Spanish language]". He wrote this to me on paper, "Es XXX". I repeated it: "Mi nombre es XXX." He said, "XXX [Spanish language]." I didn't understand what he was saying. I didn't understand. He went back in with that, he told the person at the front desk. (...) "He had called at 4 p.m. in the evening". She came out, she told me I could go in. I went in. They said, "The briefcase can't come in." They took the briefcase, they put it aside. They said, "You have to go into the room." I went in, it was a room of about 10 square meters. After, I found a Guinean there, two young Somalis and a Guinean. They were sitting on chairs like benches, like that. I greeted them (...)I told him that I too came from Belgium. He told me he'd been there for six days, I think. I said, "I've just arrived now." We stayed there talking, each of us explaining our problems until around one o'clock in the morning. I said, "Brother, aren't we going to go to bed?" He started laughing, and I said, "What are you laughing at? What's so funny about what I said?" He said, "You're asking questions." He said, "Where you're sitting there, that's where you're going to sleep." I said, "How can I sleep in a chair?" He said, "No." He'd been sleeping in that chair for six days. He'd leave at 6 p.m., come back, they'd give him a little salmon there with biscuits, that's what he'd eat. He stayed in that chair until morning, he'd go out and do his business. I said, "For six days." (...)That's how it was. That alley full of people. There weren't any centres. All the centres were- (...)full. Because, the next day, I went to the asylum office. I went, I made my request, all that. They gave me a white paper with my picture on it. Do you know what they told me? They told me I had to go. I said, "How? I don't have anywhere to live. I'm at the Samur Social." They said, "No, you have to stay there." (...)-

full. Because, the next day, I went to the asylum office. I went, I made my request, all that. They gave me a white paper with my picture on it. Do you know what they told me? They told me I had to go. I said, "How? I don't have anywhere to live. I'm at the Samur Social." They said, "No, you have to stay there." (...) It's not for refugees, it's for homeless people there. People who come to spend the night, [crosstalk] in the morning, you leave. There are alcoholics, there's anything, there are Russians, there are [unintelligible 00:58:45] anything. You can find anyone there. I went there. When I arrived, they said, "There's no room, but you can come back tomorrow." I said, "Okay." I went back to the asylum office. I went to see the woman and I said, "So? I went where -- your directions. They told me that there's no room, that I have to wait until tomorrow, that there are too many people." She said, "I don't have a solution for you right now." She told me to wait, "We have to go back to the Samur Social. You tell them that they just have to let you, that you don't have anywhere to sleep." When I arrived at the Samur Social, I explained to the people who were there. They told me: "No, it's not a refugee centre, it's not a [total?] centre," and that tomorrow I'd have to leave. That day I could spend the night, but the next day I'd have to leave. I said, "Okay." (...) He ate what they gave them, juice with biscuits, "For three days I only ate that. The little biscuits there, with little orange juice boxes. I even got constipated. I was suffering through those times. Neighbourhood in a big city in Spain was where I really suffered. (...) I spent a month and a half."

Once in the centre, the food was not good and, about the rooms: "It smelled bad, at night you couldn't breathe. Then the thieves, the people who steal. They stole all my shoes. You put them down, you get up to do something, come back and you can't find them. Or you wash your clothes, you hang them up - you have to sit down and watch them until they dry, otherwise everyone steals from the patio. I didn't understand it at first. Every time - (...) I didn't know. Every time I asked something, I'd come back and I couldn't find it. I lost a little laptop there." "Yes, I had it for four days then they stole it from me. I went to the supervisor, he said, "No, here we can't - if you want you can go to the police, but here we can't check people or things like that. If you have things, we can put them in storage. If you have things that you want to keep, you can take them to storage and you register it and they'll keep that for you. If you need it, you come, you show your card and they'll give it to you. You use it and when you finish you bring it back." I said, "I thought it was just for clothes. I had my closet that I had put some stuff in. I put my computer in there and they took it." They told me nothing could be done. "There's nothing we can do." I said, "Okay." A second time too, it was my clothes. I washed them and I had no idea that people would steal wet clothes. I took them out of the machine, I put them on the clothesline. I put it there and I went to my room. I think an hour later, I went out and I couldn't find my clothes. I asked and they told me: "Your clothes are already sold. People they sell them". They steal them. They have a market, they call it the Thursday morning market. They go there, to the market, they sell everything that's stolen there."

"Because I want to be at peace where I live. I couldn't sleep at night. Imagine, at night there are drunks, everyone - they all talk at night until morning, people talk. People are screaming. There are people fighting, you might even get mugged. Any nationality is there. (...) I swear it was hell there. You don't sleep at night. In the morning, they say, "Everybody out." I slept in the park, the park that was there. I had a piece of cardboard. The cardboard, I'd fold it, I'd keep it under a tree there, in the morning when I'd be shooed away. I'd go there to the park with a friend, we'd go to bed there and sleep until noon, when we'd go to the cafeteria. That was my life, we'd go to the cafeteria, we'd eat. In the evening we'd hang out in the city, we'd go to the city. We'd hang out until 6 p.m. when we'd come back." He was in this situation for 15 days.

"One day I was upset (...) because I couldn't take it anymore, I went to the asylum office. I told the woman, I explained to her. I told her, "Madame, I came from Belgium. In Belgium I was just fine. I had applied for asylum there. They sent me to a centre. I ate very well, I had peace of mind, but since I was brought here to Spain I've been suffering. Please find me a centre or, if you can, organise for me to be returned to my country. I'd rather go back to my country." He preferred going back to his country of origin: "because this life I'm living here, I'd rather go to Mauritania, go to prison than stay here. There I'd see my parents, I'd see people. There I only saw strange people." "She told me: "Please, well, you have to wait. I'll take care of your case, I'll find you a centre." I said, "Okay." I went the next day, she called me [Spanish language] I said: "What?" She said: "I got you a centre, but it's not in Big city in centre of Spain, it's 25 minutes from Big city in centre of Spain." I said, "Even if it's 48 hours from Big city in centre of Spain, I'll go." She said: "No problem. I'll send your papers there with your secretary who is at the Red Cross there. You have to go there in the morning, but before you go you have to go and do some tests." "Until then, since he arrived in Spain, he has not received health check-ups: "That's when they started. When they wanted to take me to a centre, that's when I went and they did tests and all that. Then they said, "Okay, you can go." The next week, the procedure was done, it was all signed and everything. I was given a card, the address. (...) That's where I started living. I said I was dead before; that's where I started living. When I arrived at the

Practices to be avoided are identified also in Chapter 3.

2 Identification of potential key criteria to evaluate strategies and practices for attention and inclusion of VGs of FDP.

2.1 Actor-oriented criteria to evaluate policies and practices of attention towards Vulnerable Groups (VGs) of forcibly displaced people (FDP)

Criteria (principles, standards, norms, values...) for the evaluation of policies and practices of attention towards Vulnerable Groups (VGs) of forcibly displaced people (FDP) are different according to the stakeholders. Although they agree that EU values under policies are valid, being the main problem the practical application of those. The guidelines or procedures that a *good practice* should or must have follow the next criteria:

Definition of inclusion for vulnerable groups and its evaluation

Some *brainstorming ideas* were:

The ARU talked about incorporating into a context, it is different from integrating. The concept of inclusion fits us more than that of integration, although integration is sometimes used for financing. Inclusion in the sense of being one more. It must be oneself (the refugee) who decides if he/she feels included or integrated. We need to hear the voice of the person that will be included.

The person must have access in equal conditions to the rights of society such as health, education, political participation... You are included in a society depending on that and considering the relational level.

Inclusion is a very wide term.

It is also necessary that people are not excluded. If not, there would be an access to rights but not a real inclusion.

Society must be flexible and adapted. What is a basic need? Is leisure a basic need? Inclusion must be individualised and negotiated.

We are in a very basic level. NGOs have to go beyond health. It seems that instead of giving rights, the system is giving permits or awarding.

You need to identify profiles by their special needs. They start from a general difficulty, but specific difficulties are added to it. Their inclusion is more or less difficult depending on the characteristics of the host society. We fail in one fundamental thing, we need to listen to them more carefully, to fully understand and to be able to include what they really need from the beginning of the action. (We use the example of unaccompanied minors, as we have one in the team). He says that the centres where they stay have become detention centres, "concentration camps". That young people enter without problems and leave with problems of drug addiction and crime. They are treated like merchandise and when they leave the centre, they know nothing, they receive very little information about their future possibilities. An educational project is not fulfilled.

We as civil society should have review mechanisms so that these situations do not occur.

Empowerment, participation and hearing them.

Welcoming, hosting, is a duty of the whole institutional fabric. It is networking by nature. It is also a social duty of the citizenship. It is necessary to promote a stronger welcoming approach. Closeness versus the overlooking and outdistance regarding FDP. Institutions and civil social organisations ignore, and do not consider the existence of people who are "assigned" to the territory by programmes and policies. This must be changed.

Note: the role of the receiving community, and the role of minority ethnic communities in facilitating refugee inclusion are not mentioned by the ARU.

ACCOUNTANCY perspective and EVALUATION

Towards the beneficiaries of programmes. After you value needs and interests of a participant, priorities are established, and usually a "Personal Integration Plan" is designed and agreed. It should be evaluated regarding what objectives have been fulfilled. Above all, regarding what the institution or NGO has achieved through its action, activities, etc. Critiques, inputs, claims, must be collected and analysed. Evaluation, transparency, accountancy... it is a process of all public gestion. Participative evaluation and feeding back in all intervention phases.

Professionals in job precarious situations, and precarious funded programmes unable quality.

Applications are valued and budget is audited but numbers of interventions, quality and results are not public. There is opacity. There should be an impact evaluation of what the reception and inclusion system has achieved in Spain. What positive impact the programs in Spain have had? Who has been watching the principles underlying the aim of the inclusion programmes? The ARU's perception is that, over the last years, there has been an increase of discretionarily functioning among NGOs and public administrations.

EMPOWERMENT perspective

It its related to the guarantee of entitlement. Again, the rights' perspective regarding international protection is a basic reference. There is a failure to comply with the law and EU Directives.

Capability mechanisms must be put in place.

INFORMATION

Huge critiques about current situation. Information must be available, clear, accessible from all points of view. The official programme brochures in Spain o chart of services are unavailable, or hard to find, uncompressible, incomplete, outdated, hard to find in the net, etc. The aids catalogue, the same. The rights remain unknow.

Information is related to decision making that is related to empowerment that favour processes towards active inclusion.

QUALITY

The lack of transposition of the recast Qualification, Asylum Procedures and Reception Conditions Directive (Directive 2013/33/Eu) is seen as a disadvantage for any public policy, or private practice. The same is for the lack of regulation (*reglamento*) for the Law 12/2009 of 30 October 2009.

PROCESS perspective

It would be necessary to avoid constant mobility.

Inclusion projects are not possible, or at least are very difficult, if the centres are in the middle of nowhere. People are socially excluded in the suburbs, even in some cases there has already been rejection by society.

Strategies that work with citizens, such as neighbourhood or women associations, also need to be developed.

There is a lack of a final strategy, rather there are administrative solutions.

It is necessary to work on what it means to be a welcoming society. The psychosocial perspective is also failing because the vital history of people is not being evaluated.

There are serious failures to reflect on. Strategies must be reviewed, avoid making so much political impact for fundraising.

If ones wonder what would be necessary to prioritise according to the needs of the VG the answers were varied. On the one hand, there is a safety and recognition perspective, but also an empowerment, participative and attending one. Main discussed ideas were:

A strategy must have all the elements of empowerment, training, information, and advice, accompanying...

One of the most important strategies is information and advice. Especially advice, as it would be personalised information. Also training and tools.

However, the most important strategy is the empowerment. Empowerment almost encompasses everything, for example empowerment towards taking control. Accompanying must empower. An empowered person will stop attending the association.

Currently, the indicators in the Third Sector are related to the processes by the own nature of the NGOs.

Participants in the focus group point out that asking what type of inclusion strategy is most relevant is actually a trick question, since the most vulnerable groups are those that accumulate different needs and therefore need more comprehensive support. On the contrary, if his/her attention is not integral, this person will be especially vulnerable during all his/her life. An inclusion strategy that does not empower will be a mere patch.

2.2 *Common features for compatible criteria*

As it can be summarised from above, any criteria should discuss:

In order to generate minimum standards and agreements among the stakeholders, the Spanish ARU also worked on the following questions:

- a) What should the social "context" be like in which a good practice or a successful inclusion strategy is developed?

A social context that must and can be reviewed in order to work on diversity. Do we really accept diversity?

In addition, the population is increasingly larger, but with few professionals, who in turn feel frustrated. "If they must attend 6 asylum seekers in an hour, it is impossible to customise the strategies". This frustrates the workers more, since "I either fit you in this help or I can't do anything for you."

- d) Principles of action, and values, what should we consider? (ethical principles, social intervention values, norms, standards)

The human being is the centre of the process, not the economic resources. Promote people's ability to choose and meet their specific needs.

Avoid bureaucratisation.

Put people with their differences on the centre of attention. Asylum seekers must have decision-making power over their own lives, and the right to be wrong.

Asylum seekers are able to understand if the different actors express themselves properly by avoiding bureaucratic or legal language.

Society moves towards greater reification thinking that there are people who are disposable.

Asylum seekers are recognised a series of rights that they cannot access later.

Society seems to go against the idea of equality and diversity management. There are more and more speeches of criminalisation and border control, against the principle of equality.

Society is increasingly dehumanised and human rights are constantly violated in Europe. In fact, instead of criticizing these discriminatory discourses, they are given a voice in mass media.

Narrative is essential with terms such as "illegal migration" or "irregular migration".

3 Identification of potential good practices

3.1 Characterisation of practices

3.1.1 P1. VG1 Population of foreign origin. Immigrant population. La Rueca Association

Identification of stakeholders that made an identification of the practice: Municipal Office of Information, Guidance and Accompaniment for the Social Integration of the Immigrant Population. (La Rueca Association).

Name and leading organisation (contact details provided): idem.

Begoña Torrijo Rodríguez: 914625480 / 664596139

Daniela Montes Arenas: 917581437 / 664594877

Attention Profile

- Newly arrived immigrants.
- Immigrants with a long process of staying in Spain with difficulties or doubts when carrying out administrative procedures, both social and legal.
- Native population, in general, mixed marriages or people who want to employ people in irregular or nationalised situations.

- Individual itineraries in the search.
- Welcoming / Social accompaniment.
- Active listening.
- Customisation.
- Group work (training / employment).
- Network work. Both for the derivation and for the execution of certain actions.
- Facilitate autonomy and independence.
- Social technology
- Clear and concise information.
- Interactive Spanish classes combined with cultural outings in the neighbourhood.

Difficulties or constrains for its implementation: (no information provided).

Results: High levels of attention.

Comments: none.

3.1.2 P2. VG2 families with minors, people without family support and in an emergency situation, migrants in situations of high vulnerability. Integral and Emergency Reception Programme for People and Families in Temporary Protection Regime in Spain and Migrants in Extreme vulnerability Situation in the Mejía LEquerica City Council Shelter.

Identification of stakeholders that made an identification of the practice: Immigration and Refuge Department, Madrid City Council.

Contact:

Montserrat Otero Arroyo. Head of the Attention for Immigration and Intercultural Section.

Immigration and Refuge Department of Madrid City Council.

Do you belong to any project? Can you give us more information?

- Integral Reception and Emergency Programme for People and Families.
- Grant Agreement between Madrid City Council and Spanish Refugee Assistance Commission (Comisión Española de Ayuda al Refugiado - CEAR entity).

With whom do you perform the practice and who are the beneficiaries?

- Asylum Seekers and vulnerable migrants.

What are the main needs and vulnerabilities?

In this situation both, information as well as guidance and temporary attention to basic needs, are essential to avoid a situation of severe exclusion that, due to the current reality and constantly increasing flow of international protection applicants who remain in our city waiting for a state reception resource, requires a humanitarian response.

Emergency intervention, accommodation, information, guidance, and temporary care, to applicants for international protection until they access the state system of social protection for refugees and migrants in a high vulnerability situation, during their stay in Madrid city.

In the facilities of the Mejía Lequerica City Council Shelter, located in the C / Mejía Lequerica, 21, as a temporary centre for emergency shelter and short stays, with a maximum capacity for 128 people in 25 rooms.

This program intends to provide attention, support, and emergency accommodation, on a temporary basis at the Mejía Lequerica Municipal Shelter, to applicants and beneficiaries of international protection, until they can access the social protection provided by the national asylum system and migrant people in a situation of high vulnerability.

To carry out this action, different intervention areas are articulated:

1. General Service Coordination.
2. Residential-assistance area. Temporary reception.
3. Emergency psychosocial care.
4. Information and guidance in the emergency situation.
5. Dynamisation and cohabitation.

Application Context:

Applicants and beneficiaries of international protection who are waiting to join the Spanish Asylum System.

They are mainly families with minors and single people who are in the city of Madrid, without family support and in an emergency situation or at risk of being there.

Migrants in situations of high vulnerability may be assessed, who remain outside the refugee protection system, may also be assessed.

Goals: Program general goal is to provide emergency accommodation and to cover basic needs at Mejía Lequerica Shelter to international protection applicants and migrants in situations of vulnerability or social emergency, during their stay in Madrid city.

Goal 1: Provide adequate residential attention and basic needs coverage for a certain period to single people (men and women) and / or families with minors, that are in an emergency situation or with high vulnerability, and migrants in high vulnerability situation until they join the State Protection System for International Protection Applicants.

Goal 2: To provide information and advice on the state reception system for men and women, international protection applicants and refugees.

Goal 3: To develop an individual or family intervention design for those people who, for exceptional circumstances, stay more than 30 days in the device, addressing in this design the social, health, psychological, legal, training and leisure and cohabitation areas.

Goal 4: To support and to facilitate access to the attention network to:

- migrant and homeless women and men

- those who have been denied access to join the asylum system and/or have been denied international protection or who are in an irregular administrative situation and/or that lack economic resources and/or family network.

Goal 5: Provide resources and skills that favour coexistence and an adequate and progressive incorporation into the host society, especially encouraging a larger number of women participation and actively promoting their prominence role.

Duration: Annual agreement.

Accessibility Requirements / Issues:

Stay period in the program is 7 days, extendable according to technical criteria established by the coordination of CEAR in Madrid and/or by the shelter management after the assessment of the social workers team and after communicating to the reference person of the Department of Immigration and Refuge. This period may be extended according to criteria and always with prior express authorisation by the Immigration and Refuge Department in the following situations:

- Depending on the vulnerability criteria established by Art. 46 of the Asylum Law.
- When a response to the re-entry request to the host system exceeds that period.
- In exceptional cases authorised by CEAR coordination in Madrid or the shelter management.

Users may have access to the program through different channels, listed below:

- CEAR, from the different services that compose it.
- Madrid-Barajas Airport Red Cross Reception Service for cases in which Dublin Regulation applies.
- In addition to those already existing, according to the aforementioned profiles, other NGOs that participate in the Asylum Reception System may deliver some people, always with a prior express authorisation of Madrid City Council.

Performance procedures, ways of carrying it out:

Currently, to perform the activity, Madrid City Council through the General Directorate of Primary Attention, Community Intervention and Social Emergency, on which Immigration and Refuge Department and Homeless and Social Samur Department depend, maintains periodic coordination with Labour Migration and Social Security Ministry to establish some mechanisms that expedite the appointments between Social Work Unit and people and families, that are in the Madrid city council system and have formalised the asylum application.

Principles of action, and values:

The work methodology is based on a rights approach, on the reception, diagnosis, referral and, where it is appropriate, intervention design of people, who arrive at the shelter through the access ways determined by this agreement. Gender approach is included in the entire methodology.

In the hours following their arrival, residents have an initial interview with social workers. In this first interview, an assessment is made of the trajectory, the migratory project, the previous socio-family history, and the short-term expectations that each person raises. Depending on the initial assessment and the expected time of stay, a design of social intervention with the objectives to work will be considered. In this

interview, information is provided on the steps to follow depending on each specific situation and an appointment with Asylum and Refuge Office (Oficina de Asilo y Refugio - OAR) will be requested in the cases in which it is appropriate.

Principles:

- Proximity: generating close links between professionals and users.
- Flexibility: It will involve adapting the regulations, actions, and Program services to the user's needs.
- Transparency and clarity: making sure that both, professionals and users, have knowledge of the services that can be provided from the Program.
- Dignity: it will mean respect for the rights and freedoms of people, as well as their autonomy.
- Equity and equal opportunities: guaranteeing access to all program services to all the people who need it.
- Individualisation: every staff action will consider the specific situation of each person.
- Coordination, complementarity, and networking: with professionals from other services, both public and private, to carry out an attention aimed at the stabilisation and integral improvement of the person's situation.
- Emergency / Temporary: providing support during the entire stay of the person in the Program and offering a framework of coexistence aimed at covering basic needs, as well as the containment of the emergency situation in which it is also promoted that the person can access, if it is appropriate, other resources, centres or services, institutionalised or not, for giving continuity to its improvement process.
- Quality: guiding the actions of all professionals across the Program towards continuous improvement, getting participants satisfaction and efficiency and effectiveness of carried out actions.

Difficulties or limitations for its implementation

Difficulty special situation of this group means that in the desirable results for each user, other factors that exceed Madrid city council competencies and managing entity capacity of action intervene, mainly by circumstances linked to criteria and instructions changes of:

- MITRAMISS (Labour, Migration and Social Security Ministry)
- OAR (Asylum and Refuge Office)
- European border guidelines and SECA (Common European Asylum System).

For this reason, to evaluate results of the measurable part of this project, activity indicators are used, which also guarantee that entity has carried out the actions for which it has obtained the subsidy.

Evaluation also considers how and with what incidence these factors affect to beneficiaries, professionals, and environment. Qualitative and quantitative indicators are collected monthly, which allow measuring fulfilment degree of goals, bearing in mind gender approach, disaggregating some indicators by sex.

Results: Since the Program start-up, results obtained have been quite satisfactory considering available places number limitations, difficulties in leaving for certain families and people because Ministry criteria has been changing over the years.

Comments:

In the first moments in reception program, Mejía Lequerica Shelter was conceived to facilitate the re-entry of people who had just left Ministry reception centres, with the intention of leaving for Europe. Mainly Syrian families who arrived in Madrid, from Melilla Reception Centre and were in Mendez Álvaro coach

station with the intention of traveling to Europe. Since its opening, the Mejía Lequerica Shelter has been paying attention that was carried out since the citizen response, providing emergency accommodation, food, information, and guidance on the Asylum system, especially about what happens if they apply Dublin Regulation. Many families despite receiving information decide to abandon the resource to travel to Europe, 966 people in 2016 and a smaller number in 2017, 612 people. After months they were deported to our country in application of the Dublin Regulation. So, from the Mejía Lequerica Shelter, access to the Protection System from the Ministry (MISTRAMIS) was requested, since they are without livelihoods, to cover their basic needs.

Target profile from the shelter has been redefined throughout 2017 mainly due to criteria changes by Employment and Social Security Ministry (former MEYSS) in relation to accommodation coverage in the first reception to applicants for international protection. Waiting time for an appointment to apply for international protection has varied between 1 and 4 months, which has largely determined a significant increase in average stay at Mejía Lequerica Shelter. Exceeding, widely, the established stay length by the agreement, reaching in some cases several months.

People, who have exceeded periods between 15 days and 3 months the established stay in the agreement, are in one of the following situations:

- Applicants for international protection, who due to lack of MEYSS First Reception places, cannot have emergency accommodation and must wait until the adjudication of a first-stage accommodation place for applicants for international protection.
- Young people from countries such as Cameroon, Nigeria, Guinea Conakry, Senegal, and Ivory Coast, who have entered by dinghy along the Spanish coast and who, when arriving in Madrid, despite being applicants for international protection, cannot be treated at the MEYSS First Reception, for having already received emergency refuge, and they stay in our program pending the award of first-stage accommodation for international protection applicants.
- Young people from Afghanistan who have applied for international protection in some other EU country (Norway, Belgium, Italy), in some cases being minors and who after being denied their application for international protection and before the imminence of deportation to Country of origin decide to travel to Spain. These people cannot be treated at the First Reception of the Ministry of Labour, Migration and Social Security (henceforth MITRAMISS) and are housed in our program pending award of first-stage accommodation for applicants for international protection.
- International protection applicants, who for having spent more than 2 years in Spain or in some EU country, cannot access the MITRAMISS social protection system (first phase accommodation, second phase financial aid) for applicants for international protection.
- International protection applicants, who had not previously submitted an application in Spain and in application of the Dublin Regulation 604/2013 are transferred to Madrid, and they lack identification documentation so they cannot access First Place, remaining in our program, AML, until your access to first-stage accommodation.
- International protection applicants, who had previously caused voluntary withdrawal in accommodation from MEYSS to travel to other EU countries and in application of Dublin Regulation 604/2013 are transferred to Madrid, and their re-entry into the system is not readmitted. These people remain in AML waiting for a place in a resource of Madrid city council attention network to immigrants and/or homeless.

- People benefiting from voluntary return aid pending the processing of their trip back to their country of origin. The duration of this process will depend, among other issues, on the time of the year as organisations that work with voluntary returns try not to do them in high season in which the price of the ticket can double.
- Migrant people derived by Social Samur, who, once housed, state that they do not intend to apply for international protection, are referred to resources of Madrid city council attention network for immigrants and/or homeless.
- Migrant people, who cannot access the MEYSS accommodation place, despite submitting international protection request in Spain, for having previously stayed more than 2 years in EU territory, also remain in AML waiting for a place in resource of Madrid city council attention network for immigrants and/or homeless.
- People who finish the second phase of the social protection system in MEYSS, who are in a situation of social unprotection lacking housing and/or economic resources, waiting for a place in Madrid city council Attention network for immigrants and/or homeless, some of these cases being families with minors, whose only alternative is the APOI Project, which has a long waiting list.
- Youth supervised in juvenile centres in Ceuta from where, when they reach the legal age, their transfer to the peninsula is facilitated, arriving in Madrid without resources or support network, and who are waiting for a place in a convivial resource for self-sufficient life training. These resources, whether from Madrid city council network or from different social NGOs that work with youth at risk of exclusion, have waiting lists longer than 6 months.
- People with refusal of their international protection application, who file an appeal in the National Court at Madrid Adolfo Suarez Madrid-Barajas airport or the Asylum Office in Madrid, and which as a precautionary measure authorise their stay in Spain until their appeal are resolved. During this time, they cannot opt for the MITRAMISS social protection system.
- International protection beneficiaries and/or applicants, who finish the first phase of the social protection system in MITRAMISS and are waiting for the mandatory financial aid to be able to start their self-sufficient life or who having these grants find seriously difficulties in leasing a home due to lack of enough economic guarantees (employment contract).
- Syrian-Spanish families repatriated from conflict zone.

During 2018, Interior Ministry rigorous application removed the priority reception, especially for families with minors, and it is established as the start date of the right to access at the first reception, once the Asylum application has been submitted. This means a delay of six months. For this reason, Madrid city council emergency services began to collapse, and specifically in reference to Mejía Lequerica Shelter.

Madrid City Council promoted measures to produce a coordinated response between relevant Ministries in the field (Ministry of Interior and Labour, Migration and Social Security Ministry (MITRAMISS), Autonomous Community of Madrid Authority and Madrid City Council. Fruit of these meetings has resulting establishment of the necessary coordination mechanisms to expedite appointments with Ministry Social Work, responsible and competent bodies for the social protection of asylum seekers, by assigning places housed Madrid City Council network.

Given the emergency situation created, as a result of the delay by the State to arrange appointments to people requesting international protection (asylum and refuge) and which entails the delay in allocation first reception places, during winter period in which city council resources for Cold Campaign are in

maximum occupancy. It was necessary to temporarily reinforce these emergency resources, with two more centre. One was for asylum-seeking families in Franco Rodriguez, with a capacity for 110 people that has been in operation from November 23rd, 2018 until 30th June 2019 having welcomed 609 asylum seekers. And in January 2019 another emergency centre is launched aimed at asylum seekers men alone waiting for social protection place for asylum seekers in the ministry (MITRAMISS). This centre has a capacity of 120 people, and they have attended about 903 people so far this year.

Mejía Lequerica Shelter, with a capacity for 128 people, has served 6,561 mainly asylum seekers but also vulnerable migrants who have been left out of the asylum system for refugees. At this time the majority of people are of Latin American origin. Mainly from Venezuela, El Salvador and Colombia, with the intention to apply for asylum, unlike other times it is now with the desire to stay in our country, so expending resources for immigrants who continue trip to some European country has changed.

3.1.3 P3. VG3 childhood, gender and LGTBIQ+. Solidarity of Responsibilities: an experience of awareness, training, and networking

Identification of stakeholders that made an identification of the practice: La Merced Migrations Foundation

It works with people fleeing situations of violence, war, and inequality. We work from an integral intervention in the construction of an intercultural society model, guaranteeing protection and promoting the inclusion of migrants and refugees in vulnerable situations, favouring citizenship with full rights and duties.

Contact: Maribel Rodriguez, Social responsibility area. La Merced Migrations Foundation. C / Eraso 36, 3rd floor. 28028 Madrid. sensibilizacion@lamercedmigraciones.org

Project: Solidarity of Responsibilities in the International Protection of Vulnerable Collectives.

Quality improvement is promoted in intervention processes with vulnerable groups requesting and benefiting from international protection.

With whom do you perform the practice, who are the beneficiaries?

Professionals and key agents involved in the processes of integration and inclusion of people in need of international protection.

What are the main needs and vulnerabilities?

We detect a series of needs that we try to address through the project:

- Work in coordination to identify the roles and responsibilities of the agents involved in the reception and integration processes.
- Reflect on the methodology and intervention with specific groups to ensure the protection of people in a situation of special vulnerability.
- Lack of specific resources for attention to minors, and LGTBIQ+ IP applicants.
- Improve analysis of asylum applications from an age and gender approach.
- Improve the quality of the asylum procedure in relation to interviews and assess its credibility, together with an adequate analysis regarding the state of mental health (of applicants).

- Incorporate the cultural and social baggage of applicants and implement evaluation measures that incorporate their vision.
- Need for training and exchange spaces after the increase of NGOs that develop programs within the framework of IP that allows to know and exchange models of attention and innovation.
- Need for a childhood and gender approach in the design of programs and internal measures.
- Training in child protection and detection of risk situations for the improvement of guarantees in identification, age determination and procedures.
- Training to improve identification and attention to VDT in need of IP.
- Training for the identification and specific attention of the needs of LGBTBI+ applicants.

For all the above, from the La Merced Migrations Foundation, we consider special attention to these groups necessary, from a specific, professional, and individualised intervention through a comprehensive approach. It is necessary to have a specific approach and implement improvements in the reception system and, therefore, the training of the professionals and key agents involved.

Application Context: Migrations and international protection.

Goals: Train and sensitise professionals and authorities involved in the process of integration of vulnerable groups (children, trafficking and LGBTBI+ people) potential beneficiaries of International Protection from an approach of childhood, gender diversity and human rights:

- o On the need for key methodologies of solidarity of responsibilities between the different administrations, defenders, prosecutors and other social agents responsible for the protection of children, foreigners, asylum and International Protection, through seminars and discussion groups that facilitate reflection spaces for the identification and development of good practices.
- o On the need for proper identification, offering seminars and workshops that complement the knowledge about childhood, trafficking, LGBTBI+ and International Protection of the different agents involved from a general context of psychosocial intervention and legal support with refugees.

Duration: Since 2019.

Accessibility Requirements / Issues: no information provided.

Performance procedures, ways of carrying it out:

La Merced Migraciones Foundation coined and defined the term “solidarity of responsibilities” in 2009 to try to collect commitments related to training, training, cooperation, and networking in a single idea, very recognisable and transferable. From this project we believe the acceptance and evaluation of each professional of the social responsibility that we have regarding people in need of international protection is necessary.

Aware of the complexity of the task, we believe that it can only be done from the complementarity of visions. Therefore, in the face of competency competition, we propose “solidarity of responsibilities.”

This project aims to train professionals and key agents in the field of international protection with vulnerable groups, refugee children, women victims of trafficking or at risk of exploitation, and LGTBQI+ in need of this protection to improve practices in reception, identification, intervention, and networking.

We believe that the improvement of reception is to improve the implementation of measures that respond better to the specific needs of people requesting international protection, raising the standards of rights and intervention, and that among these measures it is essential to provide tools for correct identification of these profiles in need of international protection and intervene from a childhood, gender, and Human Rights approach.

Training is a starting point that improves reception and integration mechanisms, but there is a need to evaluate the public policy of reception and integration of refugees, which requires an investigation into the practice of reception and the reality of integration of asylum seekers of these vulnerable profiles cited above.

For all this, the project is developed with the involvement and active participation of a network of experts formed by professionals from related organisations and institutions, specialists in working with vulnerable populations and people benefiting from international protection such as UNHCR, UNICEF, Save the Children, Sira, Accem, Fundación Amaranta, the Santander Chair of Law and Minors and the University Institute of Migration of the Pontifical University of Comillas in Madrid, led, coordinated, and consolidated by the La Merced Migrations Foundation.

In turn, we have the collaboration of Cogam as an expert LGTBI+ entity, and people seeking international protection LGTBI+ activists.

Principles of action, and values: Networking, childhood, gender, and human rights approach.

Difficulties or limitations for its implementation

The main limitations are in the process of implementing improvement measures (protocols, procedures, coordination tables) due to territorial difficulties. Accompanying and / or facilitating improvement processes without being present in territory is complicated, so we analyse what role we can have and how far we can get involved in the process. We also try to identify key agents in territory that act as “counterparts” or are those that have an interest in leading changes. Having a network within the project makes it easier to support NGOs that are found throughout the national sphere.

The project has strengthened its training and coordination part to give sustainability to and as a sensitisation tool for the improvement of identification, accompaniment, and networking. Within the training we use workshop methodology and it is conceived as a participatory process, based on the exchange of knowledge and experiences, the purpose of which is to propose and facilitate a public dialogue and participatory diagnosis within the training framework.

Results:

- Accomplishment of International Congress “Unaccompanied Children with the need for IP”.
- Preparation of a guide “Approach to the International Protection of unaccompanied children”, 2010.
- Training workshops for the improvement of identification, accompaniment and networking aimed at more than 500 key agents.

- Accompaniment in improvement measures for intervention and care (procedures, protocols, and networking).
- Report "Vulnerable groups in the asylum system, an approach to the needs of children, LGTBI+ people and victims of trafficking", 2019.
- Online course:
 - o Basic online course "Unaccompanied Migrant children, applicant for IP" aimed at volunteers, with a duration of 16 hours.
 - o Online course "The International Protection of Vulnerable Groups (Children, victims of trafficking and LGTBI+ people)", with a duration of 40 hours.
 - o Seminars.
- We are part of the Odos project network for comprehensive care and support for women in situations of vulnerability and their children.
- 10 NGOs and experts working in a network.

3.1.4 P4. VG4 administrative situation not resolved, ignorance of the language and culture of the host country, disability, lack of resources, unemployment, victims of gender violence, victims of trafficking, etc. Evaluation of impact (ACCEM)

Identification of stakeholders that made an identification of the practice: Accem.

Contact: Daniel Sánchez Díaz.

dsanchezd@accem.es; 915 312 312

Practice: Evaluation of impact. Integral reception and integration action in the field of International Protection.

With whom do you perform the practice, who are the beneficiaries? Adults who have completed their participation in the project.

What are the main needs and vulnerabilities?

Applicants or beneficiaries of international protection who may present different needs and vulnerabilities: administrative situation not resolved, ignorance of the language and culture of the host country, disability, lack of resources, unemployment, victims of gender violence, victims of trafficking, etc.

Context:

Reception and inclusion system. Resolution of April 1, 2019 of the General Directorate of Integration and Humanitarian Attention by which grants are called in the Area of International Protection and for socio-health care in the Temporary Immigrant Stay Centres of Ceuta and Melilla.

Objectives

- know the impact on the beneficiaries of their participation in the International Protection system.
- establish the precise adjustments for the improvement of the intervention;
- raise proposals for improvement of the International Protection system;

Duration: An assessment of the person's situation is applied once their participation in the program ends. Subsequently, the evaluation is reapplied at 6 and 12 months to determine its evolution.

Accessibility Requirements/Issues: Having completed your participation in the program in which you have developed your itinerary in the Temporary Reception service and at least six months in the preparation for autonomy.

Performance procedures, ways of carrying it out: The technical teams will contact the recipients by telephone and register in the application designed for this purpose. The following areas will be evaluated: administrative situation; job; economic resources and housing.

Difficulties or limitations for its implementation: The main difficulties foreseen derive from access to the target persons, since they have finished their participation in the program and many of them have been able to change their address, telephone, etc.

Results obtained: The practice will begin to be implemented in the month of November 2019.

3.1.5 PG5. VG5 Migrants at risk of residential exclusion. Cáritas Diocesan of Madrid (Cáritas Madrid)

Identification of stakeholders that made an identification of the practice: Caritas Diocesan of Madrid.

Contact

Caritas Diocesan of Madrid (Cáritas Madrid); victor.rodriguez@caritasmadrid.org

Project: Cáritas Madrid takes advantage of its general assistance network for providing support to the migrant population. The practice of Cáritas Madrid relies on the perspective of integration in the areas of housing, employment, etc., although when needed, it provides support regarding specific migrant regulations. However, the assistance focuses on the vulnerability context rather than the migrant condition.

For the purpose of this questionnaire, we would say that we provide accommodation in shared houses to migrants at risk of residential exclusion. Cáritas Madrid Diocesan service of housing.

With whom do you perform the practice, who are the beneficiaries?

Migrants at risk of residential exclusion that applies for help to Cáritas Madrid.

Which are their main necessities and vulnerabilities?

In many cases: Irregular administrative situation, unemployment, residential exclusion, the families find difficulties to provide an adequate environment for children.

Application Context

It is not an isolated project. It is part of the Cáritas Madrid general assistance for providing support to the migrant population, which is summarised at the end of this document.

Goals

General objective: Encourage family recovery and autonomy (self-development) through temporary accommodation as part of the integration and stabilizing process.

Specific objective:

- To prevent and/or palliate situations of great risk exclusion through temporary residential accommodation with professional accompaniment.

- To promote families' support actions that preserve them from social exclusion and facilitate personal and family development.

Duration: The time needed for each family.

Accessibility Requirements / Issues

The sheltered apartment is aimed at families who are homeless or will be evicted and have enough autonomy. This autonomy will be assessed at a previous emergency residential accommodation.

Performance procedures, ways of carrying it out.

Methodology

Our assistance to families is designed through psychosocial support plans and complementary services agreed with families, adapted to the expectations of people and families in situations of vulnerability / exclusion.

It is about preventing situations of greater residential exclusion (avoiding the downward spiral), detecting complex situations early (health problems, relational, feelings of failures, etc.), counting on the contributions of all the agents involved and acting in a way planned and coordinated.

It is used the Action Model specific methodology of Caritas Diocesan of Madrid. It includes the analysis, diagnosis and evaluation of the 10 vital areas of each person/family, with minors in charge.

A Family/Personal Intervention Plan (PIF / PIP) is designed. It includes the planning of objectives and actions agreed with the adults of the family and it defines the degree of intensity of the accompaniment (high, medium, or low). All the information is hosted in the Accompaniment Database (BDA) of Caritas Diocesan of Madrid.

This methodology puts the person at the centre of our intervention, and it is adapted to the different possibilities of access, depending on: the capacity, the social situation and vital process, and regardless the location where it is carried out. The first temporary accommodation is used as an instrument to initiate processes of change and improvement of the situation of the families being assisted.

Performance

The assistance to families is organised according to a quality management system following ISO 9001: 2015, that establishes the following service processes:

Entry and Reception Process: The objective of this process is to facilitate the adaptation of families to the accommodation.

Initial Evaluation Process: A first evaluation of the family situation will be carried out, preparing the proposal of the intervention plan.

Intervention process: The objective of this process will be the development of the actions agreed within the intervention plan.

Exit Process: The objective of this process is that the departure from the accommodation was carried out in the best possible way for the family, according to the needs of each case.

Organisation and operation

It will ensure the basic coverage of accommodation and food support, as well as adequate coexistence and involvement in the search for solutions to the family situation, through:

- Maintenance and care of the facilities and furniture to ensure that they are in good conditions.
- Personal and group accompaniment.

Residents will actively participate in the organisation of their own coexistence, establishing by mutual agreement the rules of internal operation and the circumstances of the daily life, always in accordance with the rights and duties of the users of a protected apartment.

For the proper functioning of the protected accommodation, different coordination mechanisms will be established with those services involved. Likewise, the incorporation of volunteers will be sought.

Evaluation procedure and periodicity. The evaluation and control of technical and material resources includes:

- Annual evaluation of user satisfaction.
- Monthly monitoring system of indicators by processes.
- Annual evaluation.
- Supplier evaluation procedure.
- Annual internal audit
- Annual review by the Management.
- Continuous evaluation through team meetings and assemblies with residents.

Principles of action, and values: no information provided.

NA

Difficulties or limitations for its implementation: Difficulties finding a way out.

Results obtained: Assistance to 16 homeless families annually.

Comments

Continuity project focused on the assistance to migrants, asylum seekers or people with international protection (newly arrived or who have exhausted public resources). It is a program of integral reception that provides support for the integration. It includes various actions: information and guidance, legal advice, coordination with other NGOs, support for the coverage of basic needs (food, accommodation, health expenses, etc.). It is estimated that at least 350 people will receive assistance.

According to the Region of Madrid Statistical Yearbook, there were 826,456 foreign persons registered in the Region of Madrid in 2018. The Madrid City Council statistical data regarding the Register of Inhabitants,

SPECIFIC Objectives

1. Offer first reception, information, guidance to any migrant who arrives at our services in a situation of vulnerability or social exclusion.
2. Integrally welcome migrants (women, children, and families) covering their basic needs (accommodation, food, hygiene, and health, training).
3. Offer training activities and Spanish courses that favour the social insertion of migrants.
4. Coordinate interventions with other NGOs.

Reception, attention to emergency situations, information, and guidance: Its main objective is the Information and Reception of migrants who come to Cáritas, generally for the first time, in search of support and guidance related to social problems. The referral to public and private social resources is also carried out. In situations of social emergency (lack of resources or accommodation), financial assistance is provided to cover basic needs and temporary accommodation in apartments or pensions.

Integral Accompaniment: Once the person has passed through the Caritas first-care teams, and a problematic situation that requires a more long-term intervention is detected. If the family agrees to initiate an intervention process, we would begin the integral intervention with them.

Phases of the integral intervention: Once the family accepts, a phase of Study/Assessment of its situation begins. This Study/Assessment involves a series of interviews with the family, carried out by a Reference Professional (PR) and the volunteer team that supports both the individual and the family intervention. This phase concludes with the preparation of the Accompaniment Plan, which establishes the objectives to be developed in each area of analysis and competences: Economic / Employment / Accommodation / Training / Health / Legal / Minors / Social relations / Personal Development / Leisure.

After this assessment, an Accompaniment Plan with definition of activities and duration periods is agreed with the person / family. Periodically it will be evaluated, being able to modify the Plan if necessary:

Referral to psychological care to families and people (without access to psychological care in public resources) already involved in an intervention process, and who need to work in the area of personal development, as well as their skills and abilities necessary to facilitate integration processes.

Referral to Workshops/Employment training service. Caritas has a specific Employment Guidance and Information Service to increase employability and provide resources to the people received, making available training in specific skills.

Spanish courses to favour the integration of migrants.

Provide temporary accommodation in shared flats.

For those families / people who, to participate in the integral intervention, it is necessary that they have an accommodation, there are at least 16 accommodation places in shared apartments.

The people assisted on shared flats participate in an individualised accompaniment plan.

Training of volunteers (workshop, intervention, accompaniment), Cáritas Madrid through the Centre for Social Studies offers adequate training to the current needs of volunteers and professionals in the social

field. Courses are offered to train the social agents involved in our services and projects, having structured training activities in itineraries (children, adults, youth, migrants).

Coordination is carried out with Social Services and other NGOs specialised in the attention of migrants.

Evaluation and control of technical and material resources

The project has the following technical and material resources:

- Reference space for reception and assistance (office), with facilities, furniture, computer equipment, and office supplies appropriate to the activity provided.
- Rooms for training activities with furniture and equipment appropriate to the activity (blackboard, video, laptop, cannon ...)
- Accommodation and furnished adapted to the needs of use.
- Workshop material and didactic material (crafts, cooking, cultural visits).
- Digital Literacy Manual.
- Manual for the Development of Socio-labour Skills. / • Online Job Search Manual. Beneficiaries and Accompaniment database and entry registration records under the criteria of the Data Protection Law, annual programming, quarterly monitoring, and final report. Documental management includes:
 - Individual and family file.
 - Social Report / • Social History / • Labour History. /
 - Annual programming / Quarterly monitoring / • Final report. / Complaint forms

The project management plan includes the monitoring of the project plan and a continuous evaluation to ensure the correct execution. The technical monitoring plan includes:

- Annual planning of objectives. It takes place in the month of October of the previous year.
- Monitoring of objectives, actions, and indicators. It is done through a computer programming and monitoring tool.
- Intermediate evaluation of the project. It is carried out in July by those responsible for the vicaries where the project is carried out.
- Final evaluation of the project. It will take place during the last two weeks of December 2020. It includes: a comparison with the results of the previous year; data in relation to the characteristics of the people assisted, their profile, demands and needs. It will be carried out by those responsible for the vicaries where the project is carried out, with supervision from the Department of Social Transformation and Social Innovation.
- Accompaniment database record files.
- Volunteer database.
- Satisfaction evaluation from people that has been assisted.

- Annual performance evaluation of the professionals assigned to the program, which is carried out in accordance with the procedure implemented by Cáritas Madrid for all their projects. It will be carried out by those responsible for the vicaries where the project is carried out, with supervision by the Department of Human Resources Management, during the second half of December 2020.

Control of material resources includes:

- Monitoring the budget previously registered through the Navision program. External economic audit.
- Monitoring the indicators previously planned for the project evaluation.

Caritas Madrid is present in emergency situations and integration through:

- Hospitality Panel: The response to emergency situations is given through this panel. It has been awarded by the Social Samur for its work during the most difficult moments of the last months.
- Coordination with public administrations for the analysis of situations and the implementation of complementary actions to the public responses. As part of this coordination, following a request from the Regional government of Madrid, Cáritas Madrid set up two floors in a residence for unaccompanied foreign minors, showing the capacity to respond to problems and meet demands.
- Coordination with other institutions regarding the intervention we carry out with people.

3.1.6 P6. VG6 families with dependent children, the elderly, people with serious illnesses and others. MAP – Marco de Atención a las Personas (Framework of Attention to People)

Identification of stakeholders that made an identification of the practice: Cruz Roja Española (Spanish Red Cross)

Contact:

Sede Refugiados (Refugee Head Office), C/Valdecanillas 112.

Jose Zamora, Refugees Program Coordinator in Madrid Red Cross.

Project: It is about giving a prompt response to the demands and needs of people in a comprehensive manner covering all areas always counting on person's competences and accompanying them in their way to be self-sufficient.

With whom do you perform the practice? who are the beneficiaries?

Applicants for International Protection.

What are the main needs and vulnerabilities?

Basic needs, accommodation, and maintenance. Transportation and pharmacy when they are necessary and other one-time/exceptional.

Vulnerabilities: families with dependent children, the elderly, people with serious illnesses and others.

Application Context: It applies to all project services.

Goals: Assist people during their asylum application, providing them resources to become self-sufficient for a better integration into society.

General Objective: Promoting the processes of inclusion of applicants for international protection in the municipalities of the Community of Madrid, improving access to housing, social rights and general services in equal opportunities.

Specific Objective 1: Promoting citizen participation in the improvement of coexistence in diversity and in the processes of access to rights and services of applicants for international protection.

Specific Objective 2: Promoting neighbourhood volunteering to support the processes of reception and inclusion of applicants for international protection.

Specific Objective 3: Activating joint proposals for participation in which an open dialogue between citizens is promoted around the reality of migration.

Length: Annual project executed since 2017.

Requirements/ accessibility issues

This project is developed from the participation of applicants or beneficiaries of international protection and migrants who participate for vulnerable sub-Saharan population. We have worked with the reception and social inclusion teams in the dissemination of the project and from professionals with direct contact with these people, they have been invited to open participation.

It has been more difficult to access neighbourhood NGOs (in the first phase of the project it is usual to face prejudices and stereotypes about migration and access to rental housing). Not so much in the second phase of the project, where when leaving of focusing actions on access to housing, resistance has dropped.

Performance procedures

The project is structured in successive phases:

First phase: Boosting participation: promoting citizen participation in the improvement of coexistence in diversity and in the processes of access to rights and services of applicants for international protection, especially access to housing.

Second stage: Promotion of local meetings in the citizenship: promoting neighbourhood volunteering to support the reception and inclusion processes through group sessions to receive training and design, in a cooperative manner, the actions that each team will undertake.

Third phase: Participation actions from the municipality, for the municipality: improve the performance of the technical reception teams in the design and implementation of proposals for social participation in the municipalities where the program is developed through the execution of citizenship projects.

Fourth phase: Impact assessment and continuity: teams value actions, analyse results and promote commitments for the next phase. Thus, it is intended to activate joint proposals for participation in which an open dialogue between citizens is promoted around the reality of migration.

Difficulties or constrains for its implementation: The project is subject to public financing, with the risk associated with the non-provision of funds for its continuity.

Results:

The neighbourhood teams have activated proposals for the benefit of the communities and have received training in social participation. These teams have been made up of residents in the municipalities, with a diversity of personal situations and origins, favouring the encounter and mutual knowledge.

The project has meant a subsequent relationship between neighbours and residents of Leganés, Carabanchel or Getafe and the professional reception teams have come to consider this project as a common resource very useful for the people we work with.

3.1.8 P8. VG8 diverse VGs (and non-VG migrants). District Action Teams

Identification of stakeholders that made an identification of the practice: Comisión Española de Ayuda al Refugiado (CEAR).

Contact: Cristina Sirur – Head of the Incidence and Social Participation area of CEAR Madrid.

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Project: "Program for the implementation of integrated actions to promote territorial rebalancing and social cohesion in the most disadvantaged neighbourhoods of the districts of Centro, Chamberí and Tetuán", funded by Area of Territorial Coordination and Public-Social Cooperation of the City Council from Madrid.

Vulnerable migrants and applicants or beneficiaries of international protection in active job search. Different profiles, professional and personal experiences, make up the work teams in three districts of Madrid: they participate from a human rights defence lawyer to a woman who had to leave her country due to gender discrimination, or a radiologist who was persecuted by their disagreement with the current government, going through young people who had to leave their studies in their countries or who never had access to a job or training.

Application setting: context

This varied profile of people shares a common situation: arrival in the Community of Madrid and the need to move forward in its process of inclusion and autonomy through a decent job, which serves as a professional recycling experience or mere learning about the market labour.

In addition, a small quota is reserved for long-term unemployed derived from social services in the three municipalities.

Objectives

General Objective: To improve the quality of life, social cohesion, and territorial rebalancing in the Districts of Centro, Chamberí and Tetuán, through the regeneration of the urban environment and the dignification of the common space.

Specific Objective 1: Identify key agents, social and neighbourhood NGOs of the districts, in order to establish an efficient and continuous channel of real participation.

Specific Objective 2: Collect information on the state of quality of the spaces, through meetings that are necessary with administrations and citizen NGOs and develop a diagnosis that allows the identification of the most disadvantaged areas of the districts and their main needs in matters of regeneration of the urban environment, through the active participation of key agents, social and neighbourhood NGOs.

Specific Objective 3: Improve the employability and labour insertion of people at risk of exclusion, preferably residents and connoisseurs of the districts, and attending to the special vulnerability of the CEAR care group, by hiring, accompanying, and training an interdisciplinary team of job.

Length: Annual project by registered grant that has been renewed until 12/31/2019.

Requirements/ accessibility issues: Work teams are hired at the request of CEAR Madrid technical employment staff. When the person achieves another job (the project has a shuttle character) the vacancy is filled in the same way, through a social report that evidences the need for the person to be hired in charge of the project.

Performance procedures

The project has two lines of work: in addition to being an employment and training initiative, the focus of the project is the intervention on public spaces with all that entails.

The team has 3 coaches (1 per district) that perform institutional representation work and joint work with neighbourhood NGOs. In these relationships' spaces, needs are collected that are transferred to the district boards by the technical coordinator of the project and often involve intervention orders that the EADs execute. As an example, these demands are materialised in repairs, installation of vertical gardens or small orchards in schools or deteriorated areas, painting of murals or gates of bounded spaces, the reorganisation and authorisation of the Barley Space in La Latina, or planters that limit pedestrian spaces on Galileo Street.

In addition, EADs have facilitated participatory and open-ended workshops for citizens on environmental sustainability, creation and care of urban gardens, bicycle repair and other issues where the objectives of joining neighbourhoods, fostering the feeling of belonging, and publicising this project are met. Thus, each refugee or migrant personalisable, through a decent job that allows them to restart the process of socio-labour inclusion, to intervene on a space for collective enjoyment, making better neighbourhoods for everyone.

Difficulties or constraints for its implementation

The change of municipal government, with the consequent change of priorities and areas of government has meant the completion of this initiative, interrupting the processes of inclusion and autonomy of people who have been working in the EAD.

On the other hand, a difficulty identified during the two years of the project, shows the reconsideration of the shuttle approach, given that the vulnerability situation of many people has transcended that estimate of 3 months of hiring for training and employment, giving rise to annual contracts.

Results

An estimated total of 60 people in situation or at risk of social exclusion have worked in the EAD, accumulating enough time to stay in the Community of Madrid, before their denial of asylum, to apply for residence and work permit for rooting based on a better situation (accumulate this professional experience).

People receive specialised training in gardening, carpentry, small repairs, electricity, and other knowledge necessary to expand their employability opportunities.

Training and practicing in Spanish during this experience also increases employability opportunities and improves the ability to adapt to a new neighbourhood or district, thus favouring the psychosocial well-being of the beneficiaries.

It has improved in terms of recognition and support for the work of CEAR in the districts where we have worked, also increasing the social support of people who have integrated the EAD

3.1.9 P9. VG9 Professionals working with VGs. “Transversal work teams in the territorial delegation of CEAR Madrid”

Identification of stakeholders that made an identification of the practice.

Comisión Española de Ayuda al Refugiado (CEAR).

Contact:

Vicente Ortolá – Head of the Organisation area: Programs, Processes and Development of CEAR Madrid.

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Project; Target VG and type of host community.

Professionals from all areas of the CEAR delegation. This work will have an impact on all ongoing activities. This is a professional development process that aims to improve intervention with migrants and refugees in areas of work that are transversal to the services, so that the beneficiaries of the CEAR Madrid projects will have a significant, direct, or indirect participation in this practice.

The pace of work of the delegation, with a considerable increase in personnel and activity in the last two years, and its great link to the comprehensive asylum program financed by the Ministry of Labour, Migration and Social Security, have generated a situation of inertia in the equipment and compartments sealed by area that prevent us from moving towards an integral organisational system.

On the other hand, professionals have experiences that are not always taken advantage of.

Application setting: context

CEAR Madrid currently has 261 professionals working in areas of: reception (in asylum and humanitarian programs), inclusion (with employment, housing, social, psychological and language learning projects), legal assistance and political advocacy and social participation. On the other hand, three transversal support areas stand out: People Development, Economic-Administrative Area and Organisation Area: Programs, Processes and Development. Since the latter, some internal processes have been promoted in 2019 to achieve greater cohesion, professional well-being and improved results. Some of these initiatives are: a structural support to the areas of intervention and local projects through their managers, an internal newsletter with news of general interest to the entire delegation, the promotion of shared knowledge management, highlighting the experience social and citizen professionals in the “Friday breakfast” space, or the creation of cross-cutting and interdisciplinary working groups with a real impact on the entire delegation.

Objectives

1.- Knowledge management and organisational development.

- 2.- Generation of an intervention and management model based on sustainability and attention to quality indicators.
- 3.- Cohesion of groups and interdisciplinary look.
- 4.- Place the right holder in the centre of a holistic and systemic model of social intervention.
- 5.- Promote specialisation in different transversal axes, of a strategic nature, from the philosophy of sharing the knowledge acquired and agreeing on bases to improve it, promoting actions that allow us to reach other aspects of knowledge that, at this time, we do not treasure.

Length: Medium-length project that starts in November 2019, although two of the teams started in 2018 or at the beginning of 2019. After a year, the results and the process will be evaluated, and the participation will be reopened.

Requirements/ accessibility issues: Participation has been open to all people in the delegation and its nature is voluntary. Those who work in 24-hour services or who have shifts are requested to ask their managers for authorisation not to neglect those services.

Performance procedures:

Accompaniment to groups that had been working autonomously. Start-up of new groups, born from expressed needs, both by technical teams and those responsible for areas. In them there is participation of legal, economic-administrative areas, surpassing the direct intervention approach:

- Referral Team in Trafficking
- Gender Reference Team
- ECO Group
- Sex Identity and Diversity Team (LGTBIQ+)
- Social innovation group
- Community participation team
- Anti-discrimination Group

Each group has a general objective and proposal of specific and possible results, as well as internal and external focus of attention to CEAR. Each group organises their work from the disposition of 1 hour per week for each professional, reaching agreements and a progression of work towards two or three tangible results and shared to the entire delegation in November 2020.

Difficulties or constraints for its implementation: The workload is the main obstacle: although the participants have a total of 4 hours released per month, the truth is that there are professionals with greater difficulties to make compatible.

Results: The results will be reviewed after one year. The organisation team will accompany the process of participation and progress to maintain the enthusiasm of all.

5. Identification of the most similar volunteer person.
6. Initial meeting between the technical staff that has requested support, volunteering, and the volunteer. to know the case from general features.
7. Voluntary-refugee contact begins with a periodicity of meetings between 1 and 4 times a month.
8. The volunteer reports to the technical staff the progress in the relational process and a joint evaluation work is done.

Difficulties or constrains for its implementation:

Sometimes it is hard to understand how far the link should go, especially when it comes to people with relational difficulties because of their situation in the country of origin and that often have to do with the cause of persecution / discrimination.

Breaking the ice and creating functional supportive relationships from both agents is a tough task and the expectations of both can be affected.

Results

Currently, the delegation promotes 55 experiences of relational volunteering. Although this model has little path and has finally been considered by other areas as an important resource in the reception and inclusion process, we are moving towards its consolidation by creating spaces of relationship among the volunteers who perform this work, who request more support to the entity's techniques, given that this type of relationship is complex from an emotional point of view.

3.1.11 P11. VG11 Newcomers to the system and people whose programs end and they are deprived of basic resources (gender perspective). Mapping of free resources and autonomous access for refugees and migrants

Identification of stakeholders that made an identification of the practice: World in motion (Mundo en Movimiento)

Contact: Berta de la Dehesa (609109995) and María Paramés (660836347). Email: mapeo@mundoenmovimiento.org

The project is called Madrid for All and it is being developed with the work of Mundo en Movimiento volunteers: <https://mundoenmovimiento.org/proyecto/madrid-for-all/>

Madrid for All is a project of Mundo en Movimiento, an organisation that deals with multidimensional aspects of migration and the promotion of global citizenship.

Madrid for All is the result of the mapping of free access services available for refugees and migrants in the city of Madrid. It is embodied in a simple and intuitive web page, where the available resources are shown geo-located, and the information regarding how to access them in the Madrid 21 districts is provided in several languages. Web access link: <https://madridforall.org/>

We have a triple purpose: Our main objective is that people on the move without resources, especially newcomers, can learn about the free services available in the city of Madrid: which free services are available, where can be found and how to access them. We also want to make visible to each other the available services, experiences, or products that different organisations and support groups offer to

refugees and migrants. Finally, we want that people who are willing to donate resources to know where and how to do it.

The development of the mapping includes an intersectional gender perspective, which allow us to recognise the different realities of the migratory process and pay integral attention to the oppressions that people might suffer along the process, because of their gender identity, sexual orientation, origin, age, etc. As a practical reflection of this approach, the web page includes filters to present the available services for specific groups. In addition, to simplify the search for the resource, a menu collects and classifies the services into different categories ranging from basic needs (food, accommodation, clothing, etc.), through education, legal advice, or employment guidance, to resources for leisure and free time.

The Madrid for All website has two especially efficient features for use by the rest of the world:

- It is programmed in free code, accessible from the profile of Moving World in GitHub, because we firmly believe that the world is built thanks to the knowledge of all people. In this way, anyone can freely use all the technology developed to replicate the project in other places and have the support of Mundo en Movimiento for its elaboration.
- No database is needed, since we use a code converter that operates on local files to keep information secure and up to date.

We have developed this project during this year from our participation in the Hack4Good Madrid 2018, the open group that we have created in Medialab Prado, the collaboration with Salud Entre Culturas and the good work of people who voluntarily collaborate with our knowledge and time.

Project/ beneficiaries

This mapping can be used by all people on the move, regardless of their administrative situation in the country. Regarding the forced displaced, we believe that it can help them in two moments of their migration process:

1. Upon arrival, while formalising their situation as refugees as they do not have any help until they are recognised. (Let us consider the saturation of the OAR, the times are very long, being able to spend months and even years between the asylum request and the interview).
2. When their link to the reception program ends and they are deprived of basic resources (between 6 months and 2 years, situation of the most vulnerable people).

Main need and vulnerabilities

The difficulties and injustices that a migrant or refugee lives with do not end when their trip ends. Arriving in a country with a different culture and without a support network is a huge obstacle to integration and development itself. The combination of the citizen and institutional response offers a range of resources that, although they exist, it is difficult to know.

This mapping pays special attention to the specific vulnerabilities of migrant groups, classifying resources through filters of age, gender, origin, and sexual orientation. The project is underway and in constant reflection, open to detect other vulnerabilities that require specific resources that may be incorporated into the mapping.

Specific Objective 5: Providing resources and skills that favour coexistence and adequate and progressive incorporation into the host society, especially encouraging the participation of the largest number of women and actively promoting the role of prominence on their part.

Length: Annual agreement

Requirements/ accessibility issues

The time of stay in the device is 7 days, extendable according to technical criteria established by the coordination of CEAR in Madrid and / or by the direction of the Hostel after the assessment of the team of social workers and after communicating to the reference person of the Department of Immigration and shelter. This period may be extended according to criteria and always with the express authorisation of the Department of Immigration and Refuge in the following situations:

- Depending on the vulnerability criteria established in Art. 46 of the Asylum Law.
- When the response to the re-entry requests to the host system exceeds that period.
- In exceptional cases authorised by the coordination of CEAR in Madrid or the Directorate of the hostel.

Users may have access to the program through different channels, listed below:

- CEAR, from the different services that compose it.
- Red Cross reception service at Madrid-Barajas Airport for cases in which the Dublin Regulation applies.
- In addition to the existing ones, according to the aforementioned profiles, other NGOs that participate in the Asylum Reception System could be derived, always with the express authorisation of the Madrid City Council.

Performance procedures

The Madrid City Council is coordinated through the General Directorate of Primary Care, Community Intervention and Social Emergency, on which the Department of Immigration and Shelter, and the Department of Homeless People and Social Samur depend. They maintain periodic coordination with the Ministry of Labour Migration and Social Security, to establish mechanisms that expedite the appointments with the Social Work Unit of the people and families that are in the municipal devices and have formalised the asylum application.

For the development of the Program there is the collaboration of the Social Samur, for the knowledge of cases, the coordination with the Ministry, the transfers of the families and people to the device, and to other places, OAR, train stations etc.

Principles of action, and values:

The work methodology is based on a rights approach, on the reception, diagnosis, referral and, where appropriate, intervention design of the people who arrive at the Shelter through the access roads determined in this agreement. The gender approach is included in the entire methodology.

In the hours following their arrival, residents have an initial interview with social workers. In this first interview, an assessment is made of the trajectory, the migratory project, the previous socio-family history, and the short-term expectations that each person raises. Depending on the initial assessment and the expected time of stay, a design of social intervention with the objectives to work will be considered. In this interview, information is provided on the steps to follow according to each specific situation and the appointment with the OAR is requested in the cases in which it proceeds.

Proximity: generating close links between professionals and users.

Flexibility: It will involve adapting the regulations, actions, and services of the program to the needs of the users.

Transparency and clarity: the professionals, as well as the person, have knowledge of the services that can be provided from the program.

Dignity: it will mean respect for the rights and freedoms of people, as well as their autonomy.

Equity and equal opportunities: guaranteeing access to all the services of the program to all the people who need it.

Individualisation: each action of the staff will consider the specific situation of the person.

Coordination, complementarity, and networking: with professionals from other services, both public and private, to carry out an attention aimed at the stabilisation and integral improvement of the person's situation.

Emergency / Temporary: providing support during the entire stay of the person in the program and offering a framework of coexistence aimed at covering basic needs, as well as the containment of the emergency situation in which it is also promoted that the person can access, if appropriate, other resources, centres or services, institutionalised or not, to continue their improvement process.

Quality: orienting the actions of the professionals of the device towards continuous improvement, the search for the satisfaction of the participants and the efficiency and effectiveness of the actions carried out.

Difficulties or constrains for its implementation.

The special situation of difficulty of this group, means that in the desirable results for each user, factors that exceed the municipal competencies and the capacity of action of the managing entity intervene, mainly the circumstances linked to the changes of criteria and instructions of the MITRAMISS and of the OAR and the European border guidelines and SECA (Common European Asylum System). For this reason, to evaluate the results of the measurable part of this project, activity indicators are used, which also guarantee that the entity has carried out the actions for which it has obtained the subsidy.

The evaluation also considers the process and the incidence of these factors on the beneficiaries, professionals, and the environment. Qualitative and quantitative indicators are collected monthly, which allow measuring the degree of fulfilment of the objectives, considering the gender approach, disaggregating some indicators by gender.

Results: The results obtained since its commissioning have been quite satisfactory, considering the limitations of the number of places, the difficulties in leaving in certain families and people due to the criteria of the Ministry that have been changing over the years.

Comments

In the first moments in reception device Albergue Mejía Lequerica was conceived to facilitate the re-entry of people who had just left the reception centres of the Ministry, with the intention of leaving for Europe. The object is mainly Syrian families who arrived in Madrid, from Melilla Reception Centre and were in Mendez Álvaro with the intention of traveling to Europe. Since its opening, the Mejía Lequerica Hostel has been paying attention that was carried out since the citizen response, providing emergency accommodation, food, information, and guidance on the Asylum system, especially what happens if they apply Dublin. Many families despite receiving information decide to abandon the resource to travel to Europe 966 people in 2016 and a smaller number in 2017, 612 people. After months they were deported to our country in application of the Dublin Regulation. So, from the Mejía Lequerica Shelter, access to the Protection System in the Ministry (Mitramis) was requested, since they are without livelihoods, to cover their basic needs.

The target profile in the Hostel has been redefined throughout 2017 mainly due to changes in the criteria of the Ministry of Employment and Social Security (former MEYSS) in relation to the coverage of First Reception accommodation to applicants for international protection. The waiting time for the appointment to submit an application for international protection has varied between 1 and 4 months, which has largely determined the significant increase in the average stay at the Mejía Lequerica Hostel. Exceeding, widely, the times of stay established in the agreement reaching to reach, in some cases several months.

People who have exceeded periods between 15 days and 3 months of stay established in the agreement, are in one of the following situations:

- * Applicants for international protection who, due to lack of MEYSS First Reception places, cannot have emergency accommodation and must wait until the adjudication of a first-stage accommodation place for applicants for international protection.

- * Young people from countries such as Cameroon, Nigeria, Guinea Conakry, Senegal, and Ivory Coast who have entered patera along the Spanish coasts and that when arriving in Madrid, despite being applicants for international protection, cannot be treated in the First Reception of the MEYSS, for having already received emergency shelter, and are staying in our device pending the award of first-stage accommodation for applicants for international protection.

- * Young people from Afghanistan who have applied for international protection in some other EU country (Norway, Belgium, Italy), in some cases being minors, and who after being denied their application for international protection and before the imminence of deportation to country of origin, they decide to travel to Spain. These people cannot be treated at the First Reception of the Ministry of Labour, Migration and Social Security, henceforth, Mitramis and are housed in our device pending the award of first-stage accommodation for applicants for international protection. In a significant number of cases.

- * Applicants for international protection who, for having spent more than 2 years in Spain or in some EU country, cannot access the Mitramiss social protection system (first phase accommodation, second phase financial assistance) for applicants for international protection.
- * Applicants for international protection who had not previously submitted an application in Spain, and in application of the Dublin Regulation 604/2013, are transferred to Madrid, and who lack identification documentation so they cannot access First Place, staying in AML until your access to first-stage accommodation.
- * Applicants for international protection who had previously caused voluntary withdrawal in accommodation of the MEYSS to travel to other EU countries, and in application of the Dublin Regulation 604/2013, are transferred to Madrid, and their re-entry into the system is not readmitted. These people remain in AML waiting for a place in a resource of the municipal network of attention to immigrants and / or homeless.
- * People benefiting from voluntary return aid pending the processing of their trip back to their country of origin. The duration of this process will depend, among other issues, on the time of the year as organisations that work with voluntary returns try not to do them in high season in which the price of the ticket can double.
- * Migrant people derived by Samur Social who, once housed, state that they do not intend to apply for international protection and are referred to resources of the municipal network of care for immigrants and / or homeless, nor can they access the MEYSS accommodation place, despite submitting international protection in Spain, for having previously stayed more than 2 years in EU territory, so they remain in AML waiting for a place in resource of the municipal network of attention to immigrants and / or homeless.
- * People who finish the second phase of the social protection system of the MEYSS and who are in a situation of social unprotection lacking accommodation and / or economic resources, waiting for a place in resource of the municipal network of immigrants and / or without household, with some of these cases being families with minors, whose only alternative is the APOI Project, which has an important waiting list.
- * Youth supervised in juvenile centres in Ceuta from where, when they reach the age of majority, their transfer to the peninsula is facilitated, arriving in Madrid without resources or support network, and who are waiting for a place in a convivial preparation resource for autonomous life. These resources, whether from the municipal network or from different social NGOs that work with youth at risk of exclusion, have waiting lists longer than 6 months.
- * Persons with a negative resolution of their application for international protection, who file an appeal before the National Court at the Madrid Adolfo Suarez Madrid-Barajas airport or the Asylum Office in Madrid, and who as a precautionary measure authorise their stay in Spain until Your appeal is resolved. During this time, they cannot opt for the MITRAMISS social protection system.
- * Beneficiaries and / or applicants for international protection who finalise the first phase of the social protection system of MITRAMISS and are waiting for the mandatory financial aid to start autonomous life or, having these grants, find themselves serious difficulties in leasing a home due to lack of sufficient financial guarantees (employment contract).

* Syrian-Spanish families repatriated from conflict zone.

In 2018, with the rigorous application of the Ministry of Interior Instruction in which the priority reception disappears, especially for families with minors, and is established as the start date of the right to the first reception, once the Asylum application has been a delay of six months.

For this reason, the Emergency devices of the City of Madrid began to collapse, and specifically in reference to the Mejía Lequerica Shelter.

The Madrid City Council promoted measures to produce a coordinated response between the relevant Ministries in the field (Ministry of Interior and Ministry of Labour, Migration and Social Security (MITRAMISS), the Community of Madrid and the City Council of Madrid. Fruit of these meetings has resulting in the establishment of the necessary coordination mechanisms to expedite appointments with the Social Work Unit of the Ministry, responsible and competent bodies for the social protection of asylum seekers, by assigning places. housed in municipal devices.

Given the emergency situation, as a result of the delay by the State in the appointment of appointments to the population requesting international protection (asylum and refuge) and which entails the delay in the allocation of places of first reception, together with the period winter in which the municipal squares of the Cold Campaign are at maximum occupancy. It was necessary to temporarily reinforce these emergency resources, with two more devices. One was for asylum-seeking families in Franco Rodriguez, with a capacity of 110 seats that has been in operation from November 23, 2018 until 30 June 2019 having welcomed 609 asylum seekers. In January 2019 another emergency device is launched aimed at asylum seekers men alone waiting for social protection place for asylum seekers of the ministry (MITRAMISS). This centre has a capacity of 120 people, and they have attended about 903 people so far this year.

The Mejía Lequerica Shelter, with a capacity of 128 beds, has served some 6,561 asylum seekers mainly and vulnerable migrants who have been left out of the asylum system for refugees. At this time, the majority profile are people of Latin American origin mainly from Venezuela, El Salvador, Colombia, whose intention to apply for asylum.

3.2 Other good practices according to literature and ARU's stakeholders

These good practices have been compiled as they have been considered as such by other specialised sources and ARU members in different ARU Workshops. Most of them are in general address to asylum seekers and refugees with no distinction on vulnerabilities or vulnerable groups.

3.2.1 European Web Site on Integration identified practices

According to the EMN data list of good practices, these are the practices related to Spain (2013-2019):

Date	Title	Author	Type	Area	Language
21/10/2019	Rossinyol – Intercultural youth mentoring programme in Spain	Migration CIDOB	Integration Practice	Spain	Multilingual
17/06/2019	Red Acoge – Programme for Equal Treatment and Anti-Discrimination	Migration CIDOB	Integration Practice	Spain	Spanish

17/05/2019	UNINTEGRA – Universities leading research and training for the integration of refugees	Migration CIDOB	Integration Practice		Multilingual
28/09/2018	Connect Migration Network – Digital Literacy for Immigrants	Migration CIDOB	Integration Practice	Spain	Spanish
27/02/2018	Italy, Spain, Romania: AGREE - Agricultural job Rights to End foreign workers Exploitation	Oana Iacob	Integration Practice	Romania	English
6/06/2017	Inmigracionalism Project on the media's treatment of immigration and asylum in Spain	Migration CIDOB	Integration Practice	Spain	Spanish
18/12/2015	ACCESS - Online Self-Assessment Tool	EWSI Content Manager	Integration Practice		Multilingual
07/12/2015	PROXI: Online Project against Xenophobia and Intolerance in Online Media	Migration CIDOB	Integration Practice	Spain	Spanish
01/04/2015	Bulgaria, Cyprus, Germany, Lithuania, The Netherlands, Portugal, Romania, Spain: Take Care Project - Healthcare Language Guide for Migrants	Oana Iacob	Integration Practice	Romania	English
04/12/2013	Program Women, Health and Violence 2013: 'Women's health in women's hands'	Migration CIDOB	Integration Practice	Spain	Multilingual
30/10/2013	Learning paths from one country to another: A project	Elli Heikkilä	Integration Practice		Finnish
17/09/2013	You are young, you will succeed!	Migration CIDOB	Integration Practice	Spain	Spanish
25/07/2013	Strategies for Effective Police Stop and Search (STEPSS) in Fuenlabrada	Migration CIDOB	Integration Practice	Spain	English
27/06/2013	Transnational Observatory for the Refugees' Resettlement in Europe (T.O.R.R.E.)	Sotiris Themistokleous	Integration Practice		English
19/03/2013	Grundtvig Project: European Language Portfolio with immigrants, refugees and asylum seekers (IMPORT)	Júlia Pàmias	Integration Practice		Multilingual
23/01/2013	Training and Certification Linguistics Programme for Immigrant Workers, LETRA (identified via a study undertaken by the Committee of the Regions)	Alexandre Kirchberger	Integration Practice	Spain	English
23/01/2013	'Where the Rivers meet' (identified by a study undertaken by the Committee of the Regions)	Alexandre Kirchberger	Integration Practice	Spain	English

3.2.2 LGTBIQ+ inclusion

Kifkif is an NGO that provides sociocultural and legal services to migrants, lesbian, gay, bisexual and trans refugees in Madrid, promoting their social inclusion. <https://kifkif.info/>

The services they provide are specialised towards LGTBIQ+ migrant and refugee community. Their aim is to “contribute to the welcoming of LGBT migrants and refugees recently arrived in the community of Madrid, helping to lessen culture shock, and working with them for the formation of an intercultural society of respect and integration for those coming from other countries, on the margin due to sexual orientation or gender identity.” Services provided are: Personal Information and Attention, Counsel and Psychological Orientation, Legal Counsel and Information, Prevention, Information, and Detection of HIV/AIDS, Sensitivity Training Workshops, and Social Group Activities.

3.2.3 Employment

a) Labour inclusion protocol for refugees

This labour inclusion protocol for refugees is an example of good practice for the Council of Europe (2018 *Regiostars Award*). <https://www.europapress.es/murcia/noticia-protocolo-insercion-laboral-refugiados-ejemplo-buenas-practicas-consejo-europa-20181207122102.html> and <http://cepaim.org/la-region-de-murcia-recibe-el-premio-regiostars-a-un-proyecto-de-integracion-de-refugiados/>

It is a project for the integration of refugees from the Regional Employment and Training Service of Murcia, in collaboration with four NGOs: Cepaim Foundation, Accem, Red Cross and Murcia Acoge. It contributes to the inclusion through a collaboration among the regional government, NGOs and the business world. The project is coordinated by the Autonomous Community, includes training courses and guidance on employment.

b) Reinclusion Erasmus+

"Guidelines for the labour inclusion of refugees and asylum seekers" aims to develop innovative methodologies and tools aimed at operators of social and labour insertion services for asylum seekers or International Protection who carry out their activities within of the national reception systems for refugees and asylum seekers, so that they can perform their duties effectively with the immigrants they receive. <https://reinclusion.eu>

c) Centre for the Empowerment of Cleaning Ladies and Care Workers.

SEDOAC Active Domestic Service Association <http://serviciodomesticoactivo.blogspot.com/>. It is an Association of women of intercultural origin that work primarily with migrant women. Its aim is "Empowering people employed in the home and care so that they are architects of the dignification of the sector and the improvement of their working conditions." They have four lines of action:

Empowerment: The empowerment of our members through training on their rights, working on their self-esteem, and being integral.

Awareness: Raise awareness in society in general about the value of carrying out this work with which the sustainability of life itself is guaranteed.

Political Incidence: We are convinced that it is necessary to reach the people who represent us and who have the decision-making power in the State and in the different public institutions, to achieve the

legislative and structural changes that guarantee equal rights in our sector with the rest of the workers in Spain, Europe and the world.

Network Working: The construction of strategic alliances with other Associations or related Institutions, to join forces in achieving our objectives. They are part of the Latin American and Caribbean Women Network in Spain; Turin Group; State Network of Household and Care Workers (RETHOC); and the CESDAW Shadow Platform.

3.2.4 Local inclusion

3.2.4.1 Local volunteering

d) Proyecto EURITA

Accem NGO <https://www.accem.es/proyecto-eurita/>

Mentoring program for volunteers who accompany resettled people in their integration process, providing a more individualised, personalized, and humane cultural orientation. It is part of the Technical Assistance Project for the European Resettlement and Integration program.

e) Befriending Project:

Befriending is an initiative launched by the Spanish Committee of UNHCR, and Rescate Internacional NGO. <https://eacnur.org/es/actualidad/noticias/eventos/befriending-socios-de-acnur-ayudan-refugiados-en-espana> and <https://www.ongrescate.org/befriending-ayuda-a-fortalecer-lazos>

A project in which friendship and the relationship of volunteers and refugees takes place on a level of equality, cultural exchange, and support.

f) GAUEAN Developed by Ekaitz Taldea networking with Fundación Harribide and Suspergintza Elkartea. Community and civic experience of solidarity welcoming young immigrants in situations of vulnerability and exclusion.

Autonomous initiative with no links to public institution. Enabling relations between young immigrants and local people. Encouraging, through the night shelter arrangement, awareness raising, participation, and the involvement of citizens in solidarity with the situation and the marginalisation of this group. The project is open from December to June. At all times in accordance with the availability of volunteers (local people).

It is part of the compiled good practices of the European funded "Inclusion project": <https://drive.google.com/file/d/1kvPjYtUhnV4cSAag8yZFckmpgkL2brh8k/view>

g) BIZILAGUNAK [The next-door family] Getxo municipality

Different activities proposed for all ages for intercultural exchange and coexistence. It is promoted in the municipality, by sharing what each person is, through the use and the enjoyment of leisure spaces and free time.

It facilitates contact between local people and foreigners. Overturns prejudices and stereotypes (Complementary programme to the Anti-Rumours Strategies). Network of people/citizens who can respond to the challenges of society.

It is part of the compiled good practices of the European funded “Inclusion project”:

<https://drive.google.com/file/d/1kvPjYtUhnV4cSAag8yZFckmpgL2brh8k/view>

3.2.4.2 Policy design

Basque Country Initiative on Integration of Migrants and Refugees: SHARE (2019). It is a policy-making initiative towards EU through Assembly of European Regions, AER. Available at <https://aer.eu/basque-country-initiative-on-migrants-integration/>

“The objective of SHARE is to promote solidarity and co-responsibility in the reception of refugees and migrants, for which it proposes to agree, at European level and on a transversal basis, a key of territorial distribution of the effort of reception and inclusion of migrants in most vulnerable situation.

For this territorial distribution, a formula based on three parameters is proposed: tax revenues (or Average Available Income, or GDP per capita), with a weight of 50%; the population, with an incidence of 30%; and the unemployment rate, with 20%. The application of SHARE in States, regions and municipalities would be directed to refugees and asylum seekers, migrants in an unregulated situation and special vulnerability, and minors and young people who migrate alone.

Logically, this is an open proposal. The objective is to have the greatest possible consensus. At the moment, following the meetings that took place on 2nd April and 4th December in Brussels, the “SHARE project” is supported by the regions of Canary Islands, Navarre, Catalonia, Melilla, Communauté d’Agglomération Pays Basque, Attica, Nouvelle Aquitaine and Basque Country.”

3.2.5 Police proximity

Sonia Pozzi, Deborah De Luca y Prof. Maurizio Ambrosini (2018). Comparative Study and Good Practices: Proximity Police services, structure, strategies and methodologies against racism, xenophobia and other forms of intolerance. Madrid: Spanish Observatory of Racism and Xenophobia. Ministry of Labour, Migration, and Social Security. Available at http://www.mitramiss.gob.es/oberaxe/es/publicaciones/documentos/documento_0107.htm

3.2.6 Media treatment

Red Acoge NGO “Manual contra el INMIGR*CIONALISMO (2018) (tratamiento periodístico)”/ Handbook against IMMIGR * CIONALISM (2018). It includes a glossary, decalogue and recommendations for the media https://www.redacoge.org/mm/file/Manual%20Buenas%20Practicas_Inmigracionalismo.pdf

3.2.7 Compilation: library of local integration practices

Social Integration Project of the Refugee Chair and the University Institute of Migration Studies, of the Pontifical University of Comillas. Each practice has a detailed filed (in Spanish): <https://blogs.comillas.edu/proyectointegracionsocial/buenas-practicas/>

- 1) CEIP San Antonio School: School with a high number of students of immigrant or second-generation origin. It promotes intercultural coexistence, not only among students but also between families and their environment, through great respect for the identity and convictions of all members of the educational community.

- 2) Rumours Campaign (Cic Batá): Awareness campaign to avoid and reduce the existence of rumours, false hoaxes, and existing misinformation about migrants in Andalusia. The project has two aspects, on the one hand, a communication campaign on social networks and, on the other hand, training workshops.
- 3) Horta Comunitària de Ca n' Anglada: Active social care project that offers, for 2 years, 19 people and their families, at risk of social exclusion, the possibility of participating and being protagonists of the creation in their own neighbourhood of a community project of production of organic vegetables for self-consumption.
- 4) Laguna Family Program: Comprehensive project that promotes interculturality in the school and in the community. It uses the school space as a privileged space to work with families that have come from different countries. The project works three lines of action: awareness, research, and intervention.
- 5) Diversity Management Unit, Municipal Police of Madrid: It is a Unit of the Municipal Police of Madrid, which depends on the Government Area of Health, Safety and Emergencies. It works as a complaint and investigation office for possible hate crimes. They make a de facto intolerant, discriminatory and hate crime record that takes place in the city of Madrid.
- 6) In crescendo Project: It is a musical educational project that is inserted within the school curriculum in the schools Allue Morer and Cristobal Colón, since the first year of school, instrument construction workshops are held, and it is from the second when students enter the orchestra with which will perform live performances in different spaces.
- 7) Ibn Battuta Foundation: It is a non-profit organisation, aimed at cultural and social dissemination between the Arab countries and Europe. It provides social, cultural, educational, and labour support to people from diversity, so that they are fully European citizens.
- 8) The Apothecary of the Book: The Association promotes reading and study, learning, and coexistence through its libraries that function as spaces for intercultural encounter and social participation.
- 9) Project Rossinyol: University students who accompany a boy or girl of foreign origin to know better different cultural and leisure spaces of the city and can improve their skills of oral expression in Catalan.
- 10) "Burgos is home": It is a campaign of transmedia awareness promoted by the Mixed Commission of Refugees of the city of Burgos and in which different local organisations associated with the refuge have participated. The communication campaign has been disseminated through digital media in order to sensitise citizens about the difficulties that migrants encounter in accessing housing.
- 11) Mugetatik Haratago: It is an educational proposal of ALBOAN to educational centres. This proposal aims to bring students and teachers closer to the reality of those who come to our environment after having been forced to leave their home.
- 12) Refugees Welcome: It is an international network that has a presence in Spain: Madrid, Barcelona, Valencia, and the Balearic Islands. The purpose of the association is to promote a cultural exchange and a new welcome model. They connect local people who offer their home with refugees.
- 13) Digital tools for inclusion of Refugees, asylum seekers and migrants: European project that encourages and promotes the integration of refugees, asylum seekers, and newly arrived immigrants through the

strategic element. <http://cepaim.org/buenas-practicas-en-torno-a-la-gestion-de-la-diversidad-y-refugio/>

The practices are:

- 1) Vips group- «Road to employment» is a project aimed at young people who have not yet had their first work experience and need to develop basic skills for job placement. Through training, workshops and mentoring professional volunteers of the company work on the development of these skills by placing the person in the previous point to be able to start a job successfully. In the last edition held in Madrid, 60% of the participants were young asylum seekers.
- 2) Causes CEAR is a social enterprise whose objective is the integration of asylum seekers, refugees, migrants and in general any person in a situation or risk of social exclusion. It is a hospitality company whose initial activity was to assume the maintenance service of the Temporary Reception Centre of CEAR in Getafe (Madrid). Thus, the insertion company called Causas CEAR has a double social value: to supply the dining rooms of the CEAR reception centres and the creation of jobs for people in situations of exclusion, in particular refugees.
- 3) Refugees Welcome Plan: Complutense University of Madrid. The UCM wants to contribute to alleviate the drama suffered by refugees seeking asylum in Europe. With the conviction that only education will be able to reconstruct the countries that suffer the effects of violence, the UCM will collaborate in the attention to refugees that Spain receives through different lines of action with several objectives. These objectives are aimed both at the reception of refugees and the development of values, attitudes and solidarity actions of the university community, especially young students to foster a conscious, critical, and committed society.
- 4) Balay, an Aragonese company founded in 1947 currently belonging to the BSH Electrodomésticos España, S.A. group, has made a donation in favour of the Integral Reception and Integration Project for people in vulnerable situations, asylum seekers and shelter of Fundación Cepaim.
- 5) Airbnb. Open Arms is an awareness campaign that aims to involve civil society in the care of refugees through the free offer of their accommodation.
- 6) Camilo José Cela University. "Integra Project" is an initiative of this university whose objective is to facilitate the training of refugees to cover the demands of accommodation. Last year there were ten people selected for this project.
- 7) Iberdrola. Through its corporate volunteering Iberdrola carries out different projects aimed at addressing the needs of refugees. One of these projects is the "Digital Tools Workshop".
- 8) Microsoft Ibérica and the Esplai Foundation launch the RefugIS project to provide migrant and refugee people with technological training. This project is developed thanks to the collaboration of young volunteers from local associations and high school students from several Spanish cities that will provide digital literacy workshops and basic training in programming skills to young refugees, refugees, migrants, or applicants for asylum.

3.3.2 Accem compilation

Run by Accem NGO "DIVEM. Diversity in the company" is a project of consultancy and sensitisation towards companies under the idea of diversity management: <https://divem.accem.es/diversidad-en-la-empresa/>

It describes several practices implemented by national companies and transnational companies involving good practices in the management of cultural or ethnic diversity and in the social contribution of the company.

3.3.3 Other practices named (not verified)

Lack of available information unable us to search information on these other interesting practices:

- Centro de duelo San Camilio: Dual group of the San Camilo Listening Centre (free psychological support for immigrants) of the Centre for Humanisation of Health. Madrid and Tres Cantos.
<http://www.humanizar.es/servicios-asistenciales/centroescucha.html>
- Territorio Doméstico: *domestic territory*. Collective of women domestic workers. They seek to denounce and make visible the situations of abuse, lack of protection, and violation of rights in the sector of domestic workers. <https://twitter.com/Territoriodome1>
- Ferrocarril clandestino/ Mutual support network "Underground Railroad". It is an informal self-managed group of residents of Madrid. It is a citizen support space "among natives, immigrants without papers and immigrants with papers to counteract that vulnerability on a daily basis, create links and mutual understanding and, little by little, build alliances". <http://www.exodo.org/la-red-de-apoyo-ferrocarril-2/>
- Sindicato de Manteros y Lateros de Madrid (street vendors union): It is an association that represents street vendors of merchandise and drinks in Madrid. Information and mutual support are provided. <https://www.facebook.com/sindicatomanterosmadrid/>
- MICADO: Migrant Integration Cockpits and Dashboards. H2020 proyect <https://www.micadoproject.eu/>
- NARIC: National Academic Recognition Information Centres / Centros nacionales de información sobre reconocimiento académico) Ministry of education. Agreements on recognition for academic purposes with Germany, Italy, France, China, Argentina, Chile, and Colombia of the Spanish State. <https://www.enic-naric.net/spain.aspx>
- CAR Alcobendas relationship with Alcobendas city townhall: Rainbow party, on World Refugee Day. It is co-organised. The party takes place in the Community Park of Madrid with workshops, games, activities, and performances, together with several NGOs, associations, and volunteers. It is aimed at a family audience. The Alcobendas Refugee Reception Centre (CAR) has been in the municipality for 32 years.
<http://comunicacion.alcobendas.org/galeria-imagen/fiesta-arcoiris-12>
- Erasmus+ Re.Inclusion (2017).
- Microsoft Ibérica y Fundación Esplai: RefugIS. It is a proyect by Microsoft Ibérica and the Esplai Foundation, whose objective is to carry out workshops focused on technological literacy for refugees. These workshops are launched with the cooperation of local associations and high school students (volunteers).
<https://fundesplai.org/ca/recursos/noticies/1484-refugis-un-proyecto-per-dotar-de-formacio-tic-a-persones-migrants-i-refugiades>

3.4 Formal and informal practices to be avoided

During the 4th meeting of the Spanish ARU (with representatives from NGOs, public administration, forced displaced, and vulnerable social groups, education and academia) the following ideas arose:

- “I prefer two years in jail than two months in the CIE [detention centre]”, since there are no rules and there are no rights, there are also very bad conditions in centres for unaccompanied minors.
- Another bad practice would be the privatisation of asylum seeker services.
- In the case of minors, the violation is maximum if they are not provided with documentation or schooling.

Annex 1. Qualification Directive: issues of concern for Spanish stakeholders

The lack of the transposition of the Qualification Directive issues that have been pointed out regarding Spain are summarised as follows:

On point 14 it states: “The reception of persons with special reception needs should be a primary concern for national authorities in order to ensure that such reception is specifically designed to meet their special reception needs”. Regarding fundamental rights of applicants regarding social attention also check points from 21 to 24.

According to Article 2 “‘applicant with special reception needs’: means a vulnerable person, in accordance with Article 21, who is in need of special guarantees in order to benefit from the rights and comply with the obligations provided for in this Directive.”

These articles are also of interest:

Article 11 Detention of vulnerable persons and of applicants with special reception needs:

1. The health, including mental health, of applicants in detention who are vulnerable persons shall be of primary concern to national authorities.
Where vulnerable persons are detained, Member States shall ensure regular monitoring and adequate support considering their particular situation, including their health.
2. Minors shall be detained only as a measure of last resort and after it has been established that other less coercive alternative measures cannot be applied effectively. Such detention shall be for the shortest period of time and all efforts shall be made to release the detained minors and place them in accommodation suitable for minors.
The minor’s best interests, as prescribed in Article 23(2), shall be a primary consideration for Member States.
Where minors are detained, they shall have the possibility to engage in leisure activities, including play and recreational activities appropriate to their age.
3. Unaccompanied minors shall be detained only in exceptional circumstances. All efforts shall be made to release the detained unaccompanied minor as soon as possible.
Unaccompanied minors shall never be detained in prison accommodation.
As far as possible, unaccompanied minors shall be provided with accommodation in institutions provided with personnel and facilities which consider the needs of persons of their age.
Where unaccompanied minors are detained, Member States shall ensure that they are accommodated separately from adults.
4. Detained families shall be provided with separate accommodation guaranteeing adequate privacy.
5. Where female applicants are detained, Member States shall ensure that they are accommodated separately from male applicants, unless the latter are family members and all individuals concerned consent thereto.
Exceptions to the first subparagraph may also apply to the use of common spaces designed for recreational or social activities, including the provision of meals.
6. In duly justified cases and for a reasonable period that shall be as short as possible Member States may derogate from the third subparagraph of paragraph 2, paragraph 4 and the first subparagraph of paragraph 5, when the applicant is detained at a border post or in a transit zone, with the exception of the cases referred to in Article 43 of Directive 2013/32/EU.

2. (a) applicants are guaranteed protection of their family life.
 3. Member States shall take into consideration gender and age-specific concerns and the situation of vulnerable persons in relation to applicants (...)
 4. Member States shall take appropriate measures to prevent assault and gender-based violence, including sexual assault and harassment, within the premises and accommodation centres (...)
 5. Member States shall ensure, as far as possible, that dependent adult applicants with special reception needs are accommodated together with close adult relatives who are already present in the same Member State and who are responsible for them whether by law or by the practice of the Member State concerned.
- (...) 9. In duly justified cases, Member States may exceptionally set modalities for material reception conditions different from those provided for in this Article, for a reasonable period which shall be as short as possible, when: (a) an assessment of the specific needs of the applicant is required, in accordance with Article 22; (...).

Article 19 Health care: 1. Member States shall ensure that applicants receive the necessary health care which shall include, at least, emergency care and essential treatment of illnesses and of serious mental disorders. 2. Member States shall provide necessary medical or other assistance to applicants who have special reception needs, including appropriate mental health care where needed.

CHAPTER IV. PROVISIONS FOR VULNERABLE PERSONS

Article 21 General principle: Member States shall take into account the specific situation of vulnerable persons such as minors, unaccompanied minors, disabled people, elderly people, pregnant women, single parents with minor children, victims of human trafficking, persons with serious illnesses, persons with mental disorders and persons who have been subjected to torture, rape or other serious forms of psychological, physical or sexual violence, such as victims of female genital mutilation, in the national law implementing this Directive.

Article 22 Assessment of the special reception needs of vulnerable persons.

1. In order to effectively implement Article 21, Member States shall assess whether the applicant is an applicant with special reception needs. Member States shall also indicate the nature of such needs. That assessment shall be initiated within a reasonable period of time after an application for international protection is made and may be integrated into existing national procedures. Member States shall ensure that those special reception needs are also addressed, in accordance with the provisions of this Directive, if they become apparent at a later stage in the asylum procedure. Member States shall ensure that the support provided to applicants with special reception needs in accordance with this Directive considers their special reception needs throughout the duration of the asylum procedure and shall provide for appropriate monitoring of their situation.
2. The assessment referred to in paragraph 1 need not take the form of an administrative procedure.
3. Only vulnerable persons in accordance with Article 21 may be considered to have special reception needs and thus benefit from the specific support provided in accordance with this Directive.

4. The assessment provided for in paragraph 1 shall be without prejudice to the assessment of international protection needs pursuant to Directive 2011/95/EU.

Article 23 Minors:

1. The best interests of the child shall be a primary consideration (...)
2. In assessing the best interests of the child, Member States shall in particular take due account of the following factors: (a) family reunification possibilities; (b) the minor's well-being and social development, taking into particular consideration the minor's background; (c) safety and security considerations, in particular where there is a risk of the minor being a victim of human trafficking; (d) the views of the minor in accordance with his or her age and maturity.
3. Member States shall ensure that minors have access to leisure activities, including play and recreational activities appropriate to their age within the premises and accommodation centres referred to in Article 18(1)(a) and (b) and to open-air activities.
4. Member States shall ensure access to rehabilitation services for minors who have been victims of any form of abuse, neglect, exploitation, torture or cruel, inhuman and degrading treatment, or who have suffered from armed conflicts, and ensure that appropriate mental health care is developed and qualified counselling is provided when needed.
5. Member States shall ensure that minor children of applicants or applicants who are minors are lodged with their parents, their unmarried minor siblings or with the adult responsible for them whether by law or by the practice of the Member State concerned, provided it is in the best interests of the minors concerned.

Article 24 Unaccompanied minors (not studied by RAISD project)

Article 25 Victims of torture and violence: 1. Member States shall ensure that persons who have been subjected to torture, rape or other serious acts of violence receive the necessary treatment for the damage caused by such acts, in particular access to appropriate medical and psychological treatment or care. (...)

CHAPTER VI ACTIONS TO IMPROVE THE EFFICIENCY OF THE RECEPTION SYSTEM

(...)

Article 28 Guidance, monitoring and control system: 1. Member States shall, with due respect to their constitutional structure, put in place relevant mechanisms in order to ensure that appropriate guidance, monitoring and control of the level of reception conditions are established.

Article 29 Staff and resources: 1. Member States shall take appropriate measures to ensure that authorities and other organisations implementing this Directive have received the necessary basic training with respect to the needs of both male and female applicants (...).

Annex 2: Screening of vulnerability (AIDA Country Report, Spain) by ACCEM 2019c

The Asylum Act does not provide a specific mechanism for the early identification of asylum seekers that are part of most vulnerable groups. Article 46(1) of the Asylum Act does make specific reference to vulnerable groups when referring to the general provisions on protection, stating that the specific situation of the applicant or persons

benefiting from international protection in situations of vulnerability, will be taken into account, such in the case of minors, unaccompanied children, disabled people, people of advanced age, pregnant women, single parents with minor children, persons who have suffered torture, rape or other forms of serious violence psychological or physical or sexual, and victims of human trafficking. In these cases, the Asylum Act encourages the adoption of necessary measures to guarantee a specialised treatment to these groups. These provisions, however, do not really concern procedural arrangements. Instead, the law refers to protection measures and assistance and services provided to the person. In addition, due to the lack of a Regulation on the implementation of the Asylum Act to date, Article 46, as other provisions, is not implemented in practice.

Early risk assessment and further kinds of vulnerability identification in practice are conducted by asylum officers during the conduct of the asylum interview with the applicant, or by civil society organisations that provide services and assistance during the asylum process and within asylum reception centres. In addition, the increase in the number of asylum seekers in 2017 and 2018 has exacerbated difficulties in the identification of vulnerabilities.

The intervention of UNHCR should also be highlighted, as it is highly relevant for playing a consultative and suggestive role during the whole asylum process. Under the Asylum Act,² all registered asylum claims shall be communicated to the UN agency, which will be able to gather information on the application, to participate in the applicant's hearings and to submit reports to be included in the applicant's record. In addition, UNHCR takes part in the Inter-Ministerial Commission of Asylum and Refuge (CIAR), with the right to speak but not to vote, playing a central role in the identification of particular vulnerabilities during the decision-making process.

Moreover, UNHCR's access to asylum seekers at the border, in CIE or in penitentiary facilities enables the monitoring of most vulnerable cases considering procedural guarantees. These are crucial places for the identification of most vulnerable profiles due to the existing shortcomings and limitations that asylum seekers face in accessing to legal assistance. In asylum claims following the urgent procedure and in the case of an inadmissibility decision on border applications, UNHCR is able to request an additional 10-day term to submit a report to support the admission of the case.

A frequently missed opportunity for early identification of vulnerable profiles within mixed migration flows is represented by the framework of Migrant Temporary Stay Centres (CETI) in Ceuta and Melilla. These centres manage the first reception of undocumented newly arrived migrants and non-identified asylum seekers, before they are transferred to the Spanish peninsula. For this reason, CETI could provide an opportunity for the establishment of a mechanism of early identification of most vulnerable collectives. NGOs and UNHCR who work in the CETI try to implement this important task, but unfortunately the limited resources, frequent overcrowding of the centres and short-term stay of the persons prevent them from effectively doing so.

The lack of a protocol for the identification and protection of persons with special needs in CETI has been criticised in a recent report, which highlights that vulnerable groups such as single women or mothers with children, trafficked persons, LGBTI people, religious minorities, unaccompanied children and victims of domestic violence cannot be adequately protected in these centres. In addition, it is stressed that such factors of vulnerability, coupled with prolonged and indeterminate stay in the CETI, has a negative influence on the mental health of residents. The report recommended that those identified as being vulnerable should be quickly transferred to mainland in order to access protection in more adequate facilities.

As regards sea arrivals, identification of vulnerabilities should in principle be carried out in the CATE where newly arrived persons are accommodated (see Access to the Territory). This is not the case in practice, however, UNHCR and CEAR as implementing partner started a project in August 2018 with the aim of supporting authorities in the

identification of persons arriving by boat in Andalucía. More specifically, the teams of both organisations are in charge of providing legal information to persons arriving by boat, as well as detecting persons with vulnerabilities and special needs i.e., asylum seekers, children, trafficked persons, etc. Also, Save the Children started to deploy teams of professionals in some parts of the coast of Andalucía, in order to monitor sea arrivals, especially in relation to children.

Major shortcomings regard victims of trafficking. Despite the adoption of a National Plan against Trafficking of Women and Girls for the purpose of Sexual Exploitation, and of a Framework Protocol on Protection of Victims of Human Trafficking, aiming at coordinating the action of all involved actors for guaranteeing protection to the victims, several obstacles still exist regarding this issue. In fact, not only is their early identification as victims of trafficking very difficult, but they also face huge obstacles to being identified as persons in need of international protection. This fact is highlighted by the low number of identified victims of trafficking who have been granted refugee status in Spain. The first successful asylum claim on trafficking grounds was reported in 2009.

Concerns about the identification of trafficked persons and the need for more proactive detection of victims of trafficking among asylum seekers and migrants in an irregular situation have been highlighted by relevant international organisations, such as the Council of Europe Special Representative on Migration and Refugees⁷ and GRETA.⁸ They also stressed the need of providing the staff working in CETI with training on the identification of victims of trafficking in human beings and their rights.

The Spanish Network against Trafficking in Persons (Red Española contra la Trata de Personas) and the Spanish Ombudsman agree on the fact that this is due to a malfunctioning of the protection system because the victims, after being formally identified by Spanish security forces, are given a residence permit based on provisions of the Aliens Act, instead of taking into consideration their possible fulfilment of the requirements for refugee status. The latter would of course guarantee greater protection to victims of trafficking.

The situation and the OAR's attitude on this topic have started to change from the last months of 2016 and January 2017. In that period, 12 sub-Saharan women and their children were granted international protection. Since then, the criteria adopted by the OAR have changed and the Office considers Nigerian women a "particular social group" according to the refugee definition, thus possible beneficiaries of international protection due to individual persecution connected to trafficking.

The OAR does not collect disaggregated statistics on vulnerable groups.

Age assessment of unaccompanied children

A specific Protocol regarding unaccompanied children was adopted in 2014 in cooperation between the Ministries of Justice, Interior, Employment, Health and Social Services and of Foreign Affairs along with the Public Prosecutor (Fiscalía General), which aims at coordinating the actions of all involved actors in the Spanish framework in relation to unaccompanied children. It should be highlighted that, due to the territorial subdivision of competences, the Protocol only represents a guidance document for all actions involving unaccompanied minors, which aims at being replicated at lower regional level. In fact, children-related issues fall within the competence of the Autonomous Regions between which governance is divided in Spain.

The Protocol sets out the framework for the identification of unaccompanied children within arrivals at sea and defines the procedure that should be followed for the conduct of age assessment procedures in case of doubts about the age of the minor.

mind that the doubts based on the physical aspects of the minor must be read in his or her favour. In the same way, documented unaccompanied minor migrants cannot be considered undocumented if they hold an official document issued by their country of origin. As said above, this latter aspect is contradicted by the Protocol.

The United Nations Committee on the Rights of the Child has also granted interim measures in cases concerning medical age assessments of unaccompanied children in 2017.16 D.D. v. Spain, which refers to an individual communication on behalf of an unaccompanied Malian minor in November 2015, challenged the applicant's unlawful return from Spain to Morocco. In June 2017, the Committee on the Rights of the Child decided to examine the admissibility of the communication together with its merits. In May 2018, different organisations such as ICJ, ECRE, the AIRE Centre and the Dutch Council for Refugees submitted a third-party intervention to support the complaint of the applicant. In February 2019, the Committee body adopted a decision condemning Spain for the illegal practice and establishing the obligation to compensate the applicant.

On 27 September 2018, the Committee on the Rights of the Child issued an opinion in N.B.F. v. Spain, providing relevant guidance on age assessment. In particular, it stressed that, in the absence of identity documents and in order to assess the child's age, states should proceed to a comprehensive evaluation of the physical and psychological development of the child and such examination should be carried out by specialised professionals such as paediatricians. The evaluation should be quickly carried out, considering cultural and gender issues, by interviewing the child in a language he or she can understand. States should avoid basing age assessment on medical examinations such as bone and teeth examinations, as they are not precise, have a great margin of error, can be traumatic and give rise to unnecessary procedures.

Nevertheless, medical age assessment procedures in practice are used as a rule rather than a procedure of exception, and are applied to both documented and undocumented children, no matter if they present official identity documentation or if they manifestly appear to be minors; the benefit of the doubt is also not awarded in practice. Children are also not given the benefit of the doubt if they present documentation with contradictory dates of birth. In several cases in Madrid Barajas Airport in 2017, children with identity documents stating their minority were registered as adults because they were travelling with a (false) passport declaring them over the age of 18. Children who are declared adults while their country-of-origin documentation states they are children are in fact expelled from both child and adult protection due to the inconsistency between the age sets stated in their documentation.

In addition, several NGOs denounce the discriminatory application of the procedure, as for example it is always applied to Moroccan unaccompanied young migrants, and the only original documentation that is considered as valid is the one that states that the migrant has reached the major age. Some organisations have also expressed concerns around and denounced the fact that most of the unaccompanied migrants are declared adults, following several applications of the tests until the result declares the person of major age. In this way, the Autonomous Communities would avoid having the minors in their charge.

In order to guarantee unaccompanied children effective access to justice, the Spanish Ombudsman issued a recommendation to the State General Prosecutor (Fiscal General del Estado). The Ombudsman recommended the adoption of an instruction providing that, in the context of the procedure to assess the age of a person issued an expulsion order, public prosecutors shall issue the decree establishing the person's majority before removal is executed.

Other obstacles in practice

Finally, the Protocol does not foresee legal assistance for minors from the moment they come into contact with the authorities. The minor, who is in charge of signing the authorisation to be subjected to the tests of age determination, can only count on the right to an interpreter to explain to him or her the procedure. On the contrary, the possibility to be assisted by a lawyer is not foreseen.

It should be highlighted that one of the main problems regarding the age of unaccompanied children, and in particular those arriving in Ceuta and Melilla, is the fact that many prefer to declare themselves as adults because of the deficiencies of the minors' protection system and the restriction of movement to which they are subject in the two autonomous cities. This means that unaccompanied children prefer to be transferred to the Spanish peninsula as adults, thereby not being able to access the ad hoc protection system there, instead of remaining as children in Ceuta and Melilla. Once in the peninsula, these children find it almost impossible to prove they are minors as they have already been registered and documented as adults.

Age assessment procedures in 2017 mark an important increase (88.48%) in 2016. Barcelona, Algeciras Almería, Granada and Melilla were the main cities where age assessments were requested. Moreover, it is worth highlighting that age assessment outcomes vary from one region to another: in Algeciras, Almería, Málaga, Granada and Murcia examinations mainly led to declarations of majority, while declarations of minority were prevalent in, Barcelona, Madrid, Las Palmas, Melilla, and Ceuta.

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