Manual for Researchers:

Interviews Guidelines

Deliverable D3.2.1

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Document Information

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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*

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.

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Table of content

Document Information 1

Table of content 3

1. Potential Highly Vulnerable Groups (VGs) among the Forcibly Displaced People (FDP) 4

2. Data collecting procedures 5

3. Dimensions of study related to interviews 5

4. Characteristics of Qualitative interviews 6

Length and numbers of interviews

Location and identification of participants

Anonymisation, Record and transcription

Highly vulnerable groups interviews' datasheet

References and Disclaimer 9

Annex 1. Interview guide for highly vulnerable groups 10

Annex 2: Informed Consent Form 14

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1. Potential Highly Vulnerable Groups (VGs) among the Forcibly Displaced People (FDP)

Starting Profile. People who are part of the vulnerable groups (VGs) under study are our main source.

> *Besides, interviews with VGs are probably going to identify and provide information about other components of VCs and other members of VGs and its characteristics.*

The identification of potential distinctively **highly** vulnerable people among FDP depends on each country/territory of research. This implies regarding gender as well as characteristics such as age, capability, origin, race or ethnicity, religion, sexual orientation, and displacement trajectory.

Fieldwork will determine which profiles are the most vulnerable from a diversity perspective. A tentative profile will be pointed out by:

- secondary data and
- the fieldwork with all stakeholders and actors of interest identified.

Highly vulnerable people among FDP might be:

- Refugees/ refugees like/ Refugees for resettlement (officially recognised).
- Asylum seekers/pending.
- Stateless people.
- Ex-Unaccompanied and separated children (currently adults)
- Victims of trafficking.
- Women: victims of traffic for sexual exploitation; victims of gender discrimination; female-headed households.
- Disabled people, people with physical or cognitive disabilities.
- Specific ethnic groups or nationalities.
- Children are not considered as a main source but they could be pointed out as a VG.
- Any other relevant to the context; e.g. paperless migrants from forcibly displaced.

Note that forcibly displaced **women** are a particularly VG that suffers violence in their transit and camps [Laacher, 2010].

> *They are particularly vulnerable in situations of FD due to the combination of non-conflict related factors (e.g. access to education, resources, health services, food, and ease of movement), and conflict-exacerbated factors (e.g. social breakdown, vulnerability, sexual violence, lack of personal security, shelter, and food distribution).*

The specific work within the ARU (initial workshop) and other meetings or interviews with key stakeholders in each territory will point out what profiles are preliminary relevant in each territory of the project. This must be a previous fieldwork before interviewing VGs.

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2. Data collecting procedures

Collection of data:

- Secondary sources collection (and analysis)
- Validation of questionnaire and customisation (with a non-profit organisation specialised in the VGs of FDP)
- ARU initial works + stakeholders
    - Fieldwork (parallel) with stakeholders: focus groups, participatory workshops, interviews.

Participants' identification and interviewing

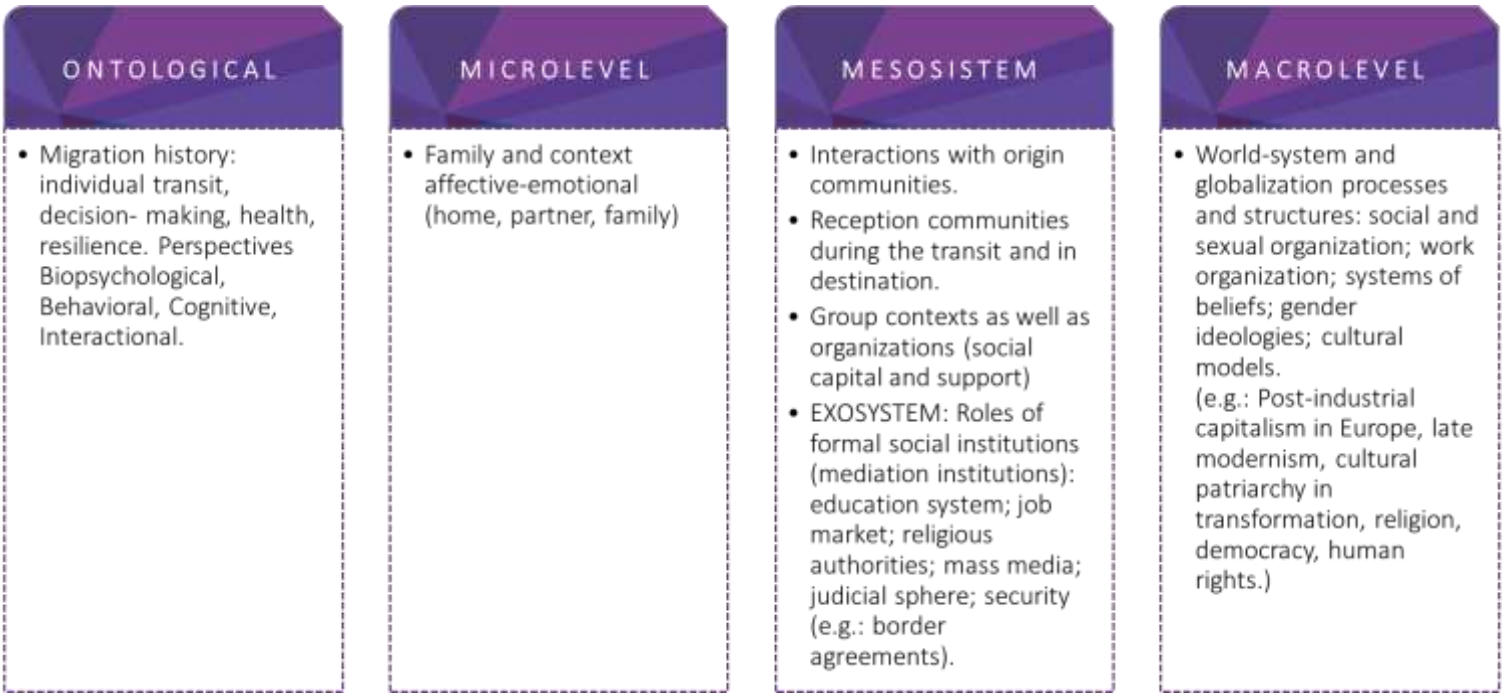
- Location of VGs' participants to interview
- Interviews: personal semi-structured interviews with migrants (Deliverable: Highly vulnerable groups interviews' datasheet),
- Anonymisation, transcription and translation of interviews into English.

3. Dimensions of study related to interviews

The ecology approach

The ecology approach is a transdisciplinary scientific perspective [Partelow, 2016; Bubolz and Sontag, 2009; Young, 1989]. Besides Biology, multiple disciplines have contributed to its advancement. In Social Sciences and Humanities, it has also been developed as Human Ecology, as well as socio-ecological models. Our project focuses on the latter.

According to the socio-ecological model there are different levels of analysis. These levels are:



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Each level has multiple dimensions. Each dimension and interaction among them will help us to establish what a 'vulnerability context' is. Components of each dimension **are not completely fixed**. They depend on each territory. Thus, they should be contrasted before fieldwork

Components depend on each historical and cultural context. They will be improved with qualitative interviews to migrants and through the ARUs' work.

> *In the case of the so-called World-system and globalisation processes and structures, our references could vary enormously. e.g.: In some cultural contexts the constitution of families is very different. For instances, male polygamy belongs to the common cultural practices of some social groups. For example, in Egypt, The Gambia, or Jordan. In some cases, it may be allowed by national legislation; in other cases, there is no specific legislation (unregulated), and in others it may be prohibited (for example, in the countries of the European Union). The same applies to same-sex marriages and families, which are allowed and equivalent in rights in Spain and Finland, and prohibited in other countries.*

4. Characteristics of Qualitative interviews

Qualitative interviews are useful to get detailed information about personal experiences, peoples' beliefs, thoughts and behaviours. Interviews provide information to contextualise and understand other type of data.

Mots of qualitative interviews are not developed by a fixed questionnaire but a **guide-script** that orientates the interpersonal encounter[i] (the so-called in-depth interviews). Nevertheless, in order to **produce similar and comparable data** *semi structured interviews* will be conducted (remember it is not a fixed questionnaire).

Nevertheless, as components depend on each historical and cultural context, you could adapt the proposed guide from a semi-structured interview, to an unstructured interview as far as it based on previous and adapted socioecological components.

> *Each unstructured interview is different from one to another. The way* questions *are formulated change over time but the core of the guide-script it is not.*

The guide could be used in a **flexible way**. It offers an order of the questions and the key content that should hopefully be developed through the interview.

> *Please bear in mind the action research focus that applies here means that the interviewers and other persons in charge of the fieldwork must be able to detect new focuses within a certain action of fieldwork, for example, detecting an unexpected finding during an interview, which takes us to make further questions and to further develop that idea when interviewing new persons.*

In the development phase of the research design, the team will test its proposals regarding questionnaires and interviews with the heads of refugee organisations in order to adapt the qualitative methodology to the expected impacts.

> *Each partner must contrast the questionnaire with their NGO in the field. You must also test a first interview to check the interview-guide suitability for the cultural context.*

Length and numbers of interviews

Each partner is expected to produce **25 interviews** (of members of highly vulnerable groups of FDP).
Interviews have been planned to take place in just one session.

> *Therefore, alternative sources of data (such as literature, NGOs reports, statistics, etc.) must be identified in order to reduce the interviews' length as much as possible.*

Each interview is expected to last around two hours. Less than one-hour length indicates poor quality, thus it will be considered as invalid data.

Location and identification of participants

Each of the ARUs will be made up of a partner who will work in collaboration with a non-profit organisation specialised in the VG of FDP. First, these partners will be responsible for data collection.
Before interviews take place, preliminary work must be carried out in order to establish a tentative identification of highly vulnerable people among those FDP:

- Secondary data studied (and collected)
- Workshops, focus groups and interviews with stakeholder

Any person taking part in the study must be previously informed about its content and rights. An informed consent must be obtained before the interviews begin.

> *Children or adults unable to give their informed consent will never be selected as research participants.*

Informal consent (Annex 2) should be translated and recorded in a voice message in as many languages as necessary for the project as a whole. But is has to be signed anyway.

> *If the research participant decides that he/she does not want to participate in the research process during the collection data phase, for any reason, he/she will always be able to quit.*

The Ethics Committee recommendations must be followed. All ethical issues must be carefully attended (see *Manual for researchers*). Among them:

- Researchers will conduct the interviews to each person alone, without the supervision of other members of her/his group.
- In the case of women, a female researcher will conduct the interviews.
- Works will not create unjustified expectations in participants about future residence or status.

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Anonymisation, Record and transcription

The interviews will be recorded in audio and transcribed in the original language. Then all transcriptions will be translated into English.
Under no circumstances will images of the people interviewed be recorded.
Interviews can be recorded with digital voice-recorders or smart phone applications. After transcription all voice-records must be destroyed.
EU-Guide notice (see page 4) points out that ""Do not collect names, addresses or specific locations and exact dates unless absolutely essential." "Keep completely anonymous any information that participants wish to hide for reasons of personal safety or privacy." Nevertheless, signature will be collected according to H2020 stipulations.

However, it will follow data privacy and confidentiality procedures.
Pseudonymisation[ii] implies data treatment while is recorded and transcript:

- data masking (personal data elements are removed to create a dataset where personal identifiers are not present),
- will proceed to the substitution of real names by pseudonyms (their own name and that of other people); the substitution of places and territories that can identify the person interviewed.

Moreover, each interview will be recorded and stored with a number:

- 1st digit: year, month, date of the interview
- 2nd digit: Partner's number
- 3rd digit: Number assigned to each researcher/interpreter
- 4th digit: Number of interview produced by this specific researcher/interpreter
- 6th digit: Number assigned related to interviewees' sex (woman, man, intersex-person)

Highly vulnerable groups interviews' datasheet

After each interview a summary report of the interview must be fulfilled.
This datasheet must accomplish all anonymisation requirements.
Datasheet should include the following information:

- Place, date and length
- Researcher
- Short profile of the person interviewed
- Notes on the content of the activity (on the topics covered and the information relevant to the investigation).
- Notes on the development of the interview and comments

References and Disclaimer

"**Qualitative interviews**": See: University of Harvard, *Strategies for Qualitative Interviews*; Harvard Sociology: https://sociology.fas.harvard.edu/files/sociology/files/interview_strategies.pdf

"**Anonymisation**": see as an example the UK Guide: https://ico.org.uk/media/for-organisations/documents/1061/anonymisation-code.pdf

"**Pseudonymisation**" is the "processing or personal data in such a manner that the personal data can no longer be attributed to a specific data subject without the use of additional information, provided that such additional information is kept separately and is subject to technical and organisational measures to ensure that the personal data are not attributed to an identified or identifiable natural person". Source: Durham University https://www.dur.ac.uk/ig/dp/anonymisation/

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Annex 1. Interview guide for highly vulnerable groups

Previous steps

Information about age (approximately), gender and other features should be known in advance. It is part of the key features of vulnerable groups that had led to the identification of informants.

Continuous gratitude. Give value to the time, experience and time that we are going to share

Content of the *Informed Consent Form* has been provided in advanced.

Consent is given and signed.

Start with some warm-up questions to help the participant feel comfortable.

Q1. Breaking the ice Tell me a little bit about you… How old are you, where do you come from and how come did you arrive at (name of the place)?

Analysis tips: Ontological level. Origin (region? Country? [check anonymisation]). Migration history.

Q2. What did you do in your home country, how was your life then?

Analysis tips: Ontological level. Dimension: socio-demographic profile. Dimension: civil status, socioeconomic status, Racialisation or ethnicisation, Religion, Education/ training, Jobs.

Q3. Tell me about the journey you have made. Who made the decision and why did you wanted to move from your country?

Analysis tips: Ontological level. Dimension: Decision-making regarding migration (autonomous/family/other); Migration history.

Mesolevel: Dimension. Context of Departure: Inequalities (discrimination); Poverty/hunger; Lack of peace; Lack of justice and strong institutions (e.g.: corruption, discrimination). Events related to emigration and immigration (within the territory of departure).

Q4. How was your journey? Where have you been, and how long did it take you to come here?

Analysis tips: Ontological level. Dimensions: Individual transit & displacement trajectory (alone or unaccompanied, family, acquaintance network, paid network, human trafficking).

Q5. How did authorities treat you through your journey?

Analysis tips: Mesolevel.

Q6. How did the communities treat you thorough the transit?

Analysis tips: Mesolevel. Community at the territory (at present settlement). Reception communities during the transit and in destination.

Q7. How are you feeling regarding your health? Has it been always like this? Have you found proper attention to your medial needs (who, when, how)?

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Analysis tips: Ontological level. Dimension: socio-demographic profile. Capability/ health, Specific Inherent Needs.

Q8. Is your family here with you? How is your relationship with them?

This question can be a highly sensitive question for women or LGTB people that escaped from their families. Thus, this question should be avoided if they do not mention this aspect of their lives freely.

Analysis tips: Microlevel. Dimension: Family and context affective-emotional. Family and affective-emotional (present) context: home, partner, family, children… Specific Inherent Needs.

Q9. What is the relationship you have with people from your own community/territory of origin? (living here, and at home)

Q10. How was it during the transit?

Analysis tips: Mesolevel . Community at the territory (at present settlement). Reception communities during the transit and in destination. Groups' context as well as organisations (social capital and support).

Q11. What are you doing for living now? And how is it going for housing/working/studying or learning…? (difficulties, experiences…)

Analysis tips: Microlevel. Socioeconomic situation: status, employment. Specific Inherent Needs. Mesolevel. Socio-Economic Situation at present settlement. Education system; job market;

Analysis tips: Macrolevel. Dimensions: Society-culture at present settlement. Social and sexual organisation; work organisation; systems of beliefs; gender ideologies; cultural models; lifestyles (e.g. rural/urban). Perception of barriers or opportunities for inclusion. Macrolevel. Policies: Life conditions; Decent work; Health; Sustainable communities; Quality education; Gender equality; Specific migrants' or refugees' programs.

Q12. I don't know if religion is very important in your personal life, but are you having difficulties to express or practice your faith? Could you tell me about it?

Analysis tips: Mesolevel. Socio-Economic Situation at present settlement. Roles of formal social institutions (mediation institutions). Religious authorities.

Analysis tips: Macrolevel. Dimensions: Society-culture at present settlement. Social and sexual organisation; work organisation; systems of beliefs; gender ideologies; cultural models; lifestyles (e.g. rural/urban). Perception of barriers or opportunities for inclusion.

Q13. I would like to know a little bit more about the experiences you are having with local population here (better use local or national demonym). How are your relationships with them? Why? What do you feel about their attitudes towards displaced people?

Analysis tips: Mesolevel . Community at the territory (at present settlement). Reception communities during the transit and in destination. Types of interactions and VG experiences with them.

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Analysis tips: Macrolevel. Dimensions: Society-culture at present settlement. Social and sexual organisation; work organisation; systems of beliefs; gender ideologies; cultural models; lifestyles (e.g. rural/urban). Perception of barriers or opportunities for inclusion.

Q14. Does anybody or any organisation help you to feel part of this new community? How were your experiences in this regard?

Analysis tips: Mesolevel. Community at the territory (at present settlement). Reception communities during the transit and in destination. Types of interactions and VGs experiences with them.

Analysis tips: Macrolevel. Dimensions: Society-culture at present settlement. Social and sexual organisation; work organisation; systems of beliefs; gender ideologies; cultural models; lifestyles (e.g. rural/urban). Perception of barriers or opportunities for inclusion.

Q15. Are you taking part of any organisation? How is your experience? How has it been?

Analysis tips: Mesolevel. Dimension: Civil Society. Local dimension of civil participation. Types of interactions and VG experiences with them

Analysis tips: Mesolevel. Community at the territory (at present settlement). Reception communities during the transit and in destination. Groups' context as well as organisations (social capital and support). Types of interactions and VG experiences with them.

Q16. And what about authorities? What experiences you had with Police, judges… How do you feel about their attitudes towards displaced people? Analysis tips: Macrolevel. Perception of barriers or opportunities for inclusion.

Q17. Journalists, newspapers, television… sometimes talk about the situation of people who are living moments similar to yours. What do you think about what they tell us?

Analysis tips: Macrolevel.

Q.18. Have you ever taken part in a specific migrants' or refugees' programme? How was it/how it is? How is your experience? Why? What would you change of them?

Analysis tips: Macrolevel. Dimension: Policies: Life conditions; Decent work; Health; Sustainable communities; Quality education; Gender equality;

Q19. From your experience, and in your opinion, are there good care practices or positive experiences regarding the policies or programs that an institution or NGO is carrying out? And the other way around, is there any practice to avoid?

Analysis tips: Macrolevel

Q.20. If this issue has not already arisen … It is very common to have difficulties in life if people have an affective and sexual orientation other than heterosexual, or if they feel that their identity is different from their sex at birth. Has this been your case? How has your experience been in this regard? If the interviewee has not mentioned it before, we

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should ask this question in a more indirect way, for example: Have you ever have any kind of problem because of your partner? Do you have problems to find a partner?

Analysis tips: Ontological level. Dimension: socio-demographic profile. Capability/ health, Specific Inherent Needs.

Q.21 In your experience, from what you have lived, what is the current situation of unaccompanied minors, children, trafficked women, and people with disabilities?

Analysis tips: Microlevel & Mesolevel. Dimension: Context of arrival

Q22. In your opinion, comparing your experience with that of other people, do you think that you belong to a particularly vulnerable group?

(We will analyse the data to reach this conclusion; it is only to know their perceptions)? Or, to avoid stigmatisation: Do you think that you have had more difficulties than other people that have faced a similar situation?

Q23. What are your personal plans right now? And for the future?

We have finished Q24. Would you like to tell me something else?

End of interview

Gratitude: thank the time. Tell her/him how important it has been to know his/her experience.
Explain her/him that the results will be available in one or two years.
Provide information on how to access the results.
Deliver compensation.

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Annex 2: Informed Consent Form

PROJECT TITLE	Reshaping Attention and Inclusion Strategies for Distinctively vulnerable people among the forcibly displaced
PROJECT ACRONYM	RAISD
GRANT AGREEMENT NUMBER	822688
CALL AND TOPIC	Migration-08-2018 Addressing the challenge of forced migration
FUNDING SCHEME	Horizon 2020 - Research and Innovation Action
PROJECT DATES	1/2/2019 - 31/1/2022

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1. INTRODUCTION

You have been invited to take part in a research study. Before making a decision on whether you want to participate or not, please read this document carefully. We will guarantee that you understand all the provided information, so let us know if you need an interpreter. Please ask all the questions you may have, so you can be completely sure to understand all the proceedings of the study, including risks and benefits. This informed consent document may include words that you do not understand. If this is the case, please ask the contact researcher or any other member of the study to fully explain the meaning of the word or piece of information you do not accurately understand. We assure the compliance of the project proceedings with the current legislation.

2. PURPOSE OF THE PROJECT

Reshaping Attention and Inclusion Strategies for Distinctively vulnerable people among the forcibly displaced (RAISD)
The project 'Reshaping Attention and Inclusion Strategies for Distinctively vulnerable people among the forcibly displaced' (RAISD) addresses the need for effective strategies for the attention and inclusion of **distinctively Vulnerable Groups** among Forcibly Displaced People. Its' **overall objective** is **to identify these groups, their specific challenges and needs, to be able to discover and provide Tailored Attention and Inclusion Strategies** for them. Data acquisition in the Project will consist of surveys, questionnaires, interviews and focus groups.

3. DURATION OF THE RESEARCH ACTIVITIES

Project activities will last 36 months from 02/2019 to 01/2022.

4. RISKS OR INCONVENIENCES

No risk is foreseen. We will guarantee the protection of your data and its anonymisation in all phases of this investigation. We have an ethical committee that oversees this and a specific **procedure for incidental findings**, such as references to human trafficking, human rights violations, child abuses, etc. You are only requested to be available to participate.

5. BENEFITS

To decide for each partner: Those who are involved in the research should be compensated for time and effort. Usually, this compensation is provided as cash, voucher or some gift. You will receive small cash compensation, a voucher or a gift for your dedication.

With your participation you will make a substantial contribution to **discover and provide Tailored Attention and Inclusion Strategies** for Vulnerable Groups among Forcibly Displaced People.

6. PRIVACY AND CONFIDENTIALITY

Responses you give in the questionnaires, interviews, workshops and focus groups will be recorded. Your recorded data will not include any personal identification, so it will not be possible to identify you afterwards.

Information will be processed during the phase of data analysis and will be shown in project reports. It will not be possible to identify the source of the information. The results of this investigation may be published in scientific journals or at conferences and may be used in further studies. None of the provided personal data will be given to third parties. The responsible for data custody will be Rubén Fuentes (Universidad Complutense de Madrid, Spain).

The authorisation for the use and access to this information is valid until the end of the study unless you decide to cancel it before. If you should decide to deny your consent, please contact the investigator and let her/him know of your intention of leaving the study.

Your decision to whether or not give your authorisation for the use and diffusion of the information provided by you is completely voluntary. However, if you do not provide the investigators with this authorisation now or if you cancel it in the future, you will not be able to participate in this study.

You can request to be interviewed by a female researcher if you feel more comfortable to share your experiences that way.

Please notice that your participation in the study will not contribute to facilitate your future residence in the EU or the determination of your refugee status by any national authorities.

7. CONTACT PERSONS

In case of any issue involving you in your role of participant of this research study, you are invited to inform the national project coordinator (**data to be included in each participant country**). The local representative will be (**to be filled by each partner organisation including email address**).

8. CONFIRMATION

Your participation in this study is only possible if you freely and independently sign this consent to authorise us to use the data you provide. If you do not wish to do so, please do not participate in this study.

I hereby declare:

I am 18 years or older and I am competent to provide consent;

- I have been fully informed about the aims and purposes of the Project. I understand that there is no compulsion to participate in the Project and, if I choose to participate, I may at any stage withdraw my participation;

- I have read, or had read to me, a document providing information about this research and this consent form. I have had the opportunity to ask questions and all my questions have been answered to my satisfaction, and I fully understand the description of the research that is being provided to me;
- I agree that my data (collected by surveys, questionnaires, interviews or focus groups) is used for scientific purposes and I have no objection that my data is published in scientific publications in a way that does not reveal my identity);
- I understand that, subject to the constraints above, no recordings will be replayed in any public forum or made available to any audience other than the current researchers/research team;
- I freely and voluntarily agree to be part of this research study, though without prejudice to my legal and ethical rights;
- I understand that I may refuse to answer any question and that I may withdraw at any time without penalty;
- I understand that my participation is fully anonymous and that no personal details about me will be recorded;

Information may be shared among any of the other researcher(s) and partners participating in this Project **in an anonymous form** (namely information which does not relate to an identified or identifiable natural person or to personal data. It is rendered anonymous in such a manner that the data subject is not or no longer identifiable). All information I give will be treated as confidential. The researcher(s) will ensure to preserve my anonymity.

I have received a copy of this agreement.

This consent form is made pursuant to the relevant national, European and international data protection laws and regulations and personal data treatment obligations. Specifically, this consent document complies with the following laws and regulations:

The research project meets the data protection requirements set out in the European regulations, and specifically in the treatment of data regarding its international transfer. The Spanish law incorporates from May 25, 2018 (Royal Decree-law 5/2018, of July 27, urgent measures for the adaptation of Spanish law to the European Union regulations on data protection) the General Data Protection Regulation (GDPR) Regulation (EU) 2016/679 (Ref. DOUE-L-2016-80807). The research is granted with the security levels established in the legal framework.

Statement of investigator's responsibility: I have explained the nature and purpose of this research study, the procedures to be undertaken and any risks that may be involved. I have offered to answer any questions and fully answered such questions. I believe that the participant understands my explanation and has freely given informed consent.

Name and surname of the researcher:.....

Place, date and signature of the researcher:.....

Signature of the interviwee:.....

[i] "Qualitative interviews": See: University of Harvard, *Strategies for Qualitative Interviews*; Harvard Sociology: https://sociology.fas.harvard.edu/files/sociology/files/interview_strategies.pdf

[ii] "**Anonymisation**": see as an example the UK Guide: https://ico.org.uk/media/for-organisations/documents/1061/anonymisation-code.pdf

"**Pseudonymisation**" is the "processing or personal data in such a manner that the personal data can no longer be attributed to a specific data subject without the use of additional information, provided that such additional information is kept separately and is subject to technical and organisational measures to ensure that the personal data are not attributed to an identified or identifiable natural person". Source: Durham University https://www.dur.ac.uk/ig/dp/anonymisation/