

ARIVE project: Accepted, Resettled,  
Integrated, Valued and Employed

Who is integrated in  
Europe? Social and  
Labour Market  
Integration of the low-  
qualified humanitarian  
migrants in Europe

Common report



Erasmus+

Folkuniversitetet – September 2019

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## Acknowledgements and Disclaimer

The report has been produced by the ARIVE Erasmus Plus Key Action 2 Strategic Partnership, which consists of:

FOLKUNIVERSITETET STIFTELSEN KURSVERKSAMHETEN VID UPPSALAUNIVERSITET FU-UPPSALA



DIMITRA EDUCATION & CONSULTING



ERIFO VOCATIONAL EDUCATIONAL TRAINING



Rinova Limited



Ashley Community Housing



Further information about the project and about the partnership is available at [project website](#)

This project has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

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## A. Executive summary

The research was prepared as first deliverable of the project ARIVE. The common report is developed based on the combined national research from Sweden, Greece, UK and Italy. The report includes the methods desk research, interviews with focus groups (migrants and stakeholders), comparative analysis. The desk research was focused on socio-economic situation of humanitarian migrants, integration opportunities and challenges for humanitarian migrants. The interviews represented the feedback from both stakeholders and migrants. The research carefully studied main barriers of successful integration to the labour market (both formal and informal), needs of migrants, and key opportunities for migrants in all the participating countries. The target groups of the research are firstly stakeholders working with humanitarian migrants, social operators, professionals and educators of no-profit associations of the sector, policy makers, members of cooperatives and public institutions working with foreigners, secondly humanitarian migrants. Humanitarian migrants with no, or short educational background, leaning hosting country language and stakeholder working with migrants were involved in the focus groups as target. For the desk research different information sources were used: statistical data from Ministry of the Interior, National Institute of Statistics, governmental sites and "Statistiska Centralbyrån", SCB (Statistics Sweden), Arbetsförmedlingen", AF (Swedish Public Employment Service), U.N.H.C.R. documents, Ministry of Labour documents of Italy, House of Representatives documents, Department of Public Security dossier, Eurostat data, libraries, market research reports, integration-focused publications, and refugee/migrant-focused labour market consultations as well as key strategic policies.

Regarding statistics for Sweden in 2017, a total number of 25 666 asylum applications were made in Sweden. Of that, 10 031 individuals were women, including girls; and 15 635 men, including boys. Main countries of origin are Syria, Iraq, Eritrea and Afghanistan. In 2016 a project was started to study the representative statistics for refugees, of 67780 participants in the introduction program in march 2018, 31304 are women and 36476 are men. The participants come mainly from Syria, Eritrea, Somalia and Afghanistan. According to Swedish Public Employment Services, the great amount participants in combination with a large proportion of low educated, creates a huge challenge for them. In Italy The migrants arrived by sea in 2016 are 181.436 (Source: U.N.H.C.R.), of which 13% are women; a number substantially in line with that (14.84%) relating to asylum applications. In 2018 most of the migrants came from Tunisia, Eritrea and Nigeria. In 2016, the unemployment rate among the foreign population saw an important reduction. For the United Kingdom by June 2017, the net migration stood at 230,000 people. Asylum applications in the UK, from main applicants, decreased by 7% from 32,733 in 2015, to 30,603 in 2016. Regarding Greece there is an impressive rise in unemployment for both immigrant men and women, mainly from Third Country Nationals (TCNs),). Immigrant men skipped from nearly full employment to 8 % of EU citizens and 11 % of TCNs in 2009, reaching 30 % EU citizens and an alarming 40 % TCNs in the last trimester of 2012. There are few statistics for refugees currently in Greece, as their status changes constantly. As of November 2016, 62,375 persons remained in Greece, 45,903 (74%) on the mainland and 16,472 (26%) on the Greek islands.

As result of collected feedback from the stakeholders and migrants focus groups, as well as desk research, the recommendations for further development were elaborated by the partnership. The main recommendations from reports of all countries included the reflexion to the basic needs presented by migrants. Such recommendations were improvement of skills and competences assessment, profession's language learning, and assistance services improvement. The issue of language arose in report of all countries, and the need for better provide of language courses, informal learning, and working language improvement is clear. The recommendation regarding improvement of social inclusion were also very distinctive and common among the reports. There are also recommendations on policy level, such as review of the asylum process, refugee support and guidance services elaboration. All of the recommendations are relevant to the project needs and will be very useful throughout following project deliverables development.

The common efforts reaching humanitarian migrants in partner countries can provide a lot of input for the process of migrants integration into the labour market. Mapping and assessing of the skills of migrants can be elaborated and improved in each country with the help of information and recommendations from the report as basis for future project activities. It also includes having more personal contact with migrants, increase of support, an holistic approach to the individuals' situation and access to specialists. Effective integration of migrant to the labor market is a complex process with lot of challenges. However, the benefits of efficient integrations are important for modern societies of EU countries.

## B. Background and Context

### B.1. The ARIVE project

The ARIVE project addresses the today's need for increasing effectiveness and facilitating process of labour market integration of humanitarian migrants. This social group requires particular support at the beginning of integration to the society and labour market. They generally arrive with weak, if any attachment or link to the host country and have gained qualifications and work experience in very different labour market conditions. Generally, it takes long time (5-6 years) for integration of 50% of migrants in the area of EU countries. Long periods of inactivity also lead to demotivation and deskilling; deskilling in turn means that they could only accept low-skilled jobs, remaining trapped in a low socioeconomic cycle. Moreover, low-skilled refugees are even more negatively affected than other migrants are and they are left to find their own way in societies with high labour market threshold (European Council).

The main activities within the project ARIVE are aimed to deal with all major causes that prevent refugees' integration to boost levels of integration in communities. These issues include lack of recognition of knowledge, competence and skills, including previous studies; deskilling and social isolation; lack of working experience in the host country and peer networks at a suitable professional/ vocational level; language and understanding of the civic and social landscape.

The general objective of the project is to develop quality learning opportunities in order to encourage low-qualified and low-skilled humanitarian migrants to assess and upskill their competences in order to enter the labour market at early stages. This integration shall be facilitated taking into consideration the individual needs/capacities and labour market demand.

To this end, the project will:

- facilitate the recognition of formal, non-formal and informal knowledge, competences and skills of refugees/subsidiary protection holders/asylum seekers through the design and implementation of a toolkit for integration skills assessment to enable signposting to suitable peer support groups;
- transfer new qualifying skills to refugees/subsidiary protection holders/asylum seekers through tailored courses that meet their specific learning needs and characteristics, in particular the language and digital skills;
- provide refugees/subsidiary protection holders/asylum seekers with hands-on experience through the creation and implementation of work-based laboratories facilitated by refugee support groups.

The project will address mostly (but not exclusively) low-skilled refugees. Special consideration will be given to female migrants, integrating a gender approach in the design and implementation of project's products. Although humanitarian migrants constitute the beneficiaries of the action only, the project's products will be applicable to other kinds of migrants as well.

The so-called "refugee crisis" is a phenomenon that is involving Europe as a whole, therefore, any action addressing this phenomenon should be carried out transnationally. Moreover, when they are granted protection, refugees often move to other countries and it is useful to have common tools and procedures for refugees' skills assessment and training methodologies. The action is in line with the recommendations of the international community.



## B.2. The target group

The primary target group in the project are professionals and educators working with counselling/education and employment of humanitarian migrants. They will be involved directly in research, development and training activities. Moreover, the decision-makers of the stakeholder organisations and policy makers will be involved.

The secondary target group are humanitarian migrants, especially those with long distance to labour market due to low prior qualification and limited working experience.

### Primary target group

Stakeholder networks will be engaged in all the project activities. They will be trained in a new methodology for tailoring high quality learning opportunities to the needs of humanitarian migrants with low prior qualification. This will lead to more efficient inclusion into education and labour market (both decision makers and counsellors/adult educators will be trained). Moreover, this methodology will be implemented during pilot activities by the networks which are a part of a training. Number of participants representing primary target group in research, training and follow-up will be about 200 participants from 4 countries.

### Secondary target group

According to the experience of previous igma and REVALUE projects, the agreement between partner organisations and main responsible stakeholders within stakeholder networks (like Public Employment Service or counselling service as overall responsible) will be signed. According to this agreement they will implement methodology with a sample target group of humanitarian migrants (to compare the results to traditional activities of the organisations). At least 50 individuals will be in the sample groups in each partner country for piloting IO2 (in total 200). At least 30 participants (3 groups) will participate for piloting IO3 and IO4 (In total 120). The feedback of the participants will be also collected as a part of QA strategy in both internal and external evaluation in the project. Last but not least, humanitarian migrants will participate in focus groups in the research phase of the project. Number of participants representing secondary target group in research, development and piloting will be about 320 participants from 4 countries.

## B.3. The methodological approach of the research

The document is a comparative scientific paper analysing the integration of the low-qualified humanitarian migrants in partner countries. The goal of the research is to demonstrate how the current integration processes is organised in terms of existing policies and practices as well as their impact on the target group. The conclusions of the research will be used for further steps of the project.

The main methodological approach of the research is scientific comparative analysis. The information was collected from partner countries, compared and analyzed.

The following elements was gained from the partnership:

1. Overview of the situation in the countries in which the research will be conducted in terms of statistics.

2. Current policies (if any) for social and labour market integration of the low-qualified migrants in partner countries.

3. Practices and trends as well as case-studies of social and labour market integration of the low-qualified migrants in partner countries.

Each parts of the partners results were carefully studies and compared in the framework of the projects' priorities.

## C. Comparative analysis of the ARIVE research in Sweden, Greece, the UK and Italy

### C.1. Comparison on the formal and informal barriers for social and labour market integration across four countries

Throughout the research, the advantages for employing more migrants, efficient and fast labour market integration and facilitation of migrant employment process were very distinctive. Effective integration leads to a more stable society and provides sustainability both for local communities and migrant groups. However, there are many barriers in this process, which still has to be tackled. In Swedish report, such barriers for low qualified migrants were presented as following.

The main barriers (Sweden)	
Informal	Formal
<ul style="list-style-type: none"><li>• <b>Need of strengthening their skills and competences for a better match to needs of the future labor market.</b></li><li>• <b>Less informal canals, inefficient intermediation and contact with employees</b></li><li>• <b>Lack of communication with the target group in an earlier stage about different professions and possibilities and restrains</b></li><li>• <b>Less personal guiding from Swedish Public Employment Service</b></li></ul>	<ul style="list-style-type: none"><li>• Insufficient digital skills and complements of knowledge and competences.</li><li>• Language barrier is difficult for people with short educational background</li><li>• Some of the professions which had refugees is marginal in Sweden, and others are not the same</li></ul>

The focus group from Italy is composed by male adult migrants with various backgrounds, originally mainly from Africa. Although, humanitarian migrants are actively supported by municipalities and organizations of the third sector, there are particular difficulties and barriers that emerge from the discussion with humanitarian migrants:

The main barriers (Italy)	
Informal	Formal

<ul style="list-style-type: none"> <li>• <b>Lack of motivation due to dissatisfaction in salary</b></li> <li>• <b>Issues due to language and communication problems</b></li> <li>• <b>Distrust of employers and prejudice to the foreigner</b></li> <li>• <b>Job without contracts, irregular workers, accept low pay positions</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Procedure for permission release are too slow and may required years of waiting</b></li> <li>• <b>Difficulty in obtaining qualified work, because it is not always possible to recognize the skills acquired in the country of origin</b></li> <li>• <b>Difficulties in recognizing acquired skills, especially for those coming from outside the European Union</b></li> </ul>
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In the United Kingdom the main challengers/barriers for labour market and social integration of humanitarian migrants, according to stakeholders, include:

<b>The main barriers (UK)</b>	
<b>Formal</b>	<b>Informal</b>
<ul style="list-style-type: none"> <li>• <b>UK 'hostile environment'</b></li> <li>• <b>Public sector cuts</b></li> <li>• <b>Mistrust of authority/institutions</b></li> <li>• <b>Lack of knowledge regarding UK institutions</b></li> <li>• <b>Trapped by bureaucracy</b></li> <li>• <b>Institutional racism</b></li> <li>• <b>People are seen as a burden, not an asset</b></li> <li>• <b>People feel forced into low paid/low skilled work</b></li> <li>• <b>Asylum process means people are unable to work, volunteer or study</b></li> <li>• <b>People forced into low skilled/low paid work with little focus on career aspirations</b></li> <li>• <b>Asylum process</b></li> <li>• <b>Gaining the right to work</b></li> <li>• <b>Lack of understanding around legal entitlement to work</b></li> <li>• <b>Willingness of employers to employ humanitarian migrants</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Effects of trauma</b></li> <li>• <b>Physical injuries sustained in conflict/torture</b></li> <li>• <b>Stress/anxiety/depression</b></li> <li>• <b>PTSD</b></li> <li>• <b>Isolation/loneliness/ lack of social networks</b></li> <li>• <b>Finding training providers</b></li> <li>• <b>Finding employment support</b></li> <li>• <b>Accessing advice services</b></li> <li>• <b>Racism/discrimination</b></li> <li>• <b>Family reunion is a priority over find employment</b></li> <li>• <b>Single women may find it difficult to find childcare</b></li> <li>• <b>Lack of access to money/advice/ technology</b></li> </ul>

<ul style="list-style-type: none"> <li>• <b>References required to validate previous experience</b></li> <li>• <b>Proficiency in English language</b></li> <li>• <b>Access to interpreters</b></li> <li>• <b>Access to translated materials</b></li> <li>• <b>Perceived link between language proficiency and skill level</b></li> <li>• <b>Accessing education</b></li> <li>• <b>Lack of labour market knowledge</b></li> <li>• <b>Need to retrain</b></li> <li>• <b>Cost of retraining</b></li> <li>• <b>Qualifications not recognised as equivalent in the UK</b></li> <li>• <b>I.T. skills required to look for work</b></li> <li>• <b>Lack of suitable/adaptive training</b></li> <li>• <b>Housing a priority over employment</b></li> </ul>	The
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main needs and barriers which have to be addressed represented in report from Greece were issues connected with:

- 1) Language.
- 2) Financial Situation.
- 3) Lack of cultural Awareness.
- 4) Recognised Qualifications.
- 5) Gender Based Discrimination and Violence.

Generally, the common tendency is that language issue is prompt to be a barrier in every country. Also the common trend is the issue of working qualifications, the difference of labour marker and job opportunities in migrants native countries and hostage countries. There are differences in barriers concerning the work and engagement of Public Employment Services, also in Sweden it are more informal barriers rather than formal, while in UK and Italy formal barriers form the main group of difficulties.

## C.2. Comparison on the opportunities for social and labour market integration across four countries

The opportunities for humanitarian migrants in Sweden include:

- cooperation between municipalities and Swedish Public Employment Services in different projects
- apprenticeship at working places and subsidized employments
- cooperation with civil society e.g. churches, sports associations and social enterprises
- work laboratories
- language cafés

- social activities like language friend that also exists in civil society
- subvention employment possibilities in the municipality
- Red Cross

The main opportunities available that support the integration process in the United Kingdom, according to stakeholders, include:

- Recruitment agencies
- Loans
- Scholarships
- Housing providers
- Training providers
- Volunteering
- Colleges
- Youth clubs/children's centres
- Religious establishments
- Refugee and migrant centres
- Job clubs/hubs
- Advocacy groups
- Drop in centres
- Befriending schemes
- Women's groups
- ESOL providers
- Workshops/signposting/networking events
- Social enterprise
- Holistic support

Collective impact to create system change

The opportunities for migrants in Italy represented in desk research and discussions with focus groups included:

- projects related to self-employment and entrepreneurship,
- formative courses with the possibility to be hired after a work trial period
- specific projects for entrepreneurship,
- ad hoc programs for disadvantaged subjects, like pregnant mothers, victims of tortures, minors or neo-adult
- language courses,
- professional courses and psychological assistance,
- legislative and work support

The opportunities represented by Greek partners in the report were connected with Authorities and NGOs:

- Emergency relief, first reception and rescue at sea
- Legal advice and guidance through the administrative procedures. There are actions tailored to offering legal assistance and support to specific categories of migrants such as refugee women or victims of trafficking.

- A key area of intervention is facilitating socio-economic inclusion in the labour market and other areas of life. For instance, some projects focused on providing individual support to refugees, in order to guarantee their access to social rights, accommodation and employment, as well as on removing obstacles and facilitating refugees' inclusion in society.
- Providing information and assistance to vulnerable groups
- Awareness raising and information campaigns
- Providing actions aimed mutual understanding, inclusion and participation (e.g., leisure activities among immigrants, common activities for both local community and migrants)
- Training, education, information and mentoring (mostly lessons in English and Greek language, arts, craft).

The reports of partner countries show that there are a lot of opportunities for facilitation of integration of migrants to the labour market. These opportunities are very different in countries, however some common features can be found. The general trend represents that most of the opportunities existing are answers to common barriers and needs, this shows that solutions to many difficulties can be found for migrant, the only need is to connect the seeking for help migrant with real opportunity. There are a lot of possibilities of language learning both formal and informal in every country, opportunities of cooperation with labour market agencies, employment services.

### C.3. Needs analysis based on input from focus groups and interviews across four countries

In Swedish report for low qualified humanitarian migrants there is clearly a need of:

- Strengthening their skills and competences for a better match to needs of the future labor market.
- Education in Swedish, digital skills and complements of knowledge and competences in combination with workplace practice which has proved successful for high qualified migrants.
- Since humanitarian migrants have less informal canals, increased intermediation and contact with employees is very important.
- Communication with the target group in an earlier stage about different professions and possibilities and restrains.

In case of Italian research the following needs were identified:

- Improve assistance services for skills recognition
- Increase the number of places in the S.P.R.A.R. that are limited, increasing the resources available
- Encourage self-employment and support the companies they hire
- Enhancing the transparency and valorization of migrants' human capital
- Need of well-developed recognition systems which would facilitate exchanges among learning, working and life experiences,

The main direct needs of migrants and labour market represented in UK report were:

- Understanding of Rights and legal entitlements as well as benefits on a civic, labour market and welfare-level: access to key support services i.e. interpreters/translated materials; family union services etc.
- Language and wider skills and competency barriers, including recognition of skills, education and qualifications from outside of the UK
- Changes to the asylum process – current model prevents migrants right to work, volunteer or study
- Gaining the right to work and support to enter higher socio-economic employment, rather than low skilled work
- Information and guidance for employers to ensure there is a wide Understanding on which humanitarian migrants can be employed in the UK Labour Markets
- Increased employer engagement between Humanitarian Support Services/Job Centre Plus services and the Labour Market
- Humanitarian migrants – job ready with the skills and language knowledge to enter work
- Employer training – in understanding Humanitarian migrants situation and needs

The migrants represented in the report from Greece showed the need of employment to integrate and thrive in their host country. In order to for this to successfully take place there is the need of :

- Easier recognition of formal qualifications
- Recognition of non- formal and informal qualifications
- Provide new qualification to Job seeking humanitarian migrants on the niche sectors of the economy
- There should be mentors/ facilitators that will help the refugees to integrate and help them discover and follow the path that is more relevant for them.

Reports show that there are many common needs for migrants regarding labour market, which represents the relevance of common actions. Such needs are recognition and strengthening the skills and competences, facilitation of the process of adaptation, opportunities for improving language level. The project elaborated together within the partnership should address the common needs to provide efficient integration of the migrant into labour market.

#### C.4. Recommendations for opening up opportunities for integration of the low-qualifies migrants in Europe

Based on barriers, opportunities and needs, which are relevant for countries of the report, the recommendation were elaborated by each partner.

The Swedish report main recommendations included:

- Skills assessment for different competences – since many humanitarian migrants have competences or skills but no education or proof of competences. In addition, “soft competences” are often forgotten.
- learn about profession’s language at courses and at work places.



- After assessment and validation, they need complementary education and upgrading of skills and work experience in work-based laboratories or courses to complement earlier competences, including language used in different professions.

The Italian report included the list of operative recommendations:

- Improve assistance services for skills recognition
- Increase the number of places in the S.P.R.A.R. that are limited, increasing the resources available
- Encourage self-employment and support the companies they hire

As well as policy recommendations:

- Decrease the fragmentation and complexity of the reception system - very fragmented and complex at both territorial and institutional level
- Intensify relations with the countries of origin and international cooperation
- Harmonization of the legislative systems and to promote the exchange of information between bodies dealing with reception and integration at European level

Recommendations by UK report were connected to the following areas:

Recommendations – next steps

- Operative level recommendations
- Information, Advice and Guidance training
- Language skills & recognition
- Social Inclusion
- Specialist employer engagement

Policy level recommendations:

- Work-based learning for migrants.
- Refugee support services and Strategic employer strategy.
- Information, Advice and Guidance services.
- Review of the asylum process.

## C.5. Conclusions

The availability of labour with higher vocational education can't reach the demand within several spheres of education, according to prognoses specified in the research. There will be lack of educated employees in various spheres of the market. Therefore the need for social and labour inclusion of migrants is highly distinctive. Well-developed recognition systems would facilitate process of learning, working and life experiences, favoring human capital development. Stakeholders and policy makers should improve the effort in this direction, trying to find synergies and implementing projects useful for the recognition of abilities, prior experiences or studies, and how to verify them in order to encourage a sensitive introduction of the new comer in the world of work.

## D. Country report – the case of Sweden

### D.1. Introduction

The research focuses on humanitarian migrants in Sweden who are participating in the compulsory introduction program (during two years). The geographical area of the research is Uppsala County. Uppsala follows the same policies as whole Sweden concerning the introduction program and the research is therefore representative for the whole Sweden.

The main type of sources is humanitarian migrants, stakeholders and relevant information and statistics from internet. The main part of the statistics are collected from governmental sites and "Statistiska Centralbyrån", SCB (Statistics Sweden).<sup>1</sup> SCB:s task is to "*provide statistics for decision making, debate and research*". This is mainly through assignments from the government and other government agencies, but they also have customers from the private sector.<sup>2</sup>

The target group for interviews in Sweden are stakeholders working with humanitarian migrants in different ways. They come from "Arbetsförmedlingen", AF (Swedish Public Employment Service), different units in the municipalities in Uppsala County and SFI (Swedish for immigrants). The target group of the focus groups is humanitarian migrants with no, or short educational background, learning Swedish at SFI in different classes.

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<sup>1</sup> "Statistiska Centralbyrån", SCB (Statistics Sweden), <https://www.scb.se/om-scb/>

## D.2. Desk research

### D.2.1 Socio-economic situation of humanitarian migrants in Sweden.

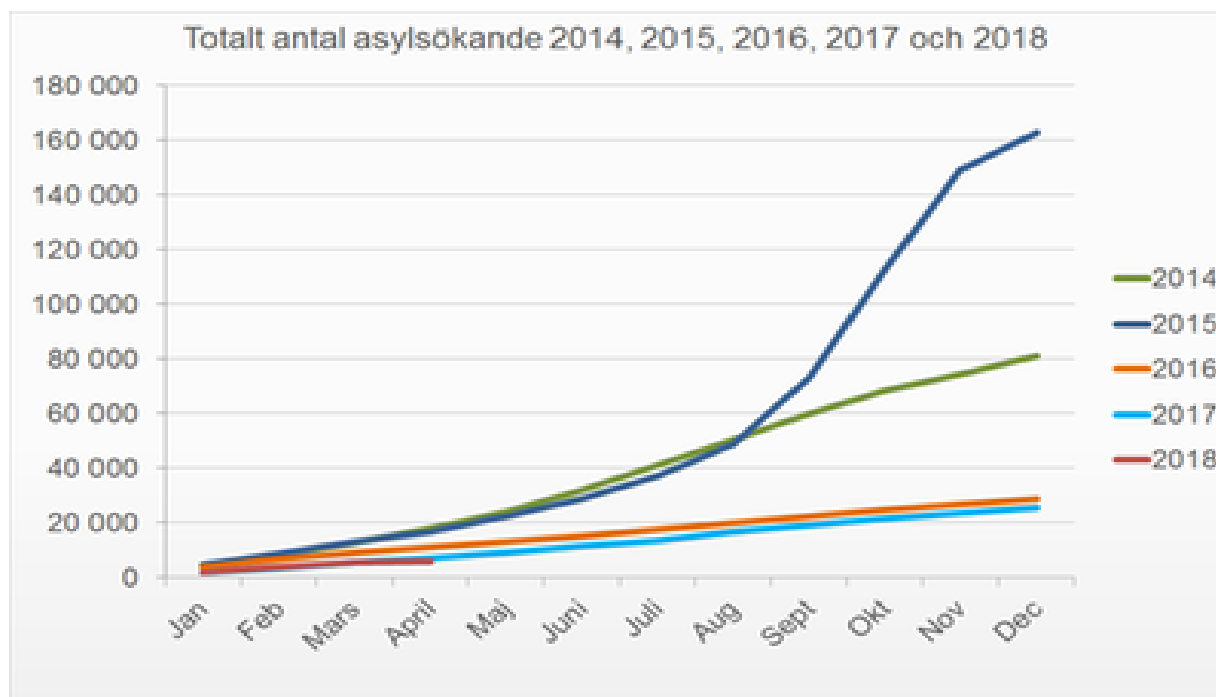


Figure 1: Total number of asylum seekers in Sweden between 2014 – 2018<sup>3</sup>

During the 20th century, the immigration to Sweden has increased and significantly after year 2005. In 2017, a total number of 25 666 asylum applications were made in Sweden. Of that, 10 031 individuals were women, including girls; and 15 635 men, including boys.<sup>4</sup> Main countries of origin are Syria, Iraq, Eritrea and Afghanistan.

<sup>3</sup> Migrationsverket SCB 2018

<sup>4</sup> Migrationsverket 2018, "Applications for asylum received 2017," <https://www.migrationsverket.se/download/18.4100dc0b159d67dc6146d7/1514898751102/Inkomna%20ans%C3%B6kningar%20om%20asyl%202017%20-%20Applications%20for%20asylum%20received%202017.pdf>

<b>Medborgarskap</b>	<b>jan-dec 2017</b>
Syrien	4 718
Irak	1 887
Eritrea	1 691
Afghanistan	1 681
Statslös (Stateless)	1 201

*Figure 2: Main countries of origin of refugees in 2017<sup>5</sup>*

Increased integration foster a boom in the economy and gives prerequisites for increased welfare, according to the Confederation of Swedish Enterprise. Yet, prejudices and attitudes is a great barrier for immigrants at the labour market. Unemployment today afflict youths, elderly and immigrants most.<sup>6</sup> Within all educational groups, the percentage of employed persons whose occupation requires skills that match their education is lower among foreign-born than among Swedish-born.<sup>7</sup>

Groups that risk long time outside the labor market are low-qualified, people from outside Europe, elderly and people with disabilities. Concerning all foreign born, individuals with low education are working less, are less qualified to higher education and have lower income level.<sup>8</sup>

The proportion of humanitarian migrants working differs, depending how long since they settled in a municipality. Year 2014, 2 % of the women and 6 % of the men were working the same year as they settled in a municipality. The proportion of humanitarian migrants that are working, increases with the years they have been in Sweden. Research shows that after seven years, 31 % of the women and 52 % of the men are working. Men enters the labor market faster than women do. There are big differences between individuals depending on their different level of education. Men has a bigger proportion working in all levels of education.<sup>9</sup> Chance of working is lowest for the ones with no or short educational background than the average.<sup>10</sup>

Today, the time for entering the labor markets is half the time since 2007. One of the reasons is a boom in the economy. Yet, the proportion is distorted. After finished introduction program

<sup>5</sup> SCB 2017

<sup>6</sup> Svenskt näringsliv, Confederation of Swedish Enterprise, 2018,  
<https://www.svensktnaringsliv.se/fragor/integration/>

<sup>7</sup> Integration: Rapport 11 Utrikes föddas matchning på arbetsmarknaden i Sverige,  
[https://www.scb.se/contentassets/b593c2c3f32045bf9b91c8b2937419f6/le0105\\_2017a01\\_br\\_be57br1701.pdf](https://www.scb.se/contentassets/b593c2c3f32045bf9b91c8b2937419f6/le0105_2017a01_br_be57br1701.pdf)

<sup>8</sup> "Integration, utrikes föddas etablering i arbets- och samhällslivet", p. 16

<sup>9</sup> "Integration, utrikes föddas etablering i arbets- och samhällslivet", p. 76

<sup>10</sup> "Integration, utrikes föddas etablering i arbets- och samhällslivet" p. 66

year 2017, 16 % of the women was working while for men the number was 36 %.<sup>11</sup> It takes seven to ten years before half of humanitarian migrants enter the labour market.<sup>12</sup>

A great proportion work within hotel- and restaurant, care and welfare, enterprise services and commerce.<sup>13</sup> The composite of unemployed has changed last years, the part of humanitarian migrants and the low qualified has increased in this group.

A report from March 2018 shows which industries employ most newly arrived refugees and how it has changed importantly over time, in particular for men. Among all newly arrived employed male refugees in 1990, more than 30 percent worked in the manufacturing sector. In 2015, the corresponding share was 5 percent. In later years, the care sector has instead come to dominate newly arrived refugees' employment. Among all newly arrived employed refugees in 2015, 60 percent of the women and 30 percent of the men worked in this sector. The share of newly arrived refugees working in the hotels and restaurants sector has also increased markedly over time.

Age at immigration importantly influences refugees' employment integration. Among men, integration has been somewhat slower for those who were above 35 years old when immigrating and considerably slower for those who were above 40. This pattern is similar for women. The differences between older and younger women are initially counterbalanced by the younger women's higher degree of responsibility for small children.

Since it is hard for high-qualified migrants to get jobs, they often take low-qualified jobs, which leaves small chances to the low qualified migrants. It also differs which area you work, depending of which region of the world you are born and which sex you have.<sup>14</sup>

Demand of labor is at a high level at the same time as unemployment are high for certain groups, which indicates an imbalance in the labor market. There are shortage of labor in certain areas and still many unemployed. This indicates that job seekers lack the competence needed for the available jobs. Groups that risk long time outside the labor market are low-qualified, people from outside Europe, elderly and people with disabilities.

Another relevant factor in Sweden concerns the housing segregation, which is large at certain places. This becomes a problem when many in one area is not integrated into the labor market.

#### D.2.1 Integration opportunities and challenges for humanitarian migrants in Sweden

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<sup>11</sup> Dagens Nyheter (DN), February 2018, SCB 2017

<sup>12</sup> Regeringskansliet, Arbetsmarknadsdepartementet, 2018, *Presentation 31 januari 2018: Arbetsmarknadsläget med fokus på nyanländas etablering*, <https://www.regeringen.se/490685/globalassets/regeringen/dokument/arbetsmarknadsdepartementet/arbetsmarknadslaget-31-januari-20182>

<sup>13</sup> "Integration, utrikes föddas etablering i arbets- och samhällslivet", p. 16.

<sup>14</sup> Read more: <http://www.delmi.se/migration-i-siffror#!sysselsattning-efter-yrke-kon-och-fodelseregion-2001-2015>. From: SCB 2014-2016, "Anställda 16-64 år i riket efter yrke (3-siffrig SSYK 2012), födelseregion och kön. År 2014 – 2016".

When humanitarian migrants get residence permit and if they are 20-65 years old, they will enter the introduction program, a labour market program owned by Swedish Public Employment Services ("Arbetsförmedlingen"). Arbetsförmedlingen is a government-funded agency working on behalf of the Swedish parliament and government. According to Arbetsförmedlingen, they *promote "a quick and efficient introduction of newly arrived immigrants to the labour market" through the introduction program*<sup>15</sup>. In the introduction program, you can read Swedish for Immigrants, SFI, and look for work or do an apprenticeship at a workplace. SFI is a basic education in the Swedish language with both private and municipal service.

If you are a humanitarian migrant taking part in the introduction program, you receive introduction benefit. If you follow your plan in the program, you receive money from "Försäkringskassan", FK (National Insurance Office).

The plan is individual, but should always consist of:

- SFI
- Work-preparing efforts (such as work practice, validation of education and working experiences)
- Information of Sweden; Social Orientation<sup>16</sup>

When participating full-time in the program, you receive 308 SEK/day, five days a week (the compensation is tax-free). If you have children, you can get supplementary introduction benefit or introduction benefit for housing.<sup>17</sup>

Arbetsförmedlingen maps experience and competences and sets up an individual plan. They can help with certificates and to have skills assessed. Arbetsförmedlingen claim on their website that this also applies to skills that are not traditionally associated with work: language skills, recreational interests and taking care of a close family member. There are also self-assessment tests. AF draws up a plan for the individual to come closer to the labour market. The activities usually consist of the above mentioned; studying Swedish, SO and a work experience placement. They state that the plan is adopted to the need and experience of the individual. Participants can see their plan in their mobile phone and the activities must be reported every month.

A labour market training program is a short vocational training program for occupations where there is a lack of trained people. The goal of the training program is to give a better chance of finding work in a specific industry. What kind of training is relevant depends on labour market conditions. Before someone enter labour market training, some preparatory activities may be necessary, for example participating in preparatory training or take a work experience placement to try out the profession.

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<sup>15</sup> Arbetsförmedlingen, 2018, <https://www.arbetsformedlingen.se/Globalmeny/Other-languages/About-us.html>

<sup>16</sup> Ibid

<sup>17</sup> Migrationsinfo.se 2018, <https://www.migrationsinfo.se/fragor-och-svar-om-etableringsersattningen/>

A work experience placement allows you to try out a new profession or have your professional skills assessed. In job experience training you get help from a supervisor and afterwards you get a certificate from the employer. An employer can also be paid to employ you, if you participate in introduction program. In the introduction program, more men take part of labour market activities<sup>18</sup>. AF says they give extra support for people who have health issues or disabilities

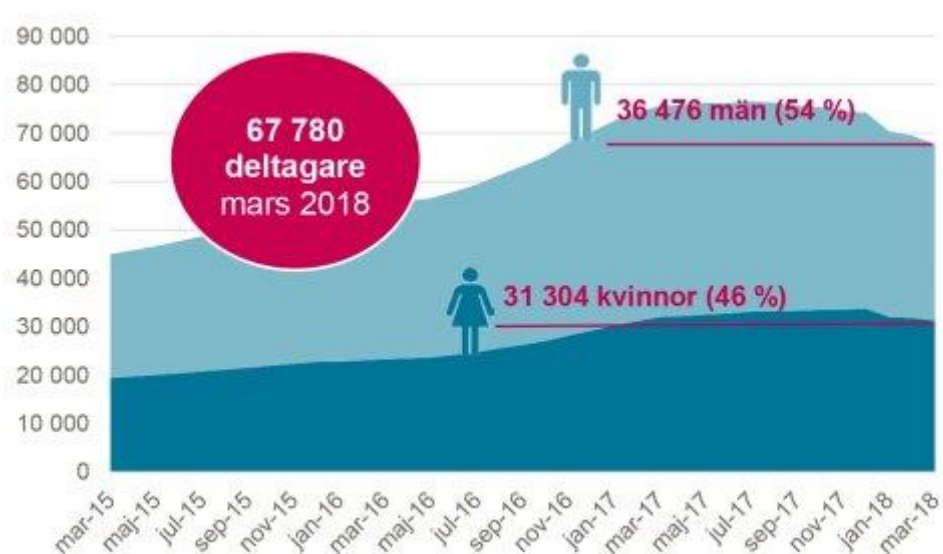


Figure 3: Participants in in introduction program March 2018

Of 67780 participants in the introduction program march 2018, 31304 are women and 36476 are men. The participants come mainly from Syria, Eritrea, Somalia and Afghanistan<sup>19</sup>

<sup>18</sup> This is the case in many municipalities in Uppsala according to stakeholders

<sup>19</sup> Migrationsverket/Skatteverket 2018



Figure 4: A total number of humanitarian migrants in the introduction program divided after educational background, registered in March 2016, 2017 and 2018.

According to Swedish Public Employment Services, the great amount participants in combination with a large proportion of low educated, creates a huge challenge for them. They say that efforts which worked for other groups in society, works for short educated. Intensified intermediation, activities, work practice and subsidized employments proved successful. They claim though, that other efforts are needed in other politic areas, such as education and housing.<sup>20</sup> An important factor is that Arbetsförmedlingen is reducing their individual administration this year. So far, they had one personal administrator for each person, but this is changing now. This change takes place although critique that it afflicts the low qualified mostly.

The number of individuals with no, or short educational background has increased (in the chart, the dark blue staple) as shows in the chart under D.2.1.

<sup>20</sup> Arbetsförmedlingen, 2017. Arbetsmarknadsrapport 2017, p 5, <https://mb.cision.com/Public/1326/2363232/a48fdfeab21e23bb.pdf>



### D.3. Feedback from stakeholders

According to stakeholders in Uppsala, Sweden, the main challenges for humanitarian migrants is to enter the Swedish labor market. To enter the labor market - the most important aspect is to learn Swedish, according to them. This is especially hard for the humanitarian migrants with short educational background, and especially illiterates. For them it is hard to finish SFI at the highest level, which is necessary to study Swedish at a higher level.

Long wait for administration of Swedish authorities is brought up as a challenge to integration. In addition, shortages in the work of Swedish Public Employment Services and SFI. A challenge that a participant mention is that *"everybody think that the target group it is someone else's responsibility."* Shortages in cooperation in and between organizations are recognized as challenges. Further, "cultural clashes" are mentioned – in different views of working, views about what men and women should do etc. Prejudices and fears, they say, exists from both ways.

Challenges are humanitarian migrants with no habit of studying. The situation of housing, worrying about family and friends, economy, traumas. All that can also take away focus from learning Swedish. It is hard to meet Swedish people to learn "everyday language". Challenges mentioned are that economy doesn't understand the benefits of employing humanitarian migrants and doesn't understand the target group is a huge labor resource of the future.

Many humanitarian migrants do not have knowledge about Swedish labor market and no working experiences. There are few activities for women with children and especially with many children who has small opportunities to join language cafés and other associations.

According to stakeholders, we have different opportunities in Sweden, as in the introduction program; SFI, apprenticeship at working places and subsidized employments. There is cooperation with civil society e.g. churches, sports associations and social enterprises. There is cooperation between municipalities and Swedish Public Employment Services in different projects. Municipalities arranges with childcare and elderly care, to enable individuals to participate in the program. In addition, there are SO. One stakeholder mention work laboratories, although it only applies to activities in the management of municipality.

To support humanitarian migrants, except for current inputs, it is important that the target group get information about which other activities are available in the local area, e.g. language cafés. Other informal aspects are not brought up by stakeholders, e.g. social activities like language friend that also exists in civil society.

Cooperation between stakeholders is important and supervisor for language can be used more to make people from other countries learn the profession right from the beginning.

The advantages for employing more migrants, according to stakeholders, are *socioeconomic benefits* that people become self-supporting. There are *psychosocial benefits*; to have a work makes you feel part of society. Besides, *cultural benefits* are brought up such as positive

meetings between different cultures and understanding. Employees get competence maintenance: linguistic, cultural and subject-specific. For individuals it's a big step of becoming integrated in society. More integration leads to a more stable society with less social gaps.

Many humanitarian migrants are willing to work and enrich the working places. We need to understand that we need each other and especially in the future labour market with an ageing population. It is important that employees get information and understands that sometimes the language can be a barrier but with support, it can be solved.

#### D.4. Feedback from focus groups with humanitarian migrants

The main challenges for social integration is to enter the labour market, according to the target group. However, to enter the labour market there are many barriers for them, they say. They need to learn Swedish, which is difficult for them with short educational background. They need to finish SFI, which they think is hard. The introduction program is short and they are feeling stressed because the benefits will end and since they are not used to school, it takes longer time. Some of them have Swedish friends, most of them don't. Some of them feel that Swedish people don't want to talk to them. Some have e.g. neighbors that invite them and talk to them. Most of them like Sweden and are positive about the system we have and say it's a safe place. Everybody really want to work, except for one or two that are old or sick. They experience that they don't get help from Swedish Public Employment Service. Now it's getting harder too, they say, because AF takes away personal guiding. They don't want to sit at SFI all their lives, they want to get out into the society. They want to work and happily pay taxes to help older and sick. Identified obstacles for them are also driving license, which are very expensive and hard to get in Sweden. They say it's very hard for the older humanitarian migrants. One man tells me he's been at SFI four years and searched for work two years within restaurant, construction and painting, but didn't get a job.

They would like training or complementary training. Professions they worked with in their home-countries includes carpenter, cobbler, baker, driver and farmer. Some of the professions is marginal in Sweden, and others are not the same. "In Sweden you need education for everything, but I have long experience", one man says. They want to get out at workplaces, learn how you talk there. They say they get no information about professions or labour market.

According to the individuals, they recognize help from Red Cross, language cafés, and also the subvention employment possibilities in the municipality. They say it's hard to get and everybody wants it. Regarding informal aspects, they say it would be good for Swedish and people from other countries, to sit down, eat together and get to know each other. One aspect is that they don't get to learn "real everyday life Swedish" like out in the street. They understand when their teacher speaks clearly to them, but not ordinary Swedish.

Apprenticeships and working experiences are hard to get according to the focus group.

They suggest that we should create “easy jobs” for people from other countries, for example factories, work with cultivation, gardening, guardians etc. Some of them say that it is important that they get possibility to get better jobs with higher income and on better terms.

They get demotivated and several says they are not well, and that they think and think. They miss family and friends and they wish to start working to be able to see them too.

Concerning advantages of employing humanitarian migrants, they mention socioeconomic benefits; they think it’s good if they can support themselves. They also mention psychosocial; and cultural. We meet each other and get to know each other, which create trust and understanding.

Another aspect is the housing situation. They are forced to take apartments with very high rent and therefore need support from municipality.

One man in the focus group said: *“Immigrants don’t get work, then swedish people say that immigrants do not want to work”*.

#### D.5. Needs analysis – the case of Sweden

As mentioned before - The advantages for employing more migrants, brought up both by stakeholders and the target group - are *socioeconomic benefits*, *psychosocial benefits* and *cultural benefits*. Employees get competence maintenance; linguistic, cultural and subject-specific. For individuals it’s a big step of becoming integrated in society. Greater integration leads to a more stable society with less social gaps.

For low qualified humanitarian migrants there is clearly a need of:

- Strengthening their skills and competences for a better match to needs of the future labor market.
- Education in Swedish, digital skills and complements of knowledge and competences in combination with workplace practice which has proved successful for high qualified migrants.
- Since humanitarian migrants have less informal canals, increased intermediation and contact with employees is very important.
- Communication with the target group in an earlier stage about different professions and possibilities and restrains.

As the research shows, there are shortages in labour even though there are many unemployed searching these jobs. It proves people are not qualified in these areas. Swedish Public Employment Service have some efforts. Some of them reach the low qualified but apparently most of them don’t. Swedish Public Employment Service clearly can’t fill all the needs, since the number of humanitarian migrants is a challenge to them. Now they are also taking away

personal administrators, which affects the short – educated mostly. Further, strengthening of cooperation between stakeholders needs to improve.

New technologies are replacing jobs in the service area. Jobs in the lower part of the labor market will therefore not be the main solution for the problems at the labor market concerning low qualified. There are shortages in labor in the middle segment already and prognoses say it will remain 10 – 15 years ahead. There will be lack of labour for well-educated e.g. nurses, teachers. However, there are also lack of labour concerning care, construction, industry and restaurant. <sup>21</sup> It is an interesting fact, that there is lack of labour in some areas and still so many willing to work. An important point is therefore to update these areas and adjust vocational training to them.

Measures to utilize the potential of low qualified should therefore focus on:

- Skills assessment for different competences – since many humanitarian migrants have competences or skills but no education or proof of competences. In addition, “soft competences” are often forgotten.
- Even if they go to SFI, they don’t learn about profession’s, they need to learn language at work places.
- After assessment and validation, they need complementary education and upgrading of skills and work experience in work-based laboratories or courses to complement earlier competences, including language used in different professions.

Further, It is important to get the economy and business world to understand that humanitarian migrants are a great resources for the future, with the right support. Even if an individual doesn’t speak perfect Swedish, with support he/she can develop fast.

Interviews with the target groups clearly demonstrates that humanitarian migrants really want to work and they are ambitious. Yet, they get also demotivated when they do not experience any progress in life. They are also stressed because the difficulties for them to finish SFI during introduction program time.

In KISA project in Uppsala, Sweden, a coordinated cooperation between stakeholders regarding individuals creates “effective and sustainable integration for the individual”<sup>22</sup>. The cooperation model “IGMA” holds the process together. This is an important tool to consider in the project. Knowledge between stakeholders concerning individuals in introduction program and goals through commitments creates pre-conditions for the inclusion of individuals.

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<sup>21</sup> Arbetsförmedlingen 2018, “Var finns jobben, Bedömning för 2018 och på fem års sikt”, file:///C:/Users/Elev/Downloads/Prognos\_%20Var%20finns%20jobben%202018\_.pdf

<sup>22</sup> KISA Projektet. (2018). *Om projektet - KISA Projektet*. [online] Available at: <http://kisaprojektet.se/om-projektet/> [Accessed 28 Jan. 2018].

## D.6. Conclusions

A lot can be learned from similar efforts reaching high-qualified humanitarian migrants, e.g. efforts in KISA project. We can learn from these when it comes to mapping and assessing skills, importance of cooperation with employers and language training. It also includes having a more personal contact with the individual, a holistic approach to the individuals' situation and access to specialists.

Prognoses until 2035, shows that the availability of labour with higher vocational education can't reach the demand within several spheres of education. There will be lack of educated in construction, vehicles, care, industry, restaurant and groceries.<sup>23</sup>

To conclude, there is a need of:

- A more profound validation, which consider also "soft" competences. Validation with a more personal contact and holistic approach to the individual's life situation.
- Work laboratories according to the needs of the individuals' and labour market needs demonstrated in the research.
- Contact with employees and business world to increase chances of individuals getting work place trainings – and a real job.
- Dialogues with other stakeholders such as civil society where cooperation have a potential not yet seen.

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<sup>23</sup> Arbetsförmedlingen 2018, "Var finns jobben? Bedömning för 2018 och på fem års sikt", p. 21

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## Charts

*Figure 1: SCB 2018. Total number of asylum seekers in Sweden between 2014 – 2018<sup>24</sup>*

*Figure 2: SCB 2018, Main countries of origin of refugees in 2017<sup>25</sup>*

*Figure 3: Arbetsförmedlingen, 2018, from SCB, Participants in introduction program March 2018*

*Figure 4: Arbetsförmedlingen 2018, A total number of humanitarian migrants in the introduction program divided after educational background, registered in March 2016, 2017 and 2018.*

## E. Country report – the case of Italy

### E.1. Introduction

Italy is at the center of several migratory routes. This has meant that the flow of migrants arriving in the nation, especially in the southern regions like Sicilia and Puglia, has never stopped but has undergone several changes over the years, increasing or decreasing according to political agreements and conditions of instability of the countries of origin such as Syria, Libya, Nigeria, Eritrea, Ethiopia, Gambia. Once landed on Italian shores, migrants are welcomed into accommodation facilities, all over the nation, such as C.A.R.A. (Reception Center for Asylum Seeker) or C.A.S. (Extra-ordinary Reception Center), where the new guests

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<sup>24</sup> SCB 2018

<sup>25</sup> SCB 2017

are identified and placed in integration paths, in case they meet the necessary requirements and permits issued for various reasons. As stated on the Open Migration web site, the Territorial Commissions in charge of assessing asylum rights can actually give three different kinds of permit:

- Residence permits on grounds of **asylum** are granted to refugees (technically, persons fleeing from persecution for race, religion, nationality, social group or political beliefs). This permit lasts five years and it can then be either renewed or converted in a permit for work reasons. It grants a wide variety of rights, such as the right to being reunited with family members, the right to travel and to work
- Residence permits on grounds of **subsidiary protection** basically give the same rights by the same conditions. This type of permit is indeed usually granted when the status of refugee cannot be acknowledged, but there are nevertheless reasons to believe that, if the applicant returns to the country he fled, he would be exposed to risk of serious harm
- Residence permits on grounds of **humanitarian protection** are granted to those who are not fit neither for asylum nor subsidiary protection, but are nevertheless entitled to protection for humanitarian reasons. This type of permit only lasts three years

According to recent studies, the foreign population resident in Italy as of 1° January 2017 is composed of 5.046.994 units, equal to **8.3% of the population**.

The integration service is based on **The Protection System for Asylum Seekers and Refugees (S.P.R.A.R.)**, created by Law No 189/2002 and made up of the network of local institutions that implement reception projects for migrants. Usually migrants are inscribed to different training courses in the interest of help them to find job opportunities and improve their language skills.

The target groups of the research are firstly social operators, professionals and educators of no-profit associations of the sector, policy makers, members of cooperatives and public institutions working with foreigners, secondly humanitarian migrants.

A group of adult male humanitarian migrants involved in S.P.R.A.R. project, hosted in buildings in the suburbs of Rome, will be part of the focus group for the project interviews.

The different information sources for the desk research are statistical data from Ministry of the Interior, National Institute of Statistics, U.N.H.C.R. documents, Ministry of Labour documents, House of Representatives documents, Department of Public Security dossier, Eurostat data, Open Migration web-site, I.L.O. web-site, ISMU Foundation documents.

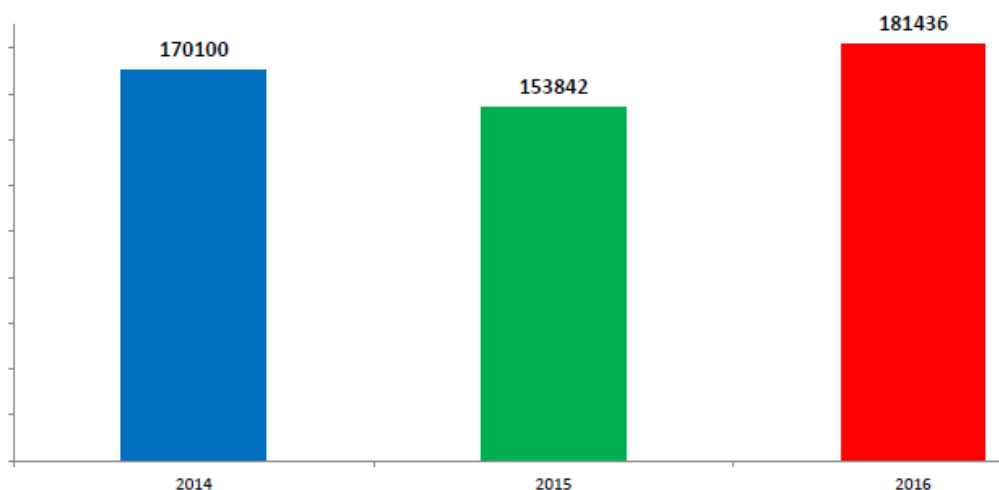
## E.2. Desk research

### E.2.1 Socio-economic situation of humanitarian migrants in Italy

The *Dossier Statistico Immigrazione 2017*, edited by the IDOS Research Center with the *Centro Studi Confronti*, with the support of the funds of the Waldensian Church - Union of Methodist and Waldensian churches and with the U.N.A.R. (*Office against Racial*

*Discrimination*) collaboration shows different interesting data. In the document are highlighted the number of arrivals per year: **comparison 2014 - 2015 - 2016.**

- 2014: 170.100
- 2015: 153.842
- 2016: 181.436



**Source:** Ministry of the Interior

The arrivals in Italy by sea have gone from 153.842 of the 2015 to 181.436 in 2016 (+ 17.9%) and asylum applications, according to Eurostat data, from 84.085 to 122.960 (+ 46.2%). Italy is at the world level immediately after Germany, the United States, Turkey and South Africa for asylum applications received (Source: U.N.H.C.R.). In particular among the disembarked, **unaccompanied minors were 25,843** while 6,561 are those that, after being censured, have become untraceable. The International protection applications were 122.960 but the protection requests accepted were about the 39.4% out of 89.875 examined. According to recent statistics, in 2018 most of the migrants came from **Tunisia, Eritrea and Nigeria.**

**The migrants arrived by sea in 2016 are 181.436** (Source: U.N.H.C.R.), of which **13% are women**; a number substantially in line with that (14.84%) relating to asylum applications.

As for the most represented nationalities among women, first group in Italy is the Nigerian one. More than 40% of asylum applications by women (7,085) come from Nigeria, followed by Eritrea (1,910, 10.9%) and Ukraine (1,390, or 7.9%). Moreover, Eritrea and Nigeria are also the most represented nationalities on the total landings (20.7% and 11.5%).

Concerning information on employment and education of humanitarian migrants in Italy, there are not updated researches and analysis on the target group. We have therefore used more general data concerning the foreign population in Italy.

As stated in the *Dossier Statistico Immigrazione 2017*, **foreign workers are about 2,401,000** of which **agriculture 6.1% industry 27.5% services 66.4%.**

On the other end, **the foreign unemployed people are 437,000.** Analysis of the variations, in the field of work, found between 2015 and 2016 highlighted three structural phenomena:

- A consolidation of the rate of growth of foreigners in work, parallel to the growth in native employment. There was a rising trend with more than 19,000 units in the case



of EU citizens (equivalent to +2.4%) and 22,758 units in the case of non-EU citizens (equal to +1.4%), together with an increase in the number of total employed in Italy of over 250,000 units (+1.2 %)

- The number of foreigners in search of work significantly decreased, passing from the 456,115 units of 2015 to 436,853 in 2016, with a reduction in the EU (-5.0%) and non-EU (-3.9%) units
- Within one year, the non-EU inactive decreased by about 13,750 units (-1.6%), the Italian ones by 414,153 units (-3.2 percentage points), while the inactive EU between 15 and 64 years increased, with a growth in absolute terms of just under 18 thousand units (equal to +5.7%)

**In 2016, the unemployment rate among the foreign population saw an important reduction.**

In the case of EU citizens in search of work, the rate went from 7.4% in 2007 to 15.8% (the peak value found) in 2013, to finally level out at 14.1% in 2016. The unemployment rate among the non-EU, after a constant increase (in 2007 it was 8.6% and in 2013, 17.9%), in 2014 saw a reverse trend until it touched 16.0% in 2016. The percentage incidence on total employment increased from 6.3% in 2007 to 10.5% in 2016, with notable sector differences:

- In Agriculture, the foreign labour force accounts for 16.6% of the total
- In Commerce, foreign labour force went from the 3.7% found in 2007 to 7.2% of the total number of employed in 2016
- In Other Service Sectors, the foreign presence went from 5.9% to 10.7% in 2016

The trends show an increasing number of foreign workers in the labour market.

Less than 80% of foreign workers are employed with the status of “*blue-collar worker*”.

The professional segmentation on white-collar profiles is confirmed by the limited presence of foreign workers among managerial roles: 0.9% of employees have a position as manager or executive. With reference to **levels of education**, the data show that:

- 21% of EU and non-EU workers employed with low level duties have a degree, and 36.4% of graduates work as managers, or have careers in intellectual and technical professions
- Foreign workers with no more than a junior secondary qualification who carry out technical work number 32.1%
- In the case of workers with senior secondary education equivalent to a diploma, 31.2% of EU and non-EU nationals do specialized manual work

**The salary is the major cause of dissatisfaction expressed by foreign citizens** in relation to their employment. With respect to the value of the average wage of Italian workers, non-EU nationals earn 25.2% less and EU 19.9% less, also as a reflection of differences in terms of professional profile and position. In particular, a non-EU graduate earns 1,251 Euro per month, 31.1% less than an Italian with the same qualification, just as an employee earns 23.1% less,

and a blue-collar worker 11.4% less. The pay gap widens according to gender: in the case of non-EU women, whose remuneration is little more than 1,000 Euro, the gap with respect to Italians is 28.1%.

It is important to highlight the recent introduction of *The Welcome Project*, a new initiative created by U.N.H.C.R. that consists in give an award to the enterprises that offer job to migrants and support their integration process in Italy. The mentioned recognition will be assigned by awarding the “*Welcome. Working for Refugee Integration*” Logo, that companies will be allowed to use for communication purposes. The selected companies will pursue a dual goal: on one hand, the logo will prove the promotion of an inclusive society model for asylum seekers and beneficiaries of international protection, and the fight against sentiments of xenophobia and racism; on the other hand, will be a sign of recognition for companies that actually made efforts to facilitate the employment of beneficiaries of international protection. The prerequisite for the companies to be awarded is meeting U.N.H.C.R.’ due diligence requirements. The logo will be awarded on a yearly basis according to the unquestionable assessment of a Committee specifically formed by professionals coming from different backgrounds and that are dealing in different ways with the social responsibility within the private sector. In order to be awarded, the companies should put in place one of the following actions:

- Companies that, in line with their possibilities, distinguished themselves for the new hiring of beneficiaries of international protection or for supporting them on an actual labour integration, also through effective training programs or innovative and high-quality language learning programs;
- Companies that fostered the social inclusion process of the employees who are beneficiaries of international protection within their own local environment, through actions aimed at facilitating intercultural dialogue or concrete actions of support;
- Companies that supported the creation of self-employment businesses by beneficiaries of international protection, through actions of free of charge support addressed to start-up ventures.
- Foster labour integration of women beneficiaries of international protection, demonstrating greater sensitivity toward gender dimension and the issue of equal opportunities.

The activities for the inclusion of refugees may represent a new horizon for the companies’ social engagement. It is increasingly necessary to develop a collaboration between the private sector and the various actors, institutional and not, dealing with the reception of beneficiaries of international protection, through which it is possible to build shared and participated pathways for integration.

#### E.2.1 Integration opportunities and challenges for humanitarian migrants in Italy

As reported on the S.P.R.A.R. web-site, Italian institutions in cooperation with voluntary sector organizations, manage “**integrated reception**” interventions going beyond the simple

distribution of food and housing, also providing complementary services such as legal and social guidance or the development of individual programs to foster social inclusion and cultural integration.

The Central service reminds that applicants for international protection have the right to remain within the S.P.R.A.R. reception circuit until the application for international protection will be notified to the applicant. For those who have received a form of international protection or once humanitarian protection has been recognized, **the stay will be six months** or may be extended upon authorization by the Central Service, which will evaluate the opportunity.

The primary objective of S.P.R.A.R. is to provide support for each person in the reception system, through implementation of an individual project tailored to enable that person to regain independence, and foster effective involvement in the Italian society, in terms of employment and housing integration, access to **local services, social interaction and scholastic integration for minors**. The principal characteristics of S.P.R.A.R. are:

- The program is based on a multi-level governance model with public nature resources. The actors with political responsibility for reception services are the Ministry of the Interior and the local authority institutions
- The synergies available locally with voluntary sector organizations like no-profit associations, NGOs, cooperatives, make a fundamental contribution to the implementation of the various interventions
- The decentralization of the *“integrated reception”* actions
- The promotion and development of stable and interactive local networks, with the involvement of all stakeholders and priority partners in order to ensure the success of the reception, protection and integration measures
- The voluntary participation of local institutions in the network of reception projects
- The reinforcement of local services, designed to profit the entire community, both local people and migrants
- Multi-disciplinary approach in order to facilitate the integration of migrants

Local institutions, in partnership with the voluntary sector, implement local reception projects, bringing together S.P.R.A.R.’s guidelines with the characteristics and specific factors of the local area. Depending on the purpose, capacity and expertise of local stakeholders and taking into account the available resources (professional, structural and economic), the welfare tools and the social policy strategies adopted over the years, local institutions can choose the type of reception services to be provided. Projects may be very different according to the real needs of the user: individual adults and nuclear families, or on single-parent families, single pregnant women, unaccompanied minors seeking asylum, victims of torture, individuals needing continuing care or those with psychiatric problems or physical disabilities. Specific dedicated projects are available for individuals who are vulnerable as a result of mental health issues. In any case, for each of the individuals provided with reception services,

a fundamental element of those services is the temporary nature of reception, which is intended in all cases to ensure the independence and integration of recipients. Local authorities that decide to participate in the S.P.R.A.R. call for proposals, have the obligation to present a financial plan that must be approved by the commission formed by representatives of local authorities (municipalities, provinces and regions), the U.N.H.C.R. and Ministry of the Interior. Management costs per migrant, valued on average around 35 Euros per capita per day, can be different from region to region, depending on the cost of the life of the place and the rent of the structures. This money, approximately from **35 to 40 Euros a day are given to the cooperatives**, used by municipalities to manage reception. They are necessary to cover expenses for food, housing, cleaning the building and maintenance. A small fee also covers work placement projects. Of the total sum, only a **“pocket money” of 2.5 Euros** on average is the amount given to migrants for small daily expenses. Information regarding work and accommodation can be found in specialized office inside municipalities, no-profit organizations and private associations. There is an important initiative, *JUMA – Refugees map service*: it consists in the creation of a map, at national level, of services for asylum seekers and humanitarian protection holders, with the support of the U.N. Refugee Agency and A.R.C.I. Association. **"Refugees Map Services"** has the ambition to put in communication all the actors of the asylum system: asylum seekers, holders of international protection and those responsible for humanitarian protection, operators of the protection bodies, local authorities, school and health services. Refugees Map Services wants to become an instrument of public and common use through which to speak and be easily found. Refugees Map Services serves to:

- Find the service closest to those in need (where to sleep, where to find legal assistance, where to find health care, where to find psycho-social assistance, where to find a language school)
- To make known their service and their work (all the subjects, public and private, that are not mapped can send their own registration form)
- Update references in real time (all the mapped subjects will have credentials to modify and update the descriptions of their services)

Finally it is important to highlight some best practices that can help policy makers and professionals for the development of solutions related with the integration of humanitarian migrants and asylum seekers. In the city of Trieste, refugees are hosted, not in big and uncomfortable hub, but in accommodations in the center of the city, like houses and apartments. The *“Trieste model”* is a best practice and it is useful in the interest of avoid the cases of isolation and to overcome the overcrowded situations in a lots of reception building, usually placed in the suburbs, where the integration may be very difficult. Migrants are an important resource for Italian economy: the foreign community is very active in the field of agriculture, commerce and service sector but this is not the only reason. The main challenge related with the reception sector is to **develop methodologies for the recognition of the skills of migrants** and ensure their full and effective participation in society. As reported on I.L.O. web-site, access to skills recognition processes, especially for low- and medium-skilled migrant workers, is often limited, while migrants frequently encounter difficulties in articulating their experiences from the destination countries into better human resources development

opportunities on their return. In many origin countries, skill forecasting methods are either non-existent or implemented on a limited basis. There is no single methodology for skill needs analysis; what has proved to be useful from the experience of major destination countries is a **holistic approach**: a combination of qualitative analysis (for example case studies, focus group discussions) as well as quantitative data (for example surveys, skill audits, model-based projections). According to *I.S.M.U. Foundation - Initiatives and Studies on Multi-ethnicity*, among the skills intrinsically linked to the migration background, which is a direct experience for migrants and a family legacy for the second generations, **intercultural skills** is a very precious resource, in the context of a globalized contemporary world that is increasingly intensified by the challenges of cultural pluralism. Other vital aspect is to improve the relations with the country of origin of the refugees in the interest of create a better recognition system for the reduction of time needed for procedure related with the release of personal documents. Numerous projects concerning sport, fashion, music and food have reached excellent results for local population and foreign citizens, able to express their talent and knowledge.

### E.3. Feedback from stakeholders

The stakeholder for the interviews are social operators, working for Caritas and other no-profit association. From the experience of the social workers, working in S.P.R.A.R. projects, is possible to understand lots of different issues concerning asylum seekers and humanitarian migrants. As results from the interviews, the main barriers in the labour market are: language difficulties, poor social network, no experiences, lack of regular contract. The social operator usually follow individually one of the host of the structure in order to help him with juridical issues and also with operations related to the research of a job or an accommodation. The cultural mediator is another important figure that help migrants in everyday life, especially with the collection of documents, necessary for the request of humanitarian permission. In order to support the asylum seeker in the integration process, the municipalities have developed various strategies, also supported by the different initiatives organized by U.N.H.C.R. and other international or local organizations, like Caritas, A.R.C.I.. The introduction of migrants in the world of work is a very important issue because it facilitates the social cohesion, support the Italian economy, the pension system and the country of origin through the remittances. Opportunities can be found in different fields. There are projects related to self-employment and entrepreneurship, formative courses with the possibility to be hired after a work trial period. There are various successful stories of foreign citizens in Italy. The state should incentivize companies and improve control systems to avoid illegal situations where migrants are exploited and abused without the opportunity to ask for their rights. Especially in Southern Italy, in agriculture there are a lot of cases of foreign people working without contract or in situations of degradation and discomfort: this is due to the presence of huge reception building in isolated areas, where usually migrants are placed when they have to wait for their new documents and during this period, have big difficulties in find a job and most of the time, accept every kind of job without insurance and very low salary. When the process of recognition is long lasting and especially if it is connected to some additional training initiatives, it is crucial to find flexible solutions able to suit individual needs and to enable the person to better balance this experience with work and family engagements. Cooperation and development strategies should be improved in order to try to

find documents and other information related with the life of the foreign citizens: universities and school diplomas, certificate of courses, references of the past work experiences of the migrant. Other important aspect, emphasized by the stakeholder, is that migrants should have the will to build a new life in the host country so it is vital to develop empowerment and resilience. The advantages for their new nation are related to the enrichment that cultural diversity can bring within companies and work organizations. In conclusion is possible to say that through the participation of the population and the implementation of specific programs, it will be possible to offer a better life to migrants coming from war and hunger, and at the same time learn and grow together as one unique multi-cultural society.

#### E.4. Feedback from focus groups with humanitarian migrants

The Focus group is composed by male adult migrants. Everyone has a different story. The group selected has mainly origin from North and Central Africa. Most of them are involved in language courses or working path and stated that is difficult to find a regular job and an accommodation. For this reason is fundamental the work developed by the social operator and humanitarian organizations. Through the support of municipalities and organizations of the third sector, humanitarian migrants are involved in the S.P.R.A.R. system where they can find a job, usually in enterprises are present vacancy for disadvantage people or migrants. Major difficulties that emerge from the discussion with humanitarian migrants:

- Difficulties in recognizing acquired skills, especially for those coming from outside the European Union
- Issues due to language and communication problems
- Distrust of employers and prejudice to the foreigner
- Difficulty in obtaining qualified work, because it is not always possible to recognize the skills acquired in the country of origin
- Non-reasonable remuneration
- Job without contracts, irregular workers
- Very large families and therefore they also accept non-regular positions and low pay because they do not find better. And even if they found better they cannot accept it because they would not have the time
- Procedure for permission release are too slow and may required years of waiting

There are different opportunities in order to support the project of integration of migrants in Italy: specific projects for entrepreneurship, ad hoc programs for disadvantaged subjects, like pregnant mothers, victims of tortures, minors or neo-adult. In the interest of foster a faster integration of the migrants in the world of work is fundamental to encourage the creation of

a valid skills recognition system. There is no doubt that this first step is vital in order to get the economic benefits of this situations and develop the social cohesion inside the society.

Moreover there are language courses, professional courses and psychological assistance, legislative and work support. The system, if it is well managed and organized, can give economic advantages in the country of origin and in the host nation.

In addition to this is important to underline the cultural enrichment and the cultural awareness that the new comer bring in the society. There are plenty of good practices that can be taken as examples in order to replicate future interventions and strategies in different cities.

Finally Italian country has one of the most elderly population of the world and the humanitarian migrants are usually very young so this could bring also benefit for the pension system and give new life and resources to this “*ancient*” society.

#### E.5. Needs analysis – the case of Italy

In order to get better results from the integration process, local authorities in Italy should improve the service, avoid the overcrowded situation, increase transparency and controls in the host structures, support the creation of individual learning and working program.

In “Migrants’ competence recognition systems: controversial links between social inclusion aims and unexpected discrimination effects” the recognition of migrants skills, knowledge and competence acquired in formal and non/informal contexts represents a crucial issue.

This paper highlights the ambivalence of competence recognition systems which, whilst representing potential means of social inclusion, in certain condition risk becoming invisible instruments of discrimination. According to the OECD International Migration Outlook 2014, over-qualification is a widespread feature among migrants residing in the EU: highly educated immigrants show lower employment rates than their native-born counterparts in virtually all OECD countries. And, even when they are employed, they are 47% more likely to be in jobs for which they are formally over-qualified. A more efficient match between labour supply and demand would contribute to counteracting the brain waste process and the phenomenon of over-qualification. Enhancing the transparency and valorization of migrants’ human capital would favor the attraction and retention of a skilled foreign workforce, help reducing the labour market ethnicization, foster the internationalization of the economic system, and promote migrants’ financial contribution to the welfare system. Furthermore, well-developed recognition systems would facilitate exchanges among learning, working and life experiences, fostering the democratization of occupational, educational and training opportunities, favoring human capital development and helping educational and training institutions to better plan and maximize the impact of their activities. It is possible to list some **operative recommendations**:

- Improve assistance services for skills recognition
- Increase the number of places in the S.P.R.A.R. that are limited, increasing the resources available
- Encourage self-employment and support the companies they hire

There are also some **policy recommendations**:

- Decrease the fragmentation and complexity of the reception system - very fragmented and complex at both territorial and institutional level
- Intensify relations with the countries of origin and international cooperation
- Harmonization of the legislative systems and to promote the exchange of information between bodies dealing with reception and integration at European level

As it is possible to see from the results of the research the complexity of the subject requires a double intervention on operative and policy level, in order to find different solutions to important issues related with the integration of migrants in the world of work. Following the recommendations of the various humanitarian entities is possible to find a lot of interesting and stimulating activities and with the support of public institutions it will be possible to implementing them and involve migrants in different projects and give them a possibility to develop their skills, express talent and knowledge and live a life full of possibilities.

## E.6. Conclusions

In conclusion it is possible to say that, at national level, the reception system must be improved, without emergency laws but with a solid integration policy that should stabilize migrants and refugees present in the country. A big effort is necessary in order to increase the quality and the numbers of places available in the S.P.R.A.R. projects. There is still a lot of work to do in the interest of improve skills identification and matching that should be combined with broader efforts to enhance coherence between employment, competencies and migration policies, with the active participation of government institutions and social partners. These coordinated efforts will also result in a better information exchange between the education system and the labour market. At European level, every country should participate, improve the efficiency of the reception system and harmonize the law procedures between the nations in order to have better policies, save lives and give an opportunity for people coming from war, persecution and other difficult situations to live a normal life. In conclusion is possible to say that a good policy for refugees and migrants should enhance the human capital of migrants and encourage a cultural change, towards a new relation between immigration and the labor market, in which the foreign citizens are not only seen as a reserve of adaptable and cheap labor force, but rather as a precious resource for Italian and European social and economic growth. For the reasons listed in the report is possible to highlight the lack efficiency and user-friendliness of the Italian reception system but also the big potentialities and opportunities to develop a better system. In the end it is possible to say that there is the need of a cultural change in relation to the conception of migrant workers as they are usually seen in society: the general conception about them is that they are instrumental workforce, useful to meet the contingent labour market's needs. Instead of this, their role in the society is more important, their human capital is a structural resource for the common growth and the general wellbeing of the society. As reported from different entities and academic research centers, it remains fundamental to develop methodologies for the recognition of the skills of migrants in order to foster the enterprises to employ more migrants and encourage the demand-supply scheme in a virtuous circle able to encourage the local and international economic and social development. As we have seen there is no single methodology for skill needs analysis but a combination of qualitative analysis (for example case studies, focus group discussions) as well as quantitative data (for example surveys, skill



audits, model-based projections). According to different studies, among the skills intrinsically linked to the migration background, *intercultural skills* is a precious resource, in the context of a globalized contemporary world. Stakeholders and policy makers should improve the effort in this direction, trying to find synergies and implementing projects useful for the recognition of abilities, prior experiences or studies, and how to verify them in order to encourage a sensitive introduction of the new comer in the world of work. The last important aspect that should be improved is the cultural awareness of the host population, that still has a lot of prejudices and misconceptions about the foreign work force, and encourage a deep engagement of civil society in the interest of create the best condition for the integration of migrants and the recognition of their abilities in relation with the labor context, the enterprises needs and the framework of national and international law.

## E.7. Acknowledgements and references

We would like to thank the following people who agreed to be interviewed for this study:

Name	Position	Organisation
Sebastiana Masuri	Responsible for employment service	Programma Integra s.c.s.
Gaetano Torraco	Social Operator	Caritas - Roma
Daniela Trotta	Social Operator	Caritas - Roma
Lorenzo Lucaks	Social Operator	Caritas - Roma
Eleonora Bregantini	Social Operator	Caritas - Roma
Miriam D'Amato	Volunteer	Centro Interculturale Baobab
Fabrizia Di Girolamo	Social Operator	A.R.C.I.
Laura Veccia	Volunteer	Croce Rossa - Foggia
Emanuela Camerlingo	Legal representative	Soluzioni pratiche
Ivaron Monica Eboigbe	Volunteer	Croce Rossa - San Cesareo


Name	Date of birth	Country of origin
Lamine Camara	30/06/1974	Guinea
Ismael Diallo	02/11/1978	Gambia
Aboulaye Diengue	19/12/1985	Senegal
Yousouf Bamba	07/02/1979	Ivory Coast
Alphonse Assamoah	13/07/1981	Ghana
Bayala Tibaoué	12/01/1977	Burkina Faso
Leonie Kpin	17/03/1983	Ivory Coast
Nestor Brede Kolau	18/12/1980	Ivory Coast
Aboulaye Kone	10/02/1978	Mali
Ibrahim Diarrassouab	01/07/1972	Mali
Kelvin Ola Adewumi	15/03/1984	Nigeria
Brice Ale	18/02/1995	Cameroun
Charles Ariwo	02/12/1990	Togo
Godwin Tokumbo Ariowolo	28/09/1989	Nigeria
Seydou Balo	02/01/1978	Senegal
Oumar Barry	05/03/1974	Guinea
Maimouma Sanogo	30/01/1982	Mali
Diaby Adama	30/12/1990	Ivory Coast
Maimouna Konate	22/01/1987	Ivory Coast
Boniface Seni	01/01/1975	Burkina Faso
Adama Kone	13/10/1981	Mali
Felicite Ore	27/12/1985	Togo
Armand Koan	18/12/1985	Ivory Coast

Souleymane Kindo	01/01/1980	Burkina Faso
Fatoumata Binta Diallo	15/07/1990	Guinea
Oro Desire Dacoury	30/11/1977	Ivory Coast
Roger Pierre Mabiala	13/11/1983	Congo
Cheo Kadiri Ahanougbe	14/12/1985	Benin
Ibrahim Sorybani	02/05/1995	Guinea
Yaya Koumbasa	14/06/1982	Guinea
Amara M'Baye	16/09/1984	Senegal
Seidi Diene Thierno	22/02/1978	Senegal
Brou Felix Kouassi	05/11/1992	Ivory Coast
Issouf Diarra	16/03/1970	Mali
Mohamed Soumahoro	15/04/1989	Gambia
Haffisula Ramazani	12/11/1980	Afghanistan
Oumar Barry	05/03/1974	Guinea
Maimouna Sanogo	30/01/1982	Mali
Diaby Adama	30/12/1990	Ivory Coast
Maimouna Konate	22/01/1987	Ivory Coast
Sekou Tidiane Camara	15/11/1968	Senegal
Cherif Valocina	24/02/1981	Ivory Coast
Moussa Koné	13/09/1991	Guinea
Karim Coulibaly	13/11/1983	Mali
Mamadou Makiou Bah	30/06/1988	Guinea
Mohamed Koumbassa	27/07/1990	Guinea
Simon Dickson M'Putu	15/12/1976	Congo (R.D.C.)
Maimouna Diarrassouba	20/02/1982	Ivory Coast
Aboulaye Samassi	20/01/1978	Mali
Mory Camara	04/02/1990	Ivory Coast

Please list your main documentary sources of evidence here, as a bibliography and any other acknowledgements or references that are appropriate

**Source for desk research:**

I.S.T.A.T., Ministry of the Interior, U.N.H.C.R., House of Representative, Ministry of Labour, Department of Public Security, Eurostat, Open Migration web-site.

- *Dossier Statistico Immigrazione 2017* - Centro Studi e Ricerche IDOS e Centro Studi Confronti
- *Migrants' competence recognition systems: controversial links between social inclusion aims and unexpected discrimination effects* - European Journal for Research on the Education and Learning of Adults, Vol.8, No.1 2017

**Link:**

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  - [https://www.cliclavoro.gov.it/Barometro-Del-Lavoro/Documents/V\\_Rapporto\\_annuale\\_Migranti\\_2015.pdf](https://www.cliclavoro.gov.it/Barometro-Del-Lavoro/Documents/V_Rapporto_annuale_Migranti_2015.pdf)
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  - <http://www.ismu.org/>
  - <https://www.unhcr.it/progetto-welcome>
  - <https://www.jumamap.com/>
- 

## F. Country report – the case of United Kingdom

### F.1. Introduction

Rinova and ACH approached the Erasmus+ ARIVE United Kingdom Country Report '*Who is integrated in Europe? Social and Labour Market Integration of the low-qualified humanitarian migrants in Europe*' through a shared division of desk research and primary research. Rinova completed the desk research and ACH carried out the primary research. Rinova composed the final report.

This distribution of roles was fundamentally based on the two partners' expertises and range of stakeholders. Rinova, with a background in the composition of transnational research methodology, particular desk research, led the research process. Whereas ACH, with its migrant and refugee support provision, engaged with Humanitarian Migrants and national stakeholders for the completion of the primary research. Both partners engaged throughout the activity, sharing resources, analysing and providing feedback on both sets of results.

The desk research primarily focused on the integration sector in relation to the UK-wide, as well as regionally in: London; Bristol; and Birmingham. Whereas the primary research, such as the interviews with stakeholders and focus groups with humanitarian migrants were completed in: Bristol; and Birmingham.

The UK research plan for ARIVE was undertaken using a range of methods to inform fully the Humanitarian Migrants' needs analysis within the UK. Qualitative and quantitative data collection tools were deployed for the research purpose.

The use of qualitative and quantitative research tools enabled the research questions to be met for a theoretical and practical analysis. In particular, this has been structured under:

- **Desk research**
- **Primary research – Interviews/Focus groups**

**Desk research:** This part of the UK research, used a mixture of internet-focused methods, libraries, market research reports, integration-focused publications, refugee/migrant-focused labour market consultations as well as key strategic policies and annual and quarterly data to gain insight into the ARIVE and wider UK 'Integration' sectors. Between January 2018 and March 2018, a wide range of sectorial documents were reviewed and the subject of Labour Market Integration and the sectors' wider areas were considered. With particular focus on current integration systems, opportunities and wider humanitarian migrants information availability on Labour Market Integration, the desk research was 100% secondary in its' format.

**Primary research - Interviews:** the interviews were a mixture of face to face and telephone-based and took place between February 2018 and March 2018. ACH used the basic guidance questions provided alongside this national report template by the project lead Folkuniversitetet as a base to all interviews, however, selected slightly different types or adapted the questions based on the interviewees' role within the sector and encouraged all interviewees to discuss key factors in relation to the key themes of this research. Participants included: National Integration support providers; Local Authorities; Local Government officials; Welfare to Work professionals; amongst others. Furthermore, ACH also carried out interviews and focus groups with humanitarian migrants, including refugees, asylum seekers and wider migrants. The vast majority of the humanitarian migrants involved had previously

engaged with ACH, either through its housing services or its wider integration support programmes.

## F.2. Desk research

### F.2.1 Socio-economic situation of humanitarian migrants in United Kingdom.

#### **Humanitarian migrants background: arrivals/gender/age/origins**

Within the United Kingdom, the term humanitarian migrant, is not commonly used. Rather two terms, which both hold legal implications, are preferred, although often misunderstood by the general public. If a humanitarian migrant, is someone who moves to another country

due to a range of political or humanitarian events such as war; threat from violence; etc. then the first term, upon arriving in the UK is asylum seeker. The second is refugee.

In the UK, in order to be legally recognised as a refugee, a humanitarian migrant must first go through the asylum application process.

Once a humanitarian migrant has been successful in this process, they are then classified as a refugee and can legally work in the United Kingdom.

To provide guidance on the different legal statuses of a humanitarian migrant in the United Kingdom, please see Appendix 1.

The think tank Migration Watch UK estimated that in 2016 9.2 million people living in the United Kingdom were born abroad which equal to 14% (based on the Office for National Statistics data). 3.5 million originate from the EU, while 5.6 million originate from non-EU countries.

By June 2017, the net migration for the United Kingdom stood at 230,000 people.

	All Citizenships	British	Non-British	EU	Non-EU
Immigration	572,000	79,000	493,000	230,000	263,000
Emigration	342,000	128,000	214,000	123,000	90,000
Net Migration	230,000	-49,000	279,000	107,000	173,000

Office for National Statistics – Table from Migration Watch UK<sup>26</sup>

According to the UNHCR in 2016, 118,900 ‘refugees’ entered UK<sup>27</sup>. While based on the Migration Observatory, asylum applications in the UK were steadily on the rise from 2011 to 2015. In 2014, asylum applications stood at 32,344<sup>28</sup> per annum for main applicants.

Asylum applications in the UK, from main applicants, decreased by 7% from 32,733 in 2015, to **30,603** in 2016<sup>29</sup>. This is the first annual fall in asylum applications since 2010 when applications fell to 17,916.

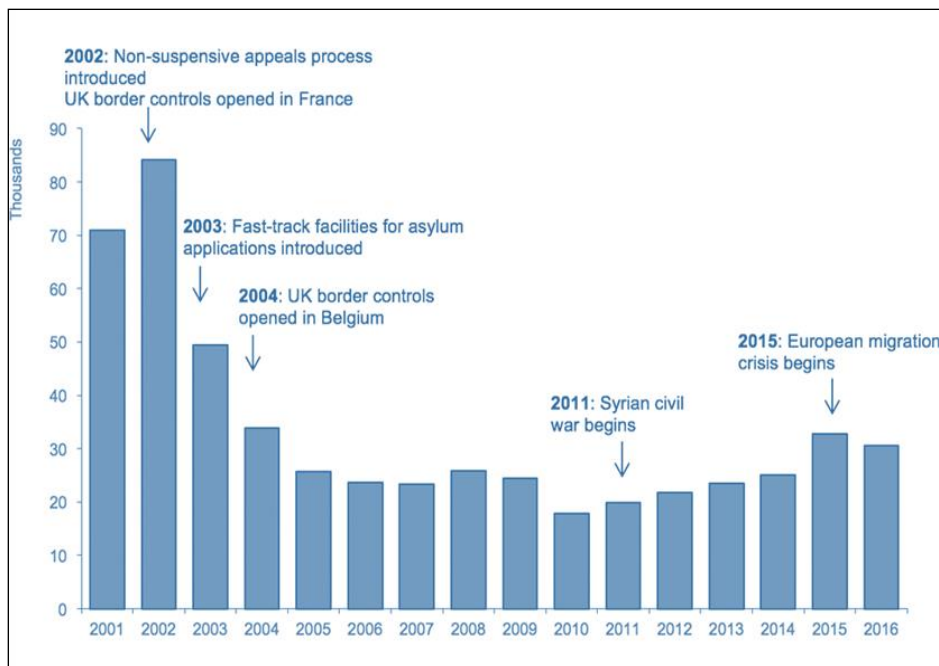
<sup>26</sup> Migration Watch UK -<https://www.migrationwatchuk.org/statistics-net-migration-statistics>; December 2016.

<sup>27</sup> IOM – Migration Data Portal - [https://migrationdataportal.org/?i=stock\\_abs\\_female\\_&t=2017&cm49=826](https://migrationdataportal.org/?i=stock_abs_female_&t=2017&cm49=826); February 2018.

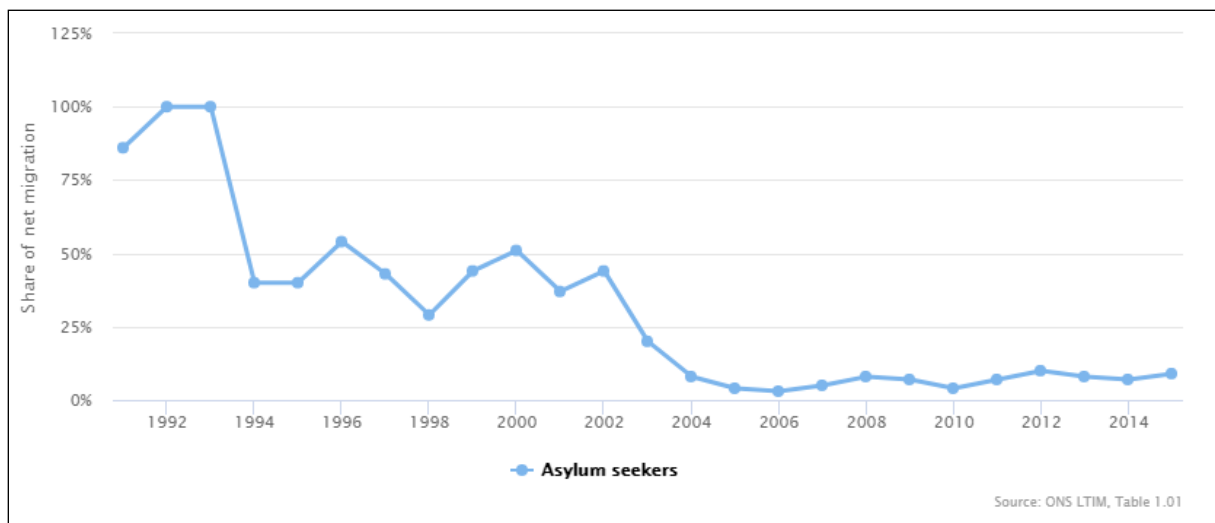
<sup>28</sup> The Migration Observatory - <http://www.migrationobservatory.ox.ac.uk/resources/briefings/migration-to-the-uk-asylum/>; February 2018.

<sup>29</sup> UK National Office for National Statistics - <https://www.ons.gov.uk/>, Feb 2017.





Office for National Statistics - February 2017<sup>30</sup>



Asylum seekers with dependents as share of net migration – 1991-2015 – the Migration Observatory<sup>31</sup>

## Nationality

Clear information on the origins of all Humanitarian Migrants' countries is not currently available. The information identified does not provide information all categories included in

<sup>30</sup> UK National Office for National Statistics - <https://www.ons.gov.uk/>, Feb 2017.

<sup>31</sup> The Migration Observation - <http://www.migrationobservatory.ox.ac.uk/resources/briefings/migration-to-the-uk-asylum/>: February 2018.

the Erasmus+ ARIVE's definition of a Humanitarian Migrant, however, the UK National Office for National Statistics does offer statistics for Asylum Seeker applicants:

### Applicants' country of origins

Country	2015	2016	% change
Iran	3,242	4,192	+29%
Pakistan	2,470	2,857	+16%
Iraq	2,216	2,666	+20%
Afghanistan	2,261	2,341	+4%
Bangladesh	1,110	1,939	+75%
Albania	1,519	1,488	-2%
India	1,014	1,488	+47%
Syria	2,539	1,409	-45%
Sudan	2,912	1,314	-55%
Eritrea	3,693	1,238	-66%

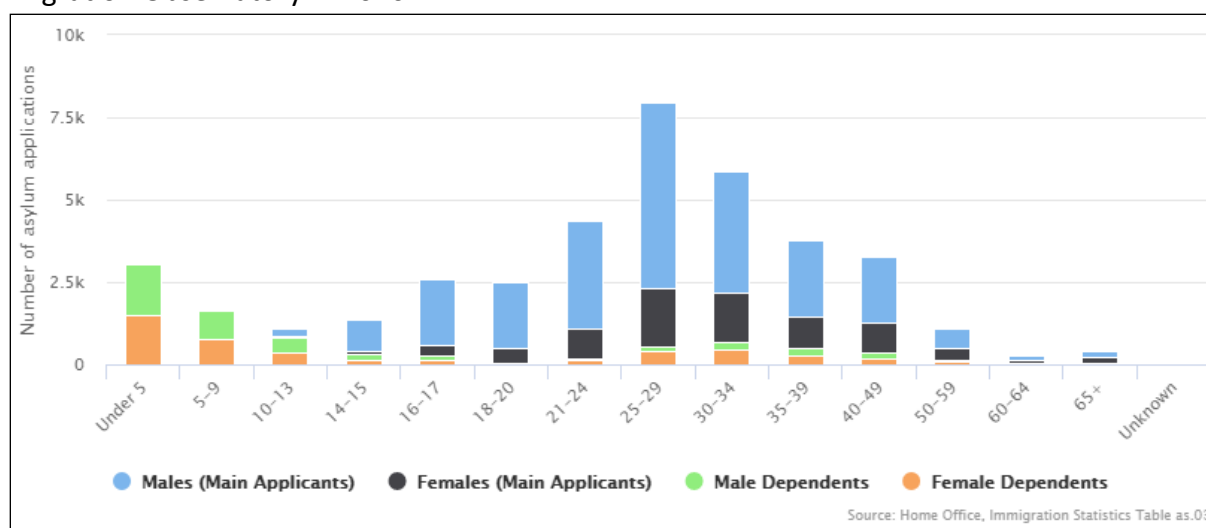
Office for National Statistics – February 2017

32

In 2016, the UK experienced a significant increase in the number of applicants from Iran, Pakistan, Iraq, Bangladesh, and India, and significant decreases in applicants from Syria, Sudan and Eritrea, compared to 2015.

### Gender

From a gender perspective, 75% of main asylum applicants were male in 2016, 25% were female. See the below table, which identifies gender and age distribution provided by the Migration Observatory in 2016:



Asylum applicants by age and gender – 2016 – the Migration Observatory<sup>33</sup>

<sup>32</sup> Migration Watch UK - <https://www.migrationwatchuk.org/statistics-net-migration-statistics>; February 2018.

<sup>33</sup> The Migration Observation - <http://www.migrationobservatory.ox.ac.uk/resources/briefings/migration-to-the-uk-asylum/>; February 2018.

In relation to migrants unified group, according to the IOM's Migration Data Portal 4.6million in the United Kingdom are female.

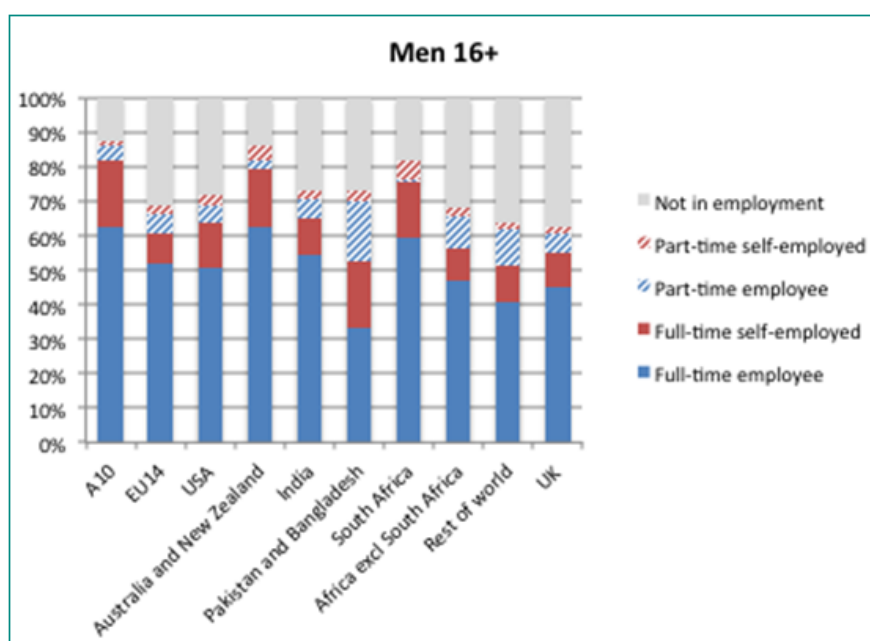
### Unemployment rates for humanitarian migrants: gender/age/years

Refugees are the only humanitarian migrants legally allowed to work in the United Kingdom. Asylum seekers cannot work in the UK. Other working migrant groups include Economic Migrants and Illegal Migrants, who may have previously applied for asylum.

Unfortunately, a significant amount of the UK data does not separate Refugees and Economic Migrants at the statistical level. Where possible, humanitarian migrants data on unemployment rates are provided, but in some cases it may merge both groups. This will be distinguished in this report section.

According to 2016 OECD Data, in the United Kingdom a total of 5.5% of Migrants are unemployed. In 2016, the OCED found that 4.7% of unemployed migrants are Male, while 6.6% are Female<sup>34</sup>.

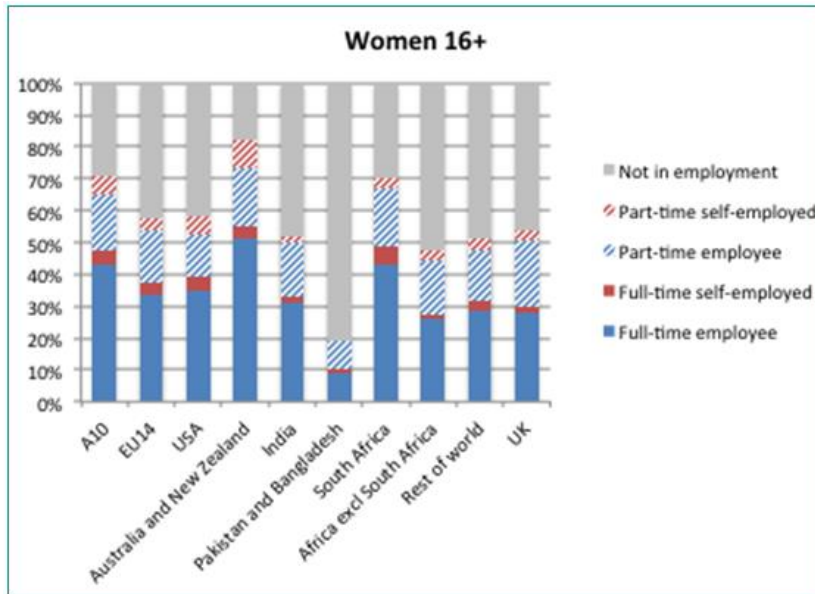
In 2017, Migration Watch provided further data in the ratio between Not in employment Males and Not in employment Females. See the below charts:



Employment status of male Economic Migrants – 2017 – Migration Watch<sup>35</sup>

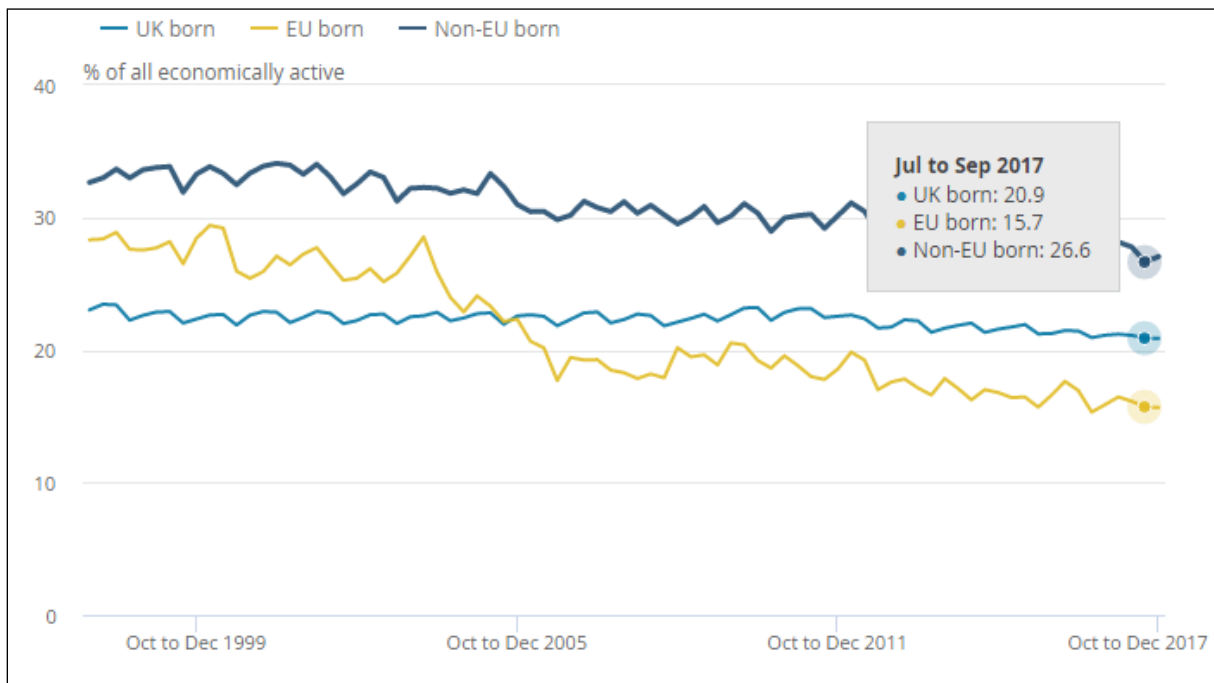
<sup>34</sup> OECD Data - <https://data.oecd.org/migration/foreign-born-unemployment.htm> - March 2018

<sup>35</sup> Migration Watch UK - <https://www.migrationwatchuk.org/briefing-paper/367#people> – March 2018



**Employment status of male Economic Migrants – 2017 – Migration Watch<sup>36</sup>**

Whereas, the UK Office for National Statistics indicated that between July and September 2017, 26.6% of Non-UK and Non-EU born people aged 16 to 64 were not economically active in the UK.



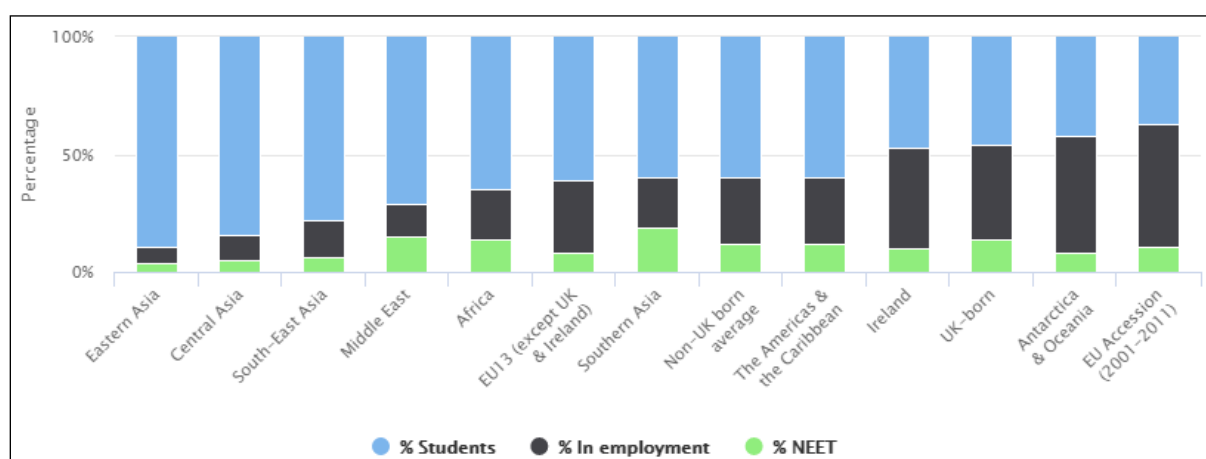
<sup>36</sup>Migration Watch UK - <https://www.migrationwatchuk.org/briefing-paper/367#people> – March 2018

## Young People

Migrant young people in the UK are statistically more likely to be studying in the United Kingdom and less likely to be working or Not in Employment, Education or Training, compared to UK born young people<sup>38</sup>.

Migrant young people are more likely to be working in low-skilled occupations (34%) than their UK-born counterpart (22%)<sup>39</sup>.

The below chart developed through the Migration Observatory through 2011 UK Census data indicates the division of activity of Non-UK born young people. Unfortunately, there is no indication if a young person is a Refugee or an Economic Migrant, however, the young people will either be one or the other.



Non-UK born 16-24 year olds by activity and place of birth – 2017 – The Migration Observatory<sup>40</sup>

Utilising the above Migration Observatory data, the statistics have further been divided to provide wider understanding on a young migrant's current status. EU countries have been excluded from this:

<sup>37</sup>Office for National Statistics- <https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/employmentandemployeetypes/articles/ukandnonukpeopleinthelabourmarket/latest> - March 2018

<sup>38</sup> Migration Observatory - <http://www.migrationobservatory.ox.ac.uk/resources/briefings/young-migrants-in-the-uk-labour-market/> - March 2018

<sup>39</sup> Migration Observatory - <http://www.migrationobservatory.ox.ac.uk/resources/briefings/young-migrants-in-the-uk-labour-market/> - March 2018

<sup>40</sup>Office for National Statistics- <https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/employmentandemployeetypes/articles/ukandnonukpeopleinthelabourmarket/latest> - March 2018

Non-UK People <sup>41</sup>	Young	Student %	In Employment %	NEET %
Eastern Asia		89%	7%	4%
Central Asia		84%	11%	5%
South-East Asia		78%	16%	6%
Middle East		71%	14%	15%
Africa		65%	21%	14%
Southern Asia		60%	21%	19%
The Americas & the Caribbean		59%	28%	12%
Antarctica & Oceania		42%	50%	8%

Currently statistics on young Refugees and Economic Migrants are not available in great detail. The UK Youth unemployment figures generally focus on Age, Location, Ethnicity but not country of origin. The level of data is generally only gathered during a national census which takes place every 10 years in the UK.

According to the Migration Observatory at the University of Oxford's 2017 'Briefing characteristics and outcomes of Migrants in the UK Labour Market', migrants, both men and women, 'showed higher educational attainment than their UK-born counterparts'<sup>42</sup>. It further stated that in 2015 'nearly one in two recent migrants was in the highest educational category compared to one in four UK-born workers'<sup>43</sup>.

Percentage of group with each level of education, employed only						
	1993	2015				
Age completed education	UK-born	All foreign-born	Recent foreign-born	UK-born	All foreign-born	Recent foreign-born
Panel A: Men						
16 or under	65.7	37.4	11.3	42.4	16.8	10.1
17-20	19.9	30	34	29.3	33.7	35.5
21 or older	14.4	32.6	54.6	28.3	49.5	54.5
Panel B: Women						
16 or under	60.2	25.5	13.0	36.7	15.4	8
17-20	26.4	39.9	42.8	33.5	34.7	33.2
21 or older	13.4	34.6	44.3	29.8	49.9	58.8

Labour Force Survey – 2017 – from the Migration Observatory briefing<sup>44</sup>

<sup>41</sup> Office for National Statistics-

<https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/employmentandemployeetypes/articles/ukandnonukpeopleinthelabourmarket/latest> - March 2018

<sup>42</sup> Briefing characteristics and outcomes of migrants in the UK Labour Market, The Migration Observatory -

<http://www.migrationobservatory.ox.ac.uk/wp-content/uploads/2016/04/Briefing-Characteristics-and-Outcomes-of-Migrants-in-the-UK-Labour-Market-1.pdf> - April 2018

<sup>43</sup> Ibid

<sup>44</sup> Ibid

Wider information on all categories of humanitarian migrants has not been readily accessible during this desk research activity.

Young Migrants labour market destinations include:

Top 5 Occupations for Young Migrants <sup>45</sup>	Non-EU Young Migrants/Refugees
Sales workers	21%
Personal service workers	10%
Personal Care Workers	7%
Customer service clerks	7%
Labourers in mining, construction & manufacturing	5%
Business & Admin professionals	5%

According to the Migration Observatory data the labour market destinations for Male migrants enter the two lowest paid occupations in the UK (elementary and processing occupations) and one of the highest paid occupational categories (professionals) in the UK. Whereas Female migrants enter a range of different labour market destinations including: professional – nurses, engineering professionals, information technology, telecommunications, health professionals; elementary (cleaners, kitchen, catering assistants) and personal service work<sup>46</sup>.

### F.2.1 Integration opportunities and challenges for humanitarian migrants in the United Kingdom

The United Kingdom has no official national strategy or policy framework on integration. There are a series of policies for different types of migrant refugees. Furthermore, there is also an official settle and citizenship strategy.

According to the Migration Observatory at the University of Oxford, the United Kingdom's policy and decision-makers have included migrants and refugees in a series of public policy strategies, for example:

- **Discrimination**
- **Community cohesion**
- **English language tuition**
- **Health**
- **Education**

<sup>45</sup>The Migration Observatory - <http://www.migrationobservatory.ox.ac.uk/resources/briefings/young-migrants-in-the-uk-labour-market/#kp4> – March 2018

<sup>46</sup> The Migration Observatory - <http://www.migrationobservatory.ox.ac.uk/resources/briefings/characteristics-and-outcomes-of-migrants-in-the-uk-labour-market/> - April 2018

The three latter are also key services provided to humanitarian refugees. This has resulted in this group being the responsibility of multiple government departments. For instance, the UK Border Agency as part of the Home Office take charge of refugee integration, settlement and citizenship, whereas areas on health, communities and education fall under other department remits.

Approximately, 75% of those who refugee status have their asylum applications rejected. Once a humanitarian refugees has successfully gone through the Asylum application procedure, they are officially recognized as a Refugee and are granted 'Leave to Remain' in the UK. Refugees do not require a visa to continue to live in the UK once they are granted this status.

Once Refugees have received their 'Leave to Remain' status they are also permitted to work in the UK. Refugees are not subjected to the points-based system like economic migrants. Unfortunately, many employers do not understand the differences between a Refugee or Economic Migrant, which often acts as a barrier to work for humanitarian refugees.

When Refugee status is granted, the process includes:

1. Issued with a National Insurance Number<sup>47</sup>
2. Refugees can apply for UK Benefits such as Jobseekers Allowance, their local Job Centre plus to receive financial support until they are able to gain employment.

Basic benefits for Humanitarian Refugees are entitled to apply for are:

UK Benefits	UK Benefits	UK Benefits
Housing Benefit	Child Benefit	Refugee Integration Loan
Budgeting Loan	Jobseekers Allowance	Employment & Support Allowance
Income Support Allowance	Universal Credit	Personal Impendence Allowance

Humanitarian Refugees most frequently apply for the following UK Benefits:

Benefit	Description
Housing benefit	<b>Housing benefit</b> is a benefit for helping people to pay part or all of their rent if they are on a low income. They can apply whether they are unemployed or working. This is due to be replaced by Universal Credit.
Child benefit	<b>Child benefit:</b> is received by people who have children under 16 (or under 20 if they stay in approved education or training). For the eldest child they receive £20.70 and £13.70 per any additional child.
Refugee Integration Loan	<b>Refugee Integration Loan:</b> is an interest-free loan payable to people who have been granted refugee status and it can be paid for needs or

<sup>47</sup> A National Insurance Number (NIN) is: This is a personal number used in the administration of the social security system and for some purposes in the UK tax system.



	items that will help them to integrate into the UK such as housing deposits, work-related expenses, education or training.
<b>Budgeting Loan</b>	<b>Budgeting Loan:</b> is an interest-free loan from the social fund that will help pay for furniture or household equipment, clothing or footwear, and things to assist your job search work or help you start working.

Unemployed refugees, who have already been granted refugee status and have stopped receiving asylum support, are able to claim some benefits targeted at helping individual jobseekers. One example is the Jobcentre Plus office where an individual can be referred onto a programme, based on the type of benefit they are claiming.

The key unemployment-based benefits in the UK are:

- **Jobseekers Allowance**
- **Employment and Support Allowance**
- **Access to Work**
- **Income Support Allowance**
- **Universal Credit**
- **Personal Independence Allowance**
- **Job Grant**

<b>Jobseekers Allowance (JSA)</b>	<b>Jobseekers Allowance (JSA):</b> is a means-tested unemployment support allowance, for people who are unemployed and aged 18 and over (this is due to be replaced by Universal Credit). Applicants have been assigned a work coach with whom they will confirm the terms of the jobseeker's agreement, that is, what applicants need to do in order to look for work (writing a CV, registering with recruitment agencies, website, etc.) as well as, how many hours they need to spend looking for work each week and attending meetings with their adviser. If applicants do not accomplish the agreement and do not have good reasons to do it, the JSA must be stopped.
<b>Employment and Support Allowance (ESA)</b>	<b>Employment and Support Allowance (ESA):</b> is a benefit for people who are unable to work due to disability or illness (this is due to be replaced by Universal Credit). If you meet the requirements you will receive financial support, based on income and type of ESA you qualify for, or personalised help so you can work if you are able to.
<b>Access to Work</b>	<b>Access to Work:</b> is a grant for offering practical support to people who have a disability or a health/mental health

	condition to help them start working, stay in work, and move into self-employment or start a business.
<b>Income Support Allowance</b>	<b>Income Support Allowance:</b> is for people on a low income, working less than 16 hours per week. Furthermore, a person must be either: pregnant, a carer, a lone parent, or unable to work because he or she is sick or disabled.
<b>Universal Credit</b>	<b>Universal Credit:</b> is a single monthly payment for people in or out of work. The intention is that this financial support will eventually replace a number of benefits—such as income-based Jobseeker’s Allowance, income-based Employment and Support Allowance, Income Support and Housing Benefit—and tax credits with one single payment.
<b>Personal Independence Allowance</b>	<b>Personal Independence Allowance:</b> supports people with disabilities, aged 16 to 64 who have a long term health or disability and have difficulties doing daily activities. The amount of financial support you receive could be anywhere between £22-£141.10 per week based on the way your condition affects you.
<b>Job Grant</b>	is a tax-free payment of up to £250 for those moving off of benefits and into work.

### F.3. Feedback from stakeholders

The primary research was completed by ACH with guidance from Rinova. The vast majority of the stakeholder engagement research gathered is presented in table format with some general guidance and information.

#### Barriers/challengers

In the United Kingdom the main challengers/barriers for labour market and social integration of humanitarian migrants, according to stakeholders, include:

Formal				
UK Institutions	Employers	Language	Education	Housing
UK 'hostile environment' Public sector cuts Mistrust of authority/institutions Lack of knowledge regarding UK institutions Trapped by bureaucracy Institutional racism People are seen as a burden, not an asset People feel forced into low paid/low skilled work	Lack of understanding around legal entitlement to work Willingness of employers to employ humanitarian migrants References required to validate previous experience	Proficiency in English language Access to interpreters Access to translated materials Perceived link between language	Accessing education Lack of labour market knowledge Need to retrain Cost of retraining Qualifications not recognised as equivalent in the UK	Housing a priority over employment

Asylum process means people are unable to work, volunteer or study People forced into low skilled/low paid work with little focus on career aspirations Asylum process Gaining the right to work		proficiency and skill level	I.T. skills required to look for work Lack of suitable/adaptive training	
<b>Informal</b>				
<b>Health</b>	<b>Social Networks</b>	<b>Family</b>	<b>Resources</b>	
Effects of trauma Physical injuries sustained in conflict/torture Stress/anxiety/depression PTSD	Isolation/loneliness/ lack of social networks Finding training providers Finding employment support Accessing advice services  Racism/discrimination	Family reunion is a priority over find employment Single women may find it difficult to find childcare	Lack of access to money/advice/technology	

## Opportunities

The main opportunities available that support the integration process in the United Kingdom, according to stakeholders, include:

<b>Formal</b>	<b>Informal</b>
Recruitment agencies Loans Scholarships Housing providers Training providers Volunteering Colleges Youth clubs/children's centres Religious establishments	Refugee and migrant centres Job clubs/hubs Advocacy groups Drop in centres Befriending schemes Women's groups ESOL providers Workshops/signposting/networking events Social enterprise Holistic support Collective impact to create system change

## Support systems for humanitarian migrants

In the United Kingdom the best methods to support humanitarian migrants entry into the labour market and their social integration, according to stakeholders, include:

Education/ Training	Accessing advice	Institutional	Other
ESOL Training provision Volunteering opportunities Work experience Work-based learning Skills mapping Apprenticeships Grants/loans/scholarships Mentoring/role models Tailored support Career pathways	Housing Advice Immigration Employment Training Health Budgeting	Allowing asylum seekers to work/study/volunteer Creating a more formal integration process Awareness of labour market	Raising awareness/ Myth busting Social integration Trauma support Accessing mental health services Childcare

## Advantages of migrant social inclusion

In the United Kingdom according to stakeholders, the main advantages of employing migrants and promote their inclusion in society include:

Economy	Integration	Diversity	Other
Economic growth in an aging population Less of a reliance on benefit system/housing Positive contribution to society Paying taxes Entrepreneurial skills Dedicated/ hard-working workforce Competitiveness in international business Fill skills gaps in the job market Lessens unemployment	Participation in society Positive contribution to society/giving back Better understanding of UK systems/institutions Generational effects/example/ role model to younger generations	Languages useful for international business Skills/ Experience Knowledge Problem solving Approaches to work Creativity/Ideas	Better self-esteem Improved mental health Gives purpose

#### F.4. Feedback from focus groups with humanitarian migrants

The primary research was completed by ACH with guidance from Rinova. The vast majority of the humanitarian migrant engagement research gathered is presented in table format with some general guidance and information throughout.

##### Barriers/challengers

In the United Kingdom the main challengers/barriers for labour market and social integration of humanitarian migrants, according to humanitarian migrants include:

Formal			
UK Institutions	Employers	Language	Education
Push people into low skilled/ low paid work Lack of knowledge around UK systems/institutions/laws Jobs in country of origin do not exist in UK job market / are harder to access in UK job market (e.g. farming, clothes making/sewing) Harder to find skilled work	Unwilling to employ refugees/humanitarian migrants Don't respond to applications Foreign candidates considered less qualified by employers Need for references in the UK	Proficiency in English language	Previous experience not recognised in the UK Qualifications are not seen as equivalent in the UK I.T. skills required to access labour market
Informal			
Health	Family	Other	
Effects of trauma Physical injuries sustained in conflict/torture Stress/anxiety/depression PTSD	Access to childcare	Lack of confidence Lack of knowledge of interview process	

##### Opportunities

Opportunities identified included:

Formal	Informal
Information, advice and guidance ESOL Vocational courses Volunteering Careers advice Conversation clubs Job clubs/ hubs Grants/ loans/scholarships Apprenticeships Work-placements Work-based training	Word of mouth Through friends/ family Befriending schemes Support networks Religious/cultural networks Professional meetups

### Socio-economic inclusion in the UK

Through ACH's research, the most important elements to ensure socio-economic inclusion in the UK and its' labour market were identified by focus groups as:

Labour Market	Society
ESOL Vocational courses Work placements Information, advice and guidance Grants/ loans / funding Apprenticeships Job clubs/ hubs Careers advice Volunteering Conversation clubs	Feeling safe Contributing Belonging Being employed Speaking the language Social networks Accessing local services Knowledge of local area Community

### Advantages of employing more migrants in the UK

Through ACH's primary research, the advantages of employing more migrants in the UK include:

Economy	Integration	Diversity	Other
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Creates international networks Paying taxes Labour market diversity Innovation Fill gaps in unemployment Skilled/ unskilled labour market shortages Employment means people are less reliant on benefits Employment means people will spend more – adding to the economy	Widens society Improves English language skills Contribution to society	Language skills New techniques/ skills Adds different knowledge/skills/experience Learning exchange Gaining different experience	Improves physical health / Mental Health Provides a purpose in life
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#### F.5. Needs analysis – the case of United Kingdom

As part of the ARIVE Intellectual Output 1: Who is integrated in Europe? Social and Labour Market Integration of the low-qualified humanitarian migrants in Europe research country report for the United Kingdom a two-stage Needs Analysis approach incorporating a migrant-focused and UK labour market-focus needs analysis in order to improve the labour market integration of humanitarian migrants in the United Kingdom.

This has been followed by a series of recommendations on an operational-level and for policymakers and the inclusion of key points required to consider in the need analysis conclusions.

#### Migrants

UK Needs analysis - Migrants	
DIRECT NEEDS	INDIRECT NEEDS
Understanding of Rights and legal entitlements as well as benefits on a civic, labour market and welfare-level: access to key support services i.e.	Hostile environment preventing integration: on a community, labour market, social, civic and political level

interpreters/translated materials; family union services etc	
Language and wider skills and competency barriers, including recognition of skills, education and qualifications from outside of the UK	A UK asylum process review and a UK-wide refugee policy
Changes to the asylum process – current model prevents migrants right to work, volunteer or study	More information for employers on the different humanitarian migrant status especially who has the right to work and who does not.
Gaining the right to work and support to enter higher socio-economic employment, rather than low skilled work	Humanitarian Support Staff continuous professional development – to ensure they understand migrants needs and their rights, legal entitlements, welfare benefits etc and be able to provide skills development training opportunities.
Housing, medical including mental health services and support to ensure social inclusion in migrant's new communities	

## Labour Market

UK Needs analysis – Labour Market	
DIRECT NEEDS	INDIRECT NEEDS
Information and guidance for employers to ensure there is a wide Understanding on which humanitarian migrants can be employed in the UK Labour Markets	Policy to address xenophobia in the Labour Market ensuring social tolerance
Increased employer engagement between Humanitarian Support Services/Job Centre Plus services and the Labour Market	Government incentive schemes for the Labour Market to employ Humanitarian Migrants
Humanitarian migrants – job ready with the skills and language knowledge to enter work	Labour Market shortages strategy – re-train Humanitarian migrants to do the jobs where there is shortages
Employer training – in understanding Humanitarian migrants situation and needs	Humanitarian migrants with basic English speaking skills and who also possess or are developing skills that the Labour Market needs – development of a work-based learning framework for Humanitarian Migrants, incorporating sector skills, language skills and digital skills i.e. Higher Apprenticeship



## Recommendations – next steps

### Operative level recommendations

- **Information, Advice and Guidance training:** Increased training of Support workers in country-specific information and guidance to ensure that Humanitarian Migrants understand their rights and legal entitlements on a civic, labour market and welfare-level.
- **Language skills & recognition:** Increased host country language skills development (ESOL) for all Humanitarian Migrants and support to gain recognition of past skills, education and qualification achievements gained in their home country.
- **Social Inclusion:** Development of social inclusion skills, that frontline staff can mobilise to support Humanitarian Migrants beyond their basic civic, labour market and welfare needs, including mental health support and community reconciliation skills to fight socio-economic intolerance which prevents humanitarian migrants integration in their new countries.
- **Specialist employer engagement:** Training in employer engagement , bespoke to supporting humanitarian migrants and employers' needs

### Policy level recommendations

- **Work-based learning for migrants:** Humanitarian migrant-focused work-based learning review – how can the lessons learned from the UK Apprenticeship system be merged with sector skills, language skills and digital skills aligned to local, regional and national Labour Markets.
- **Refugee support services and Strategic employer strategy:** Inter-linked employer engagement strategy between humanitarian migrant support providers and DWP/JCP (UK job centres) to engage with the Labour Market, incorporating a pro-migrant policy to reduce xenophobia in the job market.
- **Information, Advice and Guidance services:** Wrap-a-round support service, incorporating Rights/Entitlements, Benefits and Skills development service.
- **Asylum Process:** Review of the asylum process, including the possibility of allowing those going through the process the right to work, while their application is being considered.

## F.6. Conclusions

### Challenges to integration – based on Humanitarian migrants' perspective

- 55% of humanitarian migrant respondents said that it was hard to find a job.
- The main reason is the need ~~ef~~for a **strong level of English** and **confidence in using the language**.
- The second most common reason given is the **difficulty in matching UK jobs with jobs and qualifications gained in their home country**. This could be because these jobs are few and far between in the local community, such as sewing/tailoring, farming, etc. Or it could be because the jobs are difficult to access. One respondent said that the UK “won’t accept their equivalence from their home university”; it is difficult to transfer from a skilled position in one country to another.
- Thirdly was the **lack of work experience** and **references in the UK**. People find that many employers will not give much value to experience gained outside the UK.

### Challenges of integration (including employment) – based on Stakeholders' perspective

- the most common barrier given was a lack of proficiency in the **English language**.
- A barrier more commonly raised from stakeholder respondents is **racism, hostility** and **discrimination** from employers and institutions. This and a **lack of flexibility** and **understanding from employers** has been a key outcome of this report’s research.
- **Qualifications/experience not being considered valid** in the new country.
- **Mental health** and **PTSD** (Post Traumatic Stress Disorder) are as a key barrier of integration.

### Strategies towards inclusion

- **Specialist, tailored move-on support** for people newly given Leave to Remain was the top aspect for inclusion. This involves offering **pathways to employment** which could be through finding **relevant voluntary placements, apprenticeships** and **work experience placements**. These opportunities can help individuals to learn about labour market in practice and to widen social networks as well as improve language skills and confidence. This tailored support should also provide quality advice about living healthy lifestyles, budgeting, benefits and social opportunities.

- **Access to English courses** was the second priority given for inclusion. It was noted that whilst speaking skills are often good, literacy skills can be lower, and this can impact on employability.
- **Access to education, training and work-based learning**- which includes the need for the provision of **childcare**. It was suggested that there should be free services and **courses to ratify qualifications gained abroad** to encourage humanitarian migrants to continue in their profession, thus offering highly sought-after skills to the local labour market.
- **Employers** need to adapt and learn to accept differences, to create mechanisms which tap into skills and capabilities of migrant communities. This could be done by **training which raises awareness** and **challenges stereotyping** and **discrimination among employers and institutions**.
- The need for more **mental health** and **trauma recovery services** **quality immigration advice**, and **mentoring schemes** are also key aspects of inclusion.

## F.7. Acknowledgements and references

We would like to thank the following people who agreed to be interviewed for this study:

Name	Position	Organisation
Tom Dixon	Refugee Case Worker	ACH
Matilda Kay	Tutor	Himilo
Andy Burkitt	Chairman	ACH
Mary Jane Wilshire	Teacher	Bristol Schools
Rachael Bee	Manager	Bristol Hospitality Network
Fran Johnson	PhD Researcher	Bath University
David Moore	Vicar	Easton Family Centre

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## F.8. Appendices

### Appendix 1: UK definition of different Humanitarian Migrants (UK UNHCR)

Asylum seeker
<p>An asylum seeker is someone who has lodged an application in the UK for protection on the basis of the Refugee Convention or Article 3 of the ECHR. A person who ‘owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group, or political opinion, is outside the country of his nationality, and is unable to or, owing to such fear, is unwilling to avail himself of the protection of that country...’ (1951 Refugee Convention<sup>48</sup>)</p> <p>The position of asylum seekers is someone who has been granted temporary admission while their applications/appeals are pending, but once they have exhausted their rights and is still unsuccessful they no longer have any lawful right to remain in the United Kingdom.</p> <p>An asylum applicant who does not qualify for refugee status may still be granted leave to remain in the UK for humanitarian or other reasons.</p>
Refugee <sup>49</sup>
<p>A refugee in this context means an asylum seeker whose application has been successful. In a broader conversational context it can mean a person fleeing e.g. civil war or natural disaster but not necessarily fearing persecution as defined by the 1951 Refugee Convention.</p>
Refugee Status <sup>50</sup>

<sup>48</sup> UK UNHCR - <http://www.unhcr.org/uk/>, 2001-2017.

<sup>49</sup> Ibid.

<sup>50</sup> Ibid.

Refugee status is awarded to someone the Home Office recognizes as a refugee as described in the Refugee Convention. A person given refugee status is normally granted leave to remain in the UK for 5 years, and at the end of that period can apply for Indefinite Leave to Remain

#### Indefinite leave to remain (ILR)<sup>51</sup>

ILR is a form of immigration status given by the Home Office. Indefinite leave to remain (ILR) is also called 'permanent residence' or 'settled status' as it gives permission to stay in the UK on a permanent basis.

#### Economic migrant<sup>52</sup>

A person who has left his or her own country and seeks employment in another country in order to improve their standard of living. They are not eligible for asylum under the 1951 Refugee Convention, however they do have the right as a migrant arriving in the UK to have their asylum claim reviewed.

## G. Country report – the case of Greece

### G.1. Introduction

Greece is a country with both emigration and migration history. During the beginning of the 1990s, the size of the migratory influx in Greece grew exponentially and rather unexpectedly. Most of the migrants came from neighbouring countries, such as Albania and Bulgaria and also the number of co-ethnic returnees from countries of the former Soviet Union was quite high. According to the 2001 Census conducted by the Hellenic Statistical Authority, the recording of immigrants from the Balkan countries of Albania, Bulgaria, and Romania was rather high. However it wasn't since after the 2013 that the Greek maritime border was on the receiving end of migratory flows, mainly due to fact that the land border with Turkey through the Evros fence<sup>53</sup> was closed. Totally, 851,316 migrants and refugees, mostly refugees, entered the EU via Greece in 2015. 2015 was the year that the European migrant/refugee crisis began and a vast number of people arrived in the European Union (EU), travelling across the Mediterranean Sea. Since then a new major migrant/refugee wave has arrived in Greece, mainly from Syria, Afghanistan and Iraq. According to International Rescue Committee, during the last three years, 1.5 million people fleeing conflict and persecution have traveled through Greece in Europe.

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<sup>51</sup> Ibid.

<sup>52</sup> UK UNHCR - <http://www.unhcr.org/uk/>, 2001-2017.

<sup>53</sup> A. Triandafyllidou and M. Ambrosini, 'Irregular Immigration Control in Italy and Greece: Strong Fencing and Weak Gate-keeping serving the Labour Market', *European Journal of Migration and Law*, vol, 13, no. 3, 2011, p. 251.

However, the policy framework for refugee integration in Greece is still quite underdeveloped. The integration **measures that have been implemented are generally fragmented and ad hoc** and a lot of those are financed by European programmes and/or are part of projects aiming in the migrant/refugee integration. There is a lack of a coherent approach to refugee integration. Humanitarian assistance has targeted asylum-seekers, however in order to ensure integration, needs to shift towards a longer term view.

According to the latest Census that took place in 2011, the population of Greece is about 11 million and the population of refugees is more than 62,000 (over half of them women and children). However the numbers have been much higher since reaching 856,723 refugees in 2015. The majority of refugees, who have fled to Greece by sea, came from Syria, Afghanistan and Iraq,<sup>54</sup> countries that suffer by conflict. However, it is worth mentioning that Greece is not the country that refugees would like to reside, and it is only a gate to the EU. In 2017 only 29,718 of the 856,723 refugees remained in Greece.

The legal path available to refugees in Greece—either asylum in the country or relocation elsewhere in Europe—is a long one: The relevant authorities do not have enough staff to process asylum claims quickly, as this is an unprecedented event for Greece. The majority of refugees have waiting for their applications to get processed in temporary camps, with limited access to crucial information, available services and under living situations that are not optimum. The psychological burden is huge. Many suffer *not only from the trauma of witnessing the death of loved ones, but also the profound sense of powerlessness of a refugee's life in waiting*.<sup>55</sup>

Refugees in Greece endure the added **stress of uncertainty and constant waiting**. They need mental-health counseling and other psychological support.<sup>56</sup> Refugees also need reliable **information** about their available asylum services and employment prospects. Women, many traveling alone with children, need protection from sexual violence and trafficking. Children need places to learn, play and heal from trauma. Unaccompanied children, many waiting to reunite with family already in other countries in Europe, fall victim to exploitation.<sup>57</sup> It is more that obvious that the refugees are experiencing a tragical situation however is very important for them to know that is worth to go

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<sup>54</sup> Eurostat Statistics Explained, 'Asylum quarterly report', September 2017, [http://ec.europa.eu/eurostat/statistics-explained/index.php/Asylum\\_quarterly\\_report](http://ec.europa.eu/eurostat/statistics-explained/index.php/Asylum_quarterly_report) (accessed 28 March 2018).

<sup>55</sup> M. Tazzioli and G. Garelli, 'Greece's Camps, Europe's Hotspots', University of Oxford, Faculty of Law, 2016, <https://www.law.ox.ac.uk/research-subject-groups/centre-criminology/centreborder-criminologies/blog/2016/10/greece%E2%80%99s-camps> (accessed 18 July 2017).

<sup>56</sup> Human Rights Watch, 'EU/Greece: Asylum Seekers' Silent Mental Health Crisis', 12 July 2017, Available from: <http://www.refworld.org/docid/59661dd84.html> (accessed 28 March 2018).

<sup>57</sup> IRC, 'Greece crisis briefing'

through all these as at the other end of the way there are going to an employment and growing path waiting for them.

Greece is currently facing an unprecedented refugee emergency, and even if this became a priority during the past couple of years, the volume is too much for such a small country to handle effectively in such a short time. The reception infrastructure, services and registration procedures are improving everyday and the country has made enormous steps during the past two years. The situation in Greece has no precedence for any European country. However, the State faced difficulties as it had neither the means nor the resources to welcome these people accordingly and the situation has been

The target group that was interviewed for the ARIVE project were refugees that are residing in the region of Larissa, both in houses, that are provided by the UNHCR's project ESTIA as well as refugees that are temporarily accommodated at the refugee camp of Koutsohero.

## G.2. Desk research

### G.2.1 Socio-economic situation of humanitarian migrants in Greece

The Labour Force Survey data (2005-2014) showed an impressive rise in unemployment for both immigrant men and women, mainly from Third Country Nationals (TCNs), since the start of the crisis (2009). Immigrant men skipped from nearly full employment to 8 % of EU citizens and 11 % of TCNs in 2009, reaching 30 % EU citizens and an alarming 40 % TCNs in the last trimester of 2012.<sup>58</sup>

It was noticed that gender variation of unemployment levels have been recorded as male TCNs were able to resist the crisis and registered only 14 % unemployment in 2010 (>2 % from 2009). However, the situation exploded since then. Their current unemployment has nearly quadrupled compared with 2009. Women have a higher unemployment rate, on average between 11 % and 13 % in 2009, also jumped to a worrying 35 % in female TCNs and 27 % in female EU citizens. Many migrant women from third countries were working in the informal labour market (e.g., as cleaners or carers without contracts and social security) and were insured under their husbands' work and social security. In recent years, migrant women who had jobs with contracts and insurance are now losing them and their unemployment rate climbs. In summary, it comes as no surprise, that since the Greek economy is shrinking, unemployment has been quickly rising, both for natives and for TCNs.<sup>59</sup>

On one hand immigrants have partially integrated into the labour market mainly in the so called 3D (dirty, dangerous and demanding) jobs but have also experienced upwards mobility. On the other hand, the situation has modified in the last years with the beginning of the economic crisis. Many of the migrant jobs were lost especially in the sector of construction, transport, and retail.<sup>60</sup> Nevertheless, Greece remains home to approximately 0.9 million immigrants of whom 0.2 million come from EU countries (mainly Bulgaria and Romania), while the remaining 0.7 come from non EU countries most notably neighbouring Albania. Approximately 150,000 people hold indefinite duration or 10-year residence permissions, testifying to the fact that migrants and their families have taken roots in the country.<sup>61</sup>

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<sup>58</sup> Eurostat Statistics Explained, 'EU labour force survey – data and publication', 2014, [http://ec.europa.eu/eurostat/statistics-explained/index.php/EU\\_labour\\_force\\_survey\\_%E2%80%93\\_data\\_and\\_publication](http://ec.europa.eu/eurostat/statistics-explained/index.php/EU_labour_force_survey_%E2%80%93_data_and_publication) (accessed 28 March 2018).

<sup>59</sup> A. Triandafyllidou et al., Migration in Greece Recent Development on 2014, Hellenic Foundation for European & Foreign Policy (ELIAMEP), 2014, p. 14-15. Available from: [http://www.eliamep.gr/wp-content/uploads/2014/10/Migration-in-Greece-Recent-Developments-2014\\_2.pdf](http://www.eliamep.gr/wp-content/uploads/2014/10/Migration-in-Greece-Recent-Developments-2014_2.pdf) (accessed 28 March 2018).

<sup>60</sup> A. Triandafyllidou, 'Migration in Greece: People, Policies and Practices', Hellenic Foundation for European & Foreign Policy (ELIAMEP), 2013, p. 23. Available from: <http://irma.eliamep.gr/wp-content/uploads/2013/02/IRMA-Background-Report-Greece.pdf> (accessed 28 March 2018).

<sup>61</sup> D. Karantinos, 'Labour market integration of asylum seekers and refugees, Greece', p. 11.



The employment prospects for both men and women from non EU countries are rather discouraging as they are doubly hit by the crisis. This is more than easy to understand as the situation follows the unemployment stream of the locals, which has reached unprecedented highs. Men suffer because of the crisis in the construction sector, public works and in transport which has left them out of work. Women start suffering too, however, as the crisis is hitting now also middle class Greek families, who have cut off on cleaning and care services usually provided by immigrant women.<sup>62</sup> Concerning the refugees, which are the main volume of TCNs arriving in Greece nowadays and which are those more in need for integration processes that will lead them to further education and employment.

There are few statistics for refugees currently in Greece, as their status changes constantly. As of November 2016, 62,375 persons remained in Greece, 45,903 (74%) on the mainland and 16,472 (26%) on the Greek islands. Women and children comprise more than 50% of the refugee population. Refugees in Greece are mostly, Syrians, Afghans, Iraqis, Iranians, Pakistani and Kurds. There are not recorded data of their family situation, educational level and entrepreneurial and work experience.<sup>63</sup>

### G.2.1 Integration opportunities and challenges for humanitarian migrants in Greece

Currently integration is still not the goal as the situation is not yet clear. Even the ones who have been recognized as refugees and have a job, which are very few, are not sure they want to live in Greece.

Moreover, Greece is one of the EU countries that have to confront the additional burden of securing the borders, rescuing refugee ships in distress, and accommodating and registering asylum seekers upon arrival. Refugees also face the risk of isolation, unemployment, and poverty, while destination countries might experience strained welfare systems and segregated societies.<sup>64</sup>

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<sup>62</sup> D. Karantinos, 'Labour market integration of asylum seekers and refugees, Greece', European Commission, Directorate-General for Employment, Social Affairs and Inclusion European Employment Policy Observatory, 2016, p. 10.

<sup>63</sup> The United Nations High Commissioner for Refugees (UNHCR), 'Regional Refugee and Migrant Response Plan for Europe – January to December 2017', 2016, p. 9. Available from: <http://www.unhcr.org/589497d07.pdf> (accessed 28 March 2018).

<sup>64</sup> F. Mattern et al., 'Europe's new refugees: A road map for better integration outcomes', McKinsey Global Institute, 2016, p. 11. Available from: [http://www.regionalmms.org/images/sector/a\\_road\\_map\\_for\\_integrating\\_refugees.pdf](http://www.regionalmms.org/images/sector/a_road_map_for_integrating_refugees.pdf) (accessed 28 March 2018).

Establishing an efficient asylum application process and following through with all of the necessary integration support requires significant investment. While the exact requirements will depend on the specific plans and programs of each country, there are funding commitments being made across Europe<sup>65</sup>

In Greece, the stakeholders who are engaged with Refugees Integration are:

- Ministries
- Municipalities
- Non-Governmental Organisations (NGOs) – Greek, European and International
- United Nations High Commissioner for Refugees (UNHRC)
- Volunteers
- Citizens' Movements
- Orthodox clergy

The support provided by Authorities and NGOs are summarised in the following points:

- Emergency relief, first reception and rescue at sea
- Legal advice and guidance through the administrative procedures. There are actions tailored to offering legal assistance and support to specific categories of migrants such as refugee women or victims of trafficking.
- A key area of intervention is facilitating socio-economic inclusion in the labour market and other areas of life. For instance, some projects focused on providing individual support to refugees, in order to guarantee their access to social rights, accommodation and employment, as well as on removing obstacles and facilitating refugees' inclusion in society.
- Providing information and assistance to vulnerable groups
- Awareness raising and information campaigns
- Providing actions aimed mutual understanding, inclusion and participation (e.g., leisure activities among immigrants, common activities for both local community and migrants)
- Training, education, information and mentoring (mostly lessons in English and Greek language, arts, craft).

After asylum requests are processed, four primary areas of integration need to be addressed but still is not:<sup>66</sup>

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<sup>65</sup> C. Karakas, 'Economic challenges and prospects of the refugee influx', European Parliament Research Service 2015, p. 2, [http://www.europarl.europa.eu/RegData/etudes/BRIE/2015/572809/EPRS\\_BRI\(2015\)572809\\_EN.pdf](http://www.europarl.europa.eu/RegData/etudes/BRIE/2015/572809/EPRS_BRI(2015)572809_EN.pdf) (accessed 28 March 2018).

<sup>66</sup> F. Mattern et al., 'Europe's new refugees: A road map for better integration outcomes', p. 4

1. Labour market and economic integration
2. Educational integration
3. Housing and health integration
4. Socio-cultural and language integration

These four key areas can facilitate the integration of refugees. First, connecting someone with work has always been one of the main goals in the integration process. Reducing the time spent unemployed is fundamental. Refugees should be active in work as soon as possible, even if other obligations (such as language courses) allow for only part-time work. Governments, particularly national labour agencies, should support them and create the prerequisites. One of the keystones is direct recognition of formal and informal qualifications and further training to make sure that refugees can quickly place at labour market that corresponds to their existing qualifications and skill levels.<sup>67</sup> Second, education is the means to successful integration and a creative life for younger refugees and the second generation. Schooling and opportunities for higher education need to be offered for children and young adults. Teachers will need adequate training to prepare them for the particular needs of refugee children.<sup>68</sup> Third, housing integration measures are necessary for preventing segregation and ultimately for counteracting discrimination. Furthermore, it is important for each country to look after and protect refugees. In addition, it is important to make thoughtful location choices when settling refugees in order to offer a sufficient infrastructure whereas not imposing individual regions.<sup>69</sup> Last but not least, social integration means that refugees can build a future in the new country. Language is one of the primary factors that determines how fully refugees can participate in society; it permits them to have the daily interactions with neighbours and colleagues that can resolve broader doubt.<sup>70</sup> Thus, the key should be early and obligatory learning of the Greek language, something that is not taking place at the moment. Language courses are offered to migrants and refugees via NGOs or EU funded projects (such as projects funded by AMIF).

**Table 1.** Benefits and services provided in Greece for different categories of migrants<sup>71</sup>

	Refugees	Asylum Seekers	Third Country Nationals	Recipients of Subsidiary Protection
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<sup>67</sup> F. Mattern et al., 'Europe's new refugees: A road map for better integration outcomes', p. 4.

<sup>68</sup> OECD/European Union, 'Indicators of Immigrant Integration 2015: Settling In', OECD Publishing, Paris, 2015, p. 23.

<sup>69</sup> F. Mattern et al., 'Europe's new refugees: A road map for better integration outcomes', p. 4.

<sup>70</sup> M. Kiagia, M. Kriona and E. Georgaca, 'Social Intergration of Refugees and Asylum Applicants in Greece', *Hellenic Journal of Psychology*, vol. 7, 2010, p. 40-41.

<sup>71</sup> D. Karantinos, 'Labour market integration of asylum seekers and refugees, Greece', p. 5.

<b>The PES is involved in the labour market integration</b>	YES	YES	YES	YES
<b>Access to hiring subsidies</b>	YES	YES	YES	YES
<b>Access to start-up (self-employment) support</b>	YES	YES	YES	YES
<b>Access to on-the-job training</b>	YES	YES	YES	YES
<b>Other labour market integration support</b>	YES	YES	YES	YES
<b>There is a systematic mentorship scheme in place for</b>	NO	NO	NO	NO
<b>Eligible to receive unemployment benefits or unemployment assistance</b>	YES	YES	YES	YES
<b>Are benefits that are generally received by migrants, conditional on job search requirements/activation?</b>	NO	NO	NO	NO
<b>Does the support provided to migrants end as soon as they get a job?</b>	NO	NO	NO	NO
<b>Please specify which services asylum seekers or refugees have access to that other TCN do not have access to.</b>	There are no differences in service provision	There are no differences in service provision	There are no differences in service provision	There are no differences in service provision

The contribution of social networks to the refugee crisis has during the past two years been instrumental in Greece. Major International and European and Greek Organizations and Networks, as well as volunteer citizens' movements have played an important role. In Greece, the civil society – which has grown significantly due to the refugee crisis – is attempting to fulfill its role when it comes to public consultation and policy proposals.

When refugees arrive in Greece, they have to resolve a lot of issues. The major one is to find a place to stay. After arrival, refugees usually stay in camps, while finding a job is not a priority for the majority of them, and when it is, is for men. Women usually have to take care of their children, elderly or handicapped family members, and also do the housework. The ones with education (especially the

ones who speak English) have worked as interpreters, teachers, mediators etc. Some of them have started working in the camps where they live, as cleaners, children carers etc.

However, any person legally residing in Greece has the right to work. Language learning is not a prerequisite but it is usually a necessity. For refugees, one common obstacle is their education and skills recognition. In Greece, it is very common immigrants with university degrees to work in low-paid and no-skill jobs. So, finding a job depends on many conditions and immigrant and refugee women need to get a lot of help and walk one step at a time. It is very important to state, that even if someone has great qualifications, as an immigrant or a refugee that has recently arrived in Greece, more likely they will be finding a low qualification job, however even these are scarce in Greece nowadays.

### G.3. Feedback from stakeholders

In Greece DIMITRA has held 15 interviews with local stakeholders as well as two focus groups, resulting in a sum of 25 stakeholders. All the stakeholders have been working in the migrants' integration services, mostly concerning training and education, as well as housing and are serving in NGOs and public organisations.

According to the focus group and the interviews, the main challenges/barriers for labour market and social integration of humanitarian migrants that stakeholders recognise are the below, listed according to importance:

1) **Language.** The Language is the first step to integrate into a new culture and country especially one like Greece where the locals percentage of English speaking is only 51 %, and of course this is mainly due to higher educated people as well as the youth. Language also makes people feel secure that foster interactive with locals, which enhances networking and eventually leading to employment opportunities.

2) **Financial Situation.** The financial situation in Greece now is the mother of many evils. Unfortunately due to the financial situation it is hard for the state to budget money for integration and due to the very high percentage of unemployment is very difficult for humanitarian immigrants to find employment. Furthermore the financial situation has resulted in the decadence of the society resulting in the ethnocentrism and racism, making more difficult for humanitarian migrants to interact with locals.

3) **Lack of cultural Awareness.** According to the local stakeholders both populations, humanitarian migrants and locals, are lacking cultural awareness, which is preventing the integration of newly comers to the Greek society, lowering also their chances of choosing to stay in Greece.

4) **Recognised Qualifications.** The lack of recognised qualifications is also very important especially when it comes to employment. Even the formal Qualifications that have been acquired in EU countries are quite tricky to recognise in Greece, for third country national and informal qualifications is almost impossible.

5) **Gender Based Discrimination and Violence.** For women everything is harder as most women coming in Greece they are living in the shadow of their husbands and family, even extended family. Furthermore, there have been many incidents and memories of Gender Based Violence (GDV) among the humanitarian immigrants making it very hard for the women to decide to go beyond their community and learn, work and/or integrate at their host country.

Unfortunately, mainly due to the above reasons, most of the stakeholders stated that there are not many integration options for the humanitarian migrants. However fortunately there are a lot of people who are willing to work in order to better the life of the people that have been through so rough situation. Some initiatives that are in place in order to help the integration of humanitarian migrants, and were mentioned by the stakeholders, are several language courses that are taking place with the initiative of NGOs or municipalities, events of cultural awareness which are trying to bring together the locals with the humanitarian migrants and introduce one to the others culture, several EU projects that are aiming in the integration of migrants and refugees. Finally the biggest opportunity that refugees/ humanitarian migrants have at the moment to integrate is to become beneficiaries of the ESTIA project. UNHCR works with the Greek Government, local authorities and NGOs to provide urban accommodation and cash assistance to refugees and asylum-seekers in Greece through ESTIA, the Emergency Support to Integration and Accommodation programme, funded by the European Union Civil Protection and Humanitarian Aid. Urban accommodation provides a normal daily life for refugees and asylum seekers in Greece, facilitates their access to services, including education, and the eventual integration for those who will remain in the country. The host population also benefits from embracing diversity through peaceful coexistence as well as the renting of their apartments. Cash assistance restores dignity and empowers refugees and asylum-seekers who can now choose how to cover their basic daily needs. It also contributes directly to the economy of the host community through the purchase of services and goods.

In accordance to the above results the stakeholders stated that in order to help humanitarian immigrants to integrate there should be more centralized and coordinated efforts in providing

language courses, further education and training and of course mechanisms to recognise the already acquired qualifications.

The stakeholders could recognise several advantages of employing more migrants. The most salient and mentioned were:

- ✓ Social Inclusion / Integration: Employment helps the immigrants and refugees integrate easier and faster as they get to interact with others and also upgrade their financial status.
- ✓ New ideas: New people with different cultural and employment backgrounds bring new ideas in the workplace and team. When these new ideas are correctly managed those can result
- ✓ Boost of self esteem, as people that have left their home country ,having no other choice, need to feel that their life will be normal again and employment is one way to do so.
- ✓ Cultural Awareness. Cultural awareness both for migrants and locals may help each other understand home and host cultures better and raise their empathy resulting in better outcomes.
- ✓ Less violent incidents. Violence always rises with unemployment and decreases with employment. A lot of violent incidents occurs due the financial decadence of people and employment helps raising their financial status.
- ✓ Committed workforce. The humanitarian migrants need to feel that they are building a new home at their host country and when they employment helps them do that they will be committed in it. Furthermore as it is quite hard for them to find employment once they do they show a high percentage of commitment.

#### G.4. Feedback from focus groups with humanitarian migrants

In Greece we conducted 5 focus groups resulting in a total of 40 participants. The focus groups were facilitated by social workers that are dealing with humanitarian immigrants and their everyday issues and struggles, as well as DIMITRA's researchers. The nationalities of the humanitarian migrants that participated were Syrians, Afghans, Palestinians, Congolese and Iranians.

The participants were mostly concerned about the Asylum processes and up until now they have met with the representatives of the authorities that would help them acquire it. They found that everybody is very helpful and they are doing their best to help them fulfill their needs and integrate. Furthermore, some of them are beneficiaries of the ESTIA project, as has been described above, thus this makes it easier for them to integrate and get help from the municipalities services in charge of ESTIA.

Among those 37 have finished Highschool and 8 of them hold a Bachelor Degree or equivalent and 3 had VET education, however none of them have had this recognised in Greece or now the way how

to do so. Of course that make it harder to try and get a job in Greece, however their main problem is the lack in order to get a Job is the Language. The participants replied that they are convinced that with the language barrier, they won't be able to work and of course they were interested on how to get their qualifications recognised but it wasn't their main and first concern.

Nevertheless, they had the opinion that it wouldn't be hard for them to find a job at the host country, however this may be Greece for now but most of the refugees that are residing in Greece at the moment would like to move to other European countries as they might have family there and/or the economy is better thus they will have more chances to find employment and integrate.

Finally the participants of the focus groups supported that there are several benefits from hiring migrant refugees some of which are higher productivity, employees with great will to work and very often with new ideas, through diversity, which could lead to enrichment of entrepreneurial activity and higher productivity

#### G.5. Needs analysis – the case of Greece

As mentioned above, Greece at the moment is going through an Economic crisis and its unemployment rate is the highest in Europe and among the top 10 worldwide, which in any case makes it very difficult for everybody that resides in Greece to find a job. However the economy is starting to go up again and at this point many well qualified Greek citizens have migrated to other countries in order to find employment, as well as many of the 90s migrants have returned to their home countries, thus there will be opportunities for refugees employment and integration. Furthermore the tourism industry has a positive rate of employment and is an industry that many economic migrants are employed thus it could be a way in for the humanitarian migrants as well.

The migrants that will decide to stay in Greece will need employment to integrate and thrive in their host country. In order to for this to successfully take place there is the need of :

- Easier recognition of formal qualifications
- Recognition of non- formal and informal qualifications
- Provide new qualification to Job seeking humanitarian migrants on the niche sectors of the economy
- There should be mentors/ facilitators that will help the refugees to integrate and help them discover and follow the path that is more relevant for them.

And of course as both refugees and stakeholders stated



- Intensive language courses, that need to be organized centrally in order not get fragmented courses and sometime repeat the same level
- Development of “one stop shops” where humanitarian refugees can find all the information they need and apply for all the relevant permits. It is already very hard for them to be in a foreign country, bureaucracy does not have to make it worse
- Development of a network of services and stakeholders that will be cooperating for the
- Provision of intercultural workshops/courses for migrants in order to help them understand better the culture of the country that are hosting them
- Intercultural workshops for locals in order to understand the cultures and value that the humanitarian migrants are bringing with them. These could also take place at schools for both parents and children.

Greece is struggling at the moment, both economically and socially, as crisis has brought insecurity along with ethnocentrism and the rise of racism. However we need to make clear that the humanitarian immigrants can bring new life to both the society and employment market as they bring with them experience and new ideas which will facilitate growth. It is very important to make all the needed efforts in order to help the humanitarian immigrants to integrate and flourish both for their own sake as well as the host countries.

## G.6. Conclusions

It is obvious that integration in the labour market should be one of the next steps for refugees in Greece. In order for that to take place there are several steps that need to be followed.

First of all the track/recognition of the non formal/ informal qualifications of the refugees would be a great idea, as to know where they should be guided in order not to just promote them to 3D jobs, but to be placed in positions that are relevant to their background and have more chances to thrive.

Furthermore, as we can see all the services that are provided for migrants and refugees at the moment is quite fragmented, thus a network of stakeholders and public services would be very beneficiary for the promotion of integration of humanitarian immigrants.

Concerning the training, apart from the language courses that are already taking place in various forms and due to various programs, however those could be a bit better facilitated, the qualifications that could be trained are those for the tourism industry that are indeed more in demand at the moment in the Greek market as well as cultural awareness and communication, in order for them to easier adjust to their current host society as well as potential others to the future. Furthermore those two

could easily be combined as cultural awareness and communication are very important for the tourism and hospitality sector as well.

## G.7. Acknowledgements and references

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