

Integration of young refugees in the EU: good practices and challenges

Annex: methodology and topic guides



**Europe Direct is a service to help you find answers
to your questions about the European Union**

Freephone number (*):
00 800 6 7 8 9 10 11

(* The information given is free, as are most calls (though some operators, phone boxes or hotels may charge you).

More information on the European Union is available on the internet (<https://europa.eu>).

Luxembourg: Publications Office of the European Union, 2019

Print	ISBN 978-92-9474-763-1	doi:10.2811/523548	TK-04-19-675-EN-C
PDF	ISBN 978-92-9474-764-8	doi:10.2811/801352	TK-04-19-675-EN-N

© European Union Agency for Fundamental Rights, 2019

Reproduction is authorised provided the source is acknowledged.

For any use or reproduction of photos or other material that is not under the European Union Agency for Fundamental Rights copyright, permission must be sought directly from the copyright holders.

Neither the European Union Agency for Fundamental Rights nor any person acting on behalf of the European Union Agency for Fundamental Rights is responsible for the use that might be made of the following information.

Integration of young refugees in the EU: good practices and challenges

Annex: methodology and topic guides

Contents

METHODOLOGY	5
TOPIC GUIDE – EXPERT INTERVIEWS	15
TOPIC GUIDE – INTERVIEWS WITH PEOPLE IN NEED OF INTERNATIONAL PROTECTION	27

Methodology

FRA collected evidence on the impact of policy responses to the arrival of young refugees in 2015/16 by carrying out socio-legal research and analysis at 15 locations in six EU Member States. This section summarises the project's development and oversight, and its methodological approach.

Development and oversight

The research was conducted in 2017 and 2018. It involved different phases: desk research; focus groups; as well as individual interviews with experts and with people in need of international protection in the following six EU Member States: Austria, France, Germany, Greece, Italy and Sweden. These countries were selected because they were among those that received the highest numbers of asylum seekers in 2015-16 (see Figure 1). Greece was chosen because of its particular challenges as a country of first arrival and transit.

Desk research

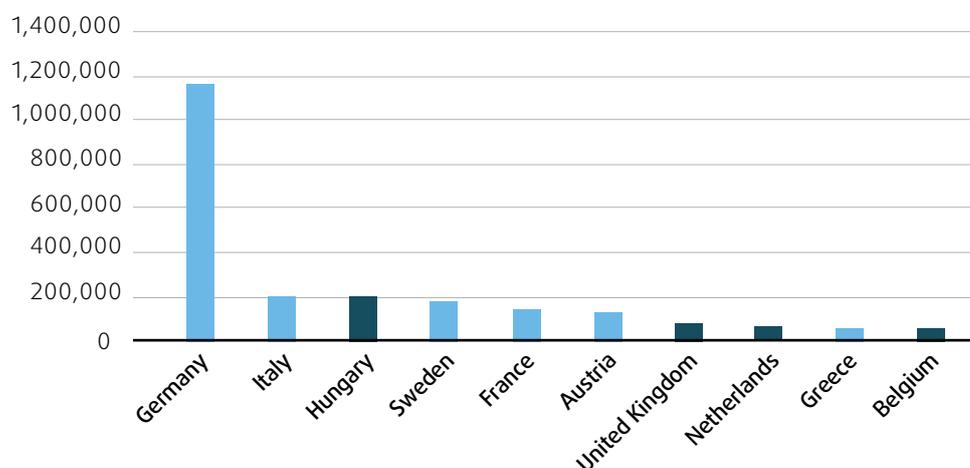
The desk research examined legal, policy and administrative developments in the six EU Member States concerning the thematic fields of the report for the period January 2015 to May 2019. This included: national and regional/municipal integration policies; national provisions regarding the procedure, conditions, type and length of residence permits; the indicative length of asylum procedures; laws and policies regulating family reunification; as well as social rights concerning housing, education and social welfare. The research also collected demographic data concerning persons in need of international protection who arrived in the six Member States in 2015 and 2016.

Primary research

Case studies

The report uses a qualitative case study approach, based on focus groups and semi-structured individual interviews. The purpose of the case studies is not empirical generalisation in the statistical sense, but to provide a description and in-depth understanding of a complex social issue, distilling drivers and obstacles for integration of young refugees.

Figure 1: Asylum applications in 2015 and 2016, top 10 EU Member States



Note: The report covers the EU Member States in light blue.

Source: Eurostat, *Asylum and first time asylum applicants by citizenship, age and sex annual aggregated data*, extracted on 24 June 2019

The use of multiple sources of evidence, i.e. expert as well as international protection holders’ interviews and focus groups, guarantees the validity of the research findings.

Primary data were gathered in each of the six EU Member States in the form of interviews and focus groups with experts, and interviews with people in need of international protection. Overall, the analysis is based on the views and experiences of the following individuals:

- 426 experts, including:
 - 190 individual interviews with experts;
 - 236 experts involved in 36 expert focus group discussions
- 163 interviews with people in need of international protection.

With the exception of two interviews conducted over the phone, all interviews were conducted face to face. The fieldwork took place between October 2017 and June 2018, with most interviews carried out between February and April 2018.

Locations

The fieldwork took place in 15 locations spread between six EU Member States. A different number of locations was selected in each Member State to reflect the different size and populations of the country. Two locations were selected in Austria, Greece and Sweden; and three in France, Germany and Italy. In each Member State, the locations were selected taking into consideration the following criteria (see Table 1):

- reflect differences between bigger centres and smaller towns/rural areas,
- cover economically richer and poorer areas of the Member State,
- take into account different standards included in regional laws where the Member State allows for such differences,
- take into account diversity of inclusion practices (i.e. regions/cities with positive as well as with negative experiences), and
- possible promising practices known to exist.

It should be noted that the information collected through qualitative fieldwork research as part of this project cannot be interpreted as representing the situation in a given Member State. Rather it reflects the situation in the locations where the research was conducted, and the specific context and experiences of individual interviewees and focus group participants.

Table 1: Locations selected for the fieldwork in each Member State

Country	Locations
Austria	Vienna
	Upper Austria
France	Paris
	Hauts-de-France
	Provence-Alpes-Côte d’Azur
Germany	Berlin
	Bremen
	Lower Saxony
Greece	Athens
	Lesbos
Italy	Milan
	Rome
	Reggio Calabria
Sweden	Norrbottn region
	Västra Götaland

Source: FRA, 2019



Interviews with experts

In total, 190 expert interviews were administered between January and October 2018. The target group included professionals working with the asylum and immigration authorities, local authorities for housing, education, child protection and social welfare, guardians, teachers, employment agencies, law enforcement experts, lawyers, focal points for integration, NGOs and international organisations (see Table 2). The main criteria for selection was their professional experience and area of expertise, including direct experience with addressing the situation and/or responding to the needs of people in need of international protection arrived in 2015-16.

Table 2: Experts' professional profiles (including focus groups), by EU Member State

Category	AT	DE	EL	FR	IT	SE	Total
Asylum and/or immigration authorities	2	0	10	2	8	3	25
Local housing authorities	6	7	4	3	3	8	31
Local education authorities	2	4	0	3	6	3	18
Local child protection authorities	0	5	1	3	3	4	16
Local social welfare authorities (in some cases also responsible for children and youth)	2	1	1	2	2	6	14
Housing professionals, e.g. managers of housing facilities							
Guardians	4	6	3	2	4	2	21
Education professionals, e.g. teachers	4	11	4	8	7	10	44
Employment agents	2	3	1	3	3	2	14
Law enforcement experts	7	7	11	7	5	6	43
Lawyers	6	3	5	9	6	2	31
Focal points for integration	2	1	2	1	1	6	13
NGOs and international organisations (including professionals counselling on legal, housing, education and employment issues, e.g. social workers assigned to a housing facility or school)	14	27	20	27	38	13	139
Total	55	81	64	75	86	65	426

Note: Some experts had more than one profile. In the table, they are listed according to their main profile.

Source: FRA, 2019

Experts were asked about their experience with beneficiaries of international protection and asylum applicants likely to stay long-term in the EU, with a focus on people who are 16 to 24 years old. They were asked to reflect on the impact of policies covering their areas of expertise. This allowed for comparison and consolidation of the findings from different professional angles and to assess the links between policy areas.

The following thematic areas were covered in the interviews with the experts:

- Residence status of the person and his/her family members and how this affects integration;
- Family tracing and family reunification experiences and how these affect integration;
- Access to the following social rights (integration dimension):
 - education (including non-compulsory schooling, language training, vocational training, traineeships, apprenticeships etc.) and transition to work;
 - housing;
 - social assistance;
- Asylum applicants and protection status holders as victims and also (potential) perpetrators of crime as a reflection of their strained social circumstances and living conditions:
 - Persons in need of international protection as victims of crime, including hate crime;
 - Persons in need of international protection as (potential) perpetrators of crime, in general.

The interviews were based on a semi-structured topic guide. Twelve different topic guides were drafted for the different professional groups to be interviewed. Topic guides were translated into national languages and translations

were reviewed by FRA researchers. While the majority of interviews took place at local level, approximately 40 experts shared national-level experiences, pertaining mainly to authorities responsible for asylum, immigration law enforcement and justice, as well as some NGOs.

Individual interviews included a number of open as well as closed questions on the experts' experiences, covering the initial situation in 2015/2016, as well as the situation at the time of the interview. Depending on the expert group, as well as on the individual circumstances of each interview, interviews lasted between 52 minutes and two hours.

Focus groups with experts

Twenty-nine focus groups were conducted at local level, and seven at the national level. Each focus group included between four and nine participants. In all six EU Member States, a national focus group covering all thematic areas was conducted at the beginning of the fieldwork to understand the main issues on the integration of young refugees and to get preliminary information on the effectiveness of policies and legislation. Later in the fieldwork, local focus groups focusing on housing, education and, in five Member States, vulnerability to crime, took place. Additional focus group

Figure 2: Number of local-level expert interviews*



Note: * The numbers of experts include those interviewed individually and those participating in focus groups. Additional experts were interviewed at national level.

Source: FRA, 2019

themes reflected issues that were of particular relevance in the specific location. Table 3 provides an overview of the 29 focus group discussions and the topic covered in each location. Focus groups lasted between two and three hours.

Table 3: Topics of local focus groups discussions, by country and location

Country	Locations	Topic focus
Austria	Vienna	Education Vulnerability to crime
	Linz in Upper Austria	Housing Social assistance
France	Provence-Alpes-Côte d'Azur	Housing and Education
	Hauts-de-France	Housing and Education
	Paris	Housing
Germany	Berlin	Education Housing Vulnerability to crime
	Bremen	Education Housing Access to employment
	Lower Saxony	Education Vulnerability to crime
Greece	Athens	Education Vulnerability to crime
	Lesbos	Education Housing
Italy	Milan	Education Vulnerability to crime
	Rome	Housing Asylum procedures
	Reggio Calabria	Education Housing
Sweden	Norrbottnen region	Education Housing
	Västra Götaland	Education Vulnerability to crime

Source: FRA, 2019

Interviews with people in need of international protection

In total, 163 interviews with people in need of international protection were conducted across the six EU Member States between April and September 2018. The target group included third-country nationals and stateless persons aged 16-24 who arrived in the EU in 2015 and 2016 in an irregular manner and who sought or had already obtained international protection or a humanitarian status in one of the six EU Member States selected for the research. The focus on young people reflects the age range of the people in need of international protection who arrived in the EU in 2015-16. According to Eurostat data, over 50 % of asylum applicants in 2015-16 were between 18 and 34 years of age and an additional 9 % were between 14 and 17 years old.¹

The following criteria were used for the identification of the target group:

- Residence status: interviews to be distributed among individuals with different residence statuses, including refugees, subsidiary protection status holders, holders of a national residence permit on humanitarian grounds, and applicants for international protection
- Age: between 16-24 years of age. Within this group, interviews to be conducted with children (16-17 years old) as well as with adults (18-24 years old)
- Having arrived in the EU in 2015 or 2016

¹ Eurostat, Asylum and first time asylum applicants by citizenship, age and sex annual aggregated data extracted on 24 June 2019

- Nationality: the project focused on persons who are likely to stay long-term.
- In relation to asylum applicants, the research included individuals from nationalities who are most likely to be granted international protection. Therefore, only those who come from countries that have, at the Member State level, a significant likelihood of receiving protection status were included, i.e. nationals from countries with a recognition rate of at least 51 % both at the EU and at the Member State level in 2015 or 2016.
- For international protection status holders, quotas for Syrians and Afghans were established in order to cover these two national groups in all Member States covered in the study.
- Gender: the aim was to interview men as well as women.

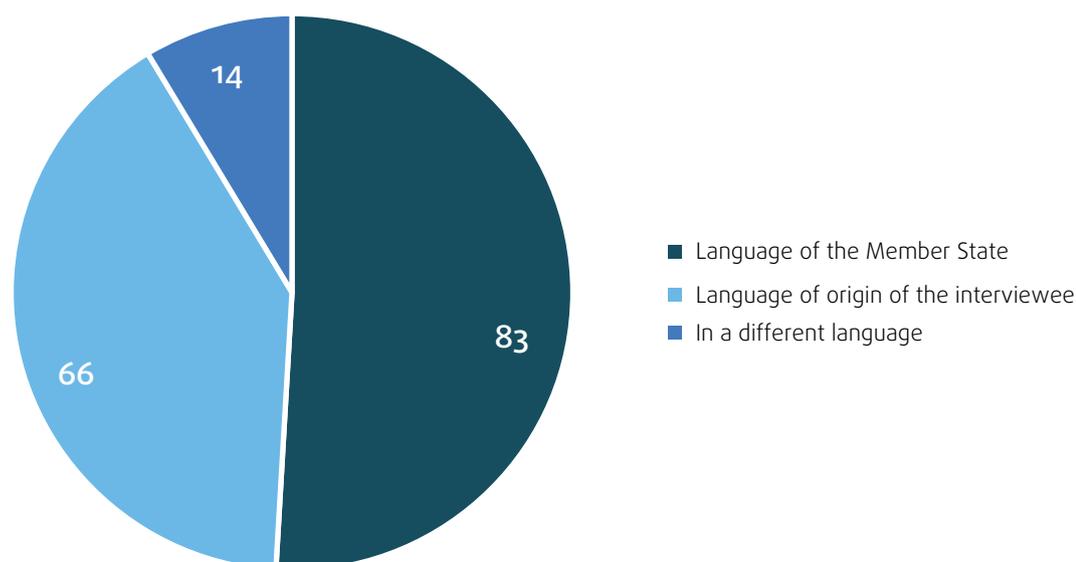
The project design included quotas based on the most relevant criteria for the research, namely: residence status, age, gender, nationality, location. Among children, quotas were established for unaccompanied as well as accompanied children. In addition, efforts were made to include people who had applied for family reunification, people living in different housing facilities, and people with different occupational statuses (in education as well as in employment).

The interview topic guide followed a mixed-method approach and included both open and closed questions. The thematic areas covered in the interviews with people in need of international protection reflect the same areas covered in the interviews with professionals.

The interview topic guides were translated into 14 languages: five EU languages (French, German, Greek, Italian and Swedish) and 9 non-EU languages: Arabic, Turkish, Sorani (spoken by the Kurdish population), Pashto (official language in Afghanistan and spoken also in Pakistan and Iran), Somali, Urdu (official language in Pakistan), Tigrinya (spoken in Eritrea), Kurmanji (spoken by the Kurdish population), Farsi/Dari (official language in Afghanistan and Iran).² The non-EU languages were selected following a mapping of the most common languages spoken by people in need of international protection who arrived in 2015-16 in each of the six EU Member States covered in the project.

Interviewees were offered the possibility to choose the language of the interview, including their native language. Most of the interviews (83 out of 163) were conducted in the language of the EU Member State where the research took place, followed by those conducted in the language of the interviewee and those conducted in another language,

Figure 3: Language in which the interview was conducted (N=163)



Source: FRA, 2019

² The information presented in brackets presents the main countries of origin of the people in need of international protection interviewed in the six EU Member States where the respective language is spoken.

usually French or English (see Figure 3). Most of the interviews conducted in the language of the interviewee were conducted with the support of an interpreter. In a few countries, the research team included interviewers who were fluent in one of the languages spoken by the target group (i.e. in Germany, one interviewer had Arabic as mother tongue and in Sweden, one interviewer spoke Farsi).

The researchers identified the interviewees through widespread outreach to gatekeepers, such as migrant self-organisations, welfare organisations, non-governmental organisations involved in the support of the target group, youth welfare offices, managers of housing facilities for adults, families and unaccompanied children, language institutes, lawyers and guardians. The gatekeepers included some of the experts interviewed in the first phase of the project. As an illustration, in Germany, the researchers contacted over 70 organisations to identify interviewees in the locations covered.

Interviews lasted between 45 minutes and two hours and 10 minutes, with an average duration of one hour and 17 minutes. The interviews took place in the offices of the gatekeepers (for example, at NGO premises or reception centres), in the public sphere (for instance, in parks or cafés), or in interviewees' accommodation.

In all countries, the sample reached the desired size. In each of the Member States where the fieldwork was carried out, between 20 and 36 people in need of international protection were interviewed. There were challenges in recruiting appropriate individuals in nearly all countries covered. In Germany and Austria, it was difficult to access accompanied children, especially young girls with their families. In Greece, identifying interviewees in Lesbos was the main challenge, as asylum seekers who had arrived in 2015/2016 had left the island by the time of the interview. In France and Sweden, it was difficult to identify women. In France, another challenge was identifying unaccompanied children seeking asylum (as unaccompanied children are not usually advised to seek asylum).

The interview process included protective measures for interviewed children, including a possible follow-up in case of psychological strain after the interview.

Table 4 provides an overview of the residence status of the interviewees at the time of the interview: 29.4 % of the interviewees were asylum applicants; 38.0 % were refugees; 26.4 % were subsidiary protection status holders; 7.4 % were humanitarian status holders; and 4.3 % had other statuses.

Table 4: Resident status of people in need of international protection interviewed (N = 163)

	Asylum applicant	Beneficiary of international protection			Other*	Total
		Refugee	Subsidiary protection	Humanitarian status		
Austria	7	6	7	0	0	20
France	5	14	6	0	7	32
Germany	3	15	9	3	0	30
Greece	10	10	0	0	0	20
Italy	7	9	11	9	0	36
Sweden	7	8	10	0	0	25
Total	39	62	43	12	7	163

Notes: * The category 'Other' refers to interviewees who arrived in France as unaccompanied children. Unaccompanied children are covered by the law on child welfare and not required to hold a residence permit.

Source: FRA, 2019

In relation to age, more than one fifth of the interviews (22.1 %) were conducted with children and the remaining with adults (see Table 5).

Table 5: Age of people in need of international protection interviewed at the time of the interview (N=163)

Age range	Number of participants	Percentage
14-17	36	22.1
18-21	80	49.1
22-25	40	24.5
>25	7	4.3
Total	163	100

Source: FRA, 2019

Table 6 provides an overview of the interviewees' age at the time of arrival in the Member State. Almost 59 % (96) of the interviewees arrived as children in the EU Member States covered in the research. Among them, 45 arrived between 16 and 17 years of age; 51 were younger than 16 at the time of arrival.

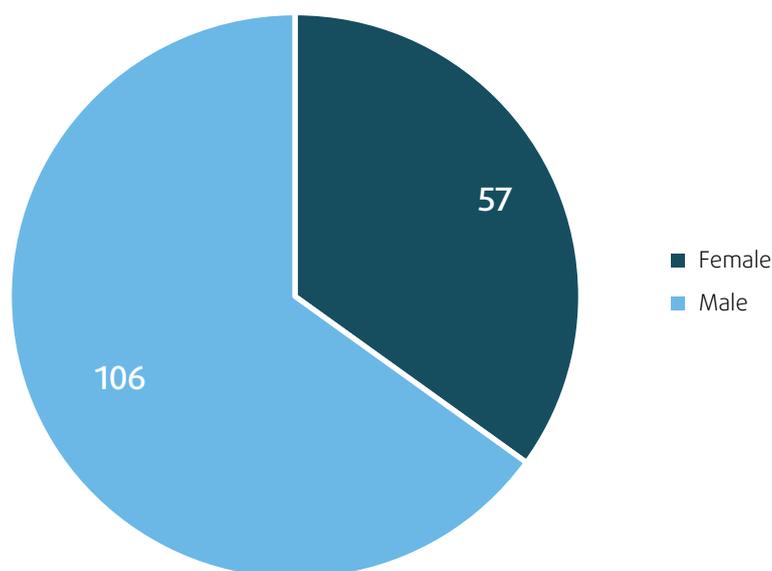
Table 6: Age of people in need of international protection interviewed at the time of arrival in the EU Member State (N=163)

Age range	Number of participants	Percentage
< 16	51	31.3
16-17	45	27.6
> 18	67	41.1
Total	163	100

Source: FRA, 2019

In relation to gender, 35 % of the interviewees were female and 65 % were male (see Figure 4). The share of women was evenly distributed across the different age ranges.

Figure 4: Gender of people in need of international protection interviewed (N=163)



Source: FRA, 2019



Table 7 provides an overview of the main country of origin of the interviewees in each of the six EU Member States covered in the research. In all countries except for Italy, Syria and Afghanistan were the main countries of origin.

Table 7: Main countries of origin of people in need of international protection interviewed, in order of predominance, by EU Member State (N = 163)

Member State	Three main countries of origin
Austria	Afghanistan (25 %), Syria (25 %), Somalia/Iran (20 %)
France	Afghanistan (25 %), Syria (25 %), Nigeria/Sudan (9 %)
Germany	Syria (50 %), Afghanistan (23 %), Eritrea (13 %)
Greece	Syria (35 %), Afghanistan (25 %), Iran (15 %)
Italy	Gambia (17 %), Nigeria (14 %), Guinea/Ivory Coast/Mali (14 %)
Sweden	Afghanistan (36 %), Syria (32 %), Eritrea (16 %)

Source: FRA, 2019

Table 8 provides an overview of the occupational status of the interviewees. Almost three quarters (118) were in education or training at the time of the interview. The remaining were unemployed or not entitled to work (24), in paid work (14) or in other situations (7).

Table 8: Occupational status of people in need of international protection interviewed (N = 163)

Occupational status	Number	Percentage
In education or training	118	72.4
In paid work	14	8.6
Unemployed or/and not entitled to work	24	14.7
Permanently sick/disabled	1	0.6
Other*	6	3.7
Total	163	100

Notes: * The category 'Other' refers to interviewees who reported not looking for work, or working in the household.

Source: FRA, 2019

Informed consent and data protection

Interviews and focus group discussions were audio-recorded, with the informed consent of interviewees (in line with appropriate data protection rules) provided. In a few cases, interviewees refused audio-taping of the interview and the interviewers took detailed notes. Three different consent forms for people in need of international protection were used: one for adults, one for children, and one for parents/legal guardians/legal representatives. All consent forms and privacy information sheets were translated into the national languages of the six EU Member States covered by the project. The consent forms used when interviewing people in need of international protection were additionally translated into nine non-EU languages commonly used by the target group.

Data analysis

Summaries of all interviews and focus group discussions were drafted as an intermediate step to analysing the data. All focus groups and ten individual interviews in each EU Member State covered by the study were transcribed for analysis and, for languages other than French, German or Italian, translated in full into English. Qualitative data were analysed through content analysis with the aim of identifying recurrent themes and patterns and searching data to answer the research questions. Data were first analysed at the national level. For each Member State, two national reports were drafted based on the fieldwork research, as well as the desktop research, one summarising the findings of the expert interviews and focus groups, the other summarising the findings of the interviews with people in need of international protection. Subsequently, a comparative report was drafted based on the national reports. Quantitative data were coded and analysed with the software SPSS version 25.

Quality checks

FRA organised two separate training sessions for the national researchers at FRA's premises (one for the interviews and focus groups with experts, one for the interviews with people in need of international protection) and attended focus group discussions in Member States involved in the fieldwork. Based on the training that FRA provided, further training sessions were organised at the national level for researchers, interviewers and interpreters. As part of the quality checks, ten interviews were fully transcribed, and random checks of the transcripts and of the audio files were carried out to ensure that the English summaries of the interviews were comprehensive enough and reported all the relevant information that emerged in the interviews. All summaries of individual interviews as well as focus groups were reviewed by FRA and re-submitted by the researchers following FRA comments. In each Member State, four pilot interviews – two with experts and two with people in need of international protection – were conducted to try out the topic guide, the length of the interview, and to address problems with the questions.



Topic guide – expert interviews

Compilation of questions from all expert topic guides (ASY, IMM, LAW, EDU, Local EDU, Vulnerability, GUA, Child, Housing, Social assistance, NGO, FP, EMPS)

Questions in bold are key questions. Please ensure that respondents have sufficient time to reply.

Questions in [brackets] may be asked optionally, depending on their relevance in the Member State and the experience of the interviewee.

All other questions (neither in bold nor in brackets) should be asked.

1. Background questions

Background questions (ASY, IMM)

Please provide the following background information unless already covered in the national focus group or in the desk research. You are free to provide such information through desk research in preparation for the interview and/or by asking the experts when interviewed. Please provide the responses in the reporting template, and specify the source used.

- A. Is a residence permit granted automatically if protection is granted or does it need to be applied for separately? What rights and benefits are associated with a residence permit? What happens to the protection status and associated rights and benefits if the residence permit is revoked, ends or is not renewed?
- B. Duration of permits: Have there been changes in the length of time and/or the frequency of review of residence permits granted to refugees, subsidiary protection holders or holders of humanitarian protection status since January 2015? If yes, please elaborate.
- C. Have procedures for issuing or renewing residence permits for protection status holders changed since January 2015?
- D. What has been the average length of family reunification procedures for the three protection status holder groups and for asylum seeking children (under the Dublin procedure) before the large-scale arrivals in 2015/2016? How has this changed since January 2015?
- E. How do rules and practices applying to 16 and 17 year olds differ from those applying to adults concerning:
 - o issuing or renewing residence permits
 - o family reunification of 16 and 17 year olds
 - o accommodation
- F. What is the total number of family reunification applications since January 2015 until December 2017 by refugees, subsidiary protection holders and humanitarian status holders (by year)? How many of those applications have been successful/rejected respectively?
- G. How often have decisions rejecting family reunification requests by refugees, subsidiary protection holders and humanitarian status holders, applications for international protection and on granting subsidiary protection instead of refugee status been appealed since January 2015 (by year)? How successful have appeals been since then (by year)?

Background questions (LAW)

In preparation for the interview, please prepare and share with the respondent for question 8 a list of legal and policy changes since 2015, based on desk research and focus group results so far.

Background questions (Local EDU)

Please provide the following background information unless already covered in the national focus group or in the desk research. You are free to provide such information through desk research in preparation for the interview and/or by asking the experts when interviewed. Please provide the responses in the reporting template, and specify the source used.

- H. Are asylum seekers allowed to work? Under which conditions/as of when? Have they changed since January 2015?
- I. Is there any evidence on the number of young beneficiaries of international protection and asylum seekers who asked for recognition of a secondary or tertiary education diploma obtained abroad? And how many got it recognised?
- J. Have local authorities received additional budget for facilitating language acquisition to integrate the target group in the education system? How much? Has this included AMIF funds? How was the additional budget used? Have AMIF-funded activities continued in cases where the funding ended? If so, how?
- K. Which employment-related education and training opportunities, e.g. for upgrading skills, practical workplace experience (internship programmes) and counselling services, have been available in [city/region]? Do they apply only to beneficiaries of international protection or also to other humanitarian permit holders and asylum applicants?
- L. Does access to secondary, vocational and tertiary education in practice differ for asylum seekers compared to beneficiaries of international protection? Are there specific support mechanisms in place to ensure that there is no 'protection gap' in terms of access to education when the person's status changes from asylum applicant to beneficiary of international protection?

Background information (Vulnerability)

Please provide the following background information unless already covered in the national focus group or in the desk research. You are free to provide such information through desk research in preparation for the interview and/or by asking the experts when interviewed. Please provide the responses in the reporting template, and specify the source used.

- M. In [cities/regions] – are there any criminal gangs/groups, anti-migrant groups, including members of the local community, that provoke tensions with the target group? Please describe relevant issues/incidents that impact on the target group. And – are there any incidents of tension *between* different members of the target group; for example, because of nationality, ethnicity or religion?
- N. In [cities/regions] – is there any indication that crime rates have changed since January 2015 as a result of the target group being involved in crime incidents either as victims or as offenders? If so, what are the changes and is there any official data supporting this?
- O. Has additional funding for crime prevention programmes been made available in response to the arrival of refugees in [city/region]? Has this included AMIF funds? If so, how have the funds been used? (How) has the activity continued once funding ended?

Background questions (GUA, Child)

Please provide the following background information unless already covered in the national focus group or in the desk research. You are free to provide such information through desk research in preparation for the interview and/or by asking the experts when interviewed. Please provide the responses in the reporting template, and specify the source used.

[Same as question D in ASY/IMM] What has been the average length of family reunification procedures for the three protection status holder groups and for asylum seeking children under the Dublin procedure before the large-scale arrivals in 2015/2016? How has this changed since January 2015?



[Same as question F in ASY/IMM] How do rules and practices applying to 16 and 17 year olds differ from those applying to adults concerning:

- issuing or renewing residence permits
- family reunification of 16 and 17 year olds
- accommodation

[Same as question L in LOC EDU] Does access to secondary, vocational and tertiary education in practice differ for asylum seekers compared to beneficiaries of international protection? Are there specific support mechanisms in place to ensure that there is no ‘protection gap’ in terms of access to education when the person’s status changes from asylum applicant to beneficiary of international protection?

P. How do the rules and practices for accommodating 16 and 17 year old members of the target group differ from those concerning adults?

Q. Which accommodation arrangements are offered to 16 and 17 year old members of the target group?

Background questions (Housing)

Please provide the following background information unless already covered in the national focus group or in the desk research. You are free to provide such information through desk research in preparation for the interview and/or by asking the experts when interviewed. Please provide the responses in the reporting template, and specify the source used.

R. What type of facilities have been used in [city/region] for first reception, during the asylum procedure and after status is granted?

S. To what extent is the accessibility to housing *in practice* different for asylum seekers compared to beneficiaries of international protection? Are there specific support mechanisms in place to ensure that there is no ‘protection gap’ in terms of access to housing when the person’s status changes from asylum applicant to beneficiary of international protection?

T. Funding: Have additional resources been made available for housing in view of 2015 arrivals? How much? Has this included AMIF funds? How was the additional budget used? Have AMIF-funded activities been continued in cases where the funding ended? If so, how/to which extent?

[Same as question P in GUA/Child] How do the rules and practices for accommodating 16 and 17 year old members of the target group differ from those concerning adults?

[Same as question Q in GUA/Child] Which accommodation arrangements are offered to 16 and 17 year old members of the target group?

Background questions (Social assistance)

Please provide the following background information unless already covered in the national focus group or in the desk research. You are free to provide such information through desk research in preparation for the interview and/or by asking the experts when interviewed. Please provide the responses in the reporting template, and specify the source used.

U. Have there been changes in the procedure or the requirements to get social assistance benefits e.g. you need to follow integration classes or seek employment? Please respond for all status holders.

V. What has been the minimum of entitlements to social benefits available to refugees/beneficiaries of subsidiary protection/humanitarian status holders in [cities/regions]?

W. Do the entitlements for social assistance and procedures applying to 16 and 17 year olds differ from those concerning adults? Please respond for all status holders.

- X. What kind of support is available to the target group in case of birth and for their children? Does this support depend on the type of permit? How does this compare to the support available to nationals?
- Y. What kind of social assistance is available to the target group in case of illness or disability? How does this compare to the support available to nationals?
- Z. Funding: Have additional resources been made available for social assistance in view of asylum seekers and protection status holders having arrived in 2015/2016? How much? Has this included AMIF funds? How was the additional budget used? Have AMIF-funded activities been continued in cases where the funding ended? If so, how/to which extent?

Background questions (EMPS)

Please provide the following background information unless already covered in the national focus group or in the desk research. You are free to provide such information through desk research in preparation for the interview and/or by asking the experts when interviewed. Please provide the responses in the reporting template, and specify the source used.

- AA. Has additional funding for employment schemes for the integration of the target group in the labour market been made available in response to the arrival of refugees in [city/region]? Has this included AMIF funds? If so, how have the funds been used? (How) has the activity continued once funding ended?

2. Interview questions

- 1. Could you please describe your current job, tasks and responsibilities within your organisation?

Please check that the respondent provides information on the main mandate and activities of the organisation/institution, his/her main tasks, and the extent to which his/her work involves asylum/international protection/integration. (all)

For guardians, please ask them to indicate for how long they are usually appointed to a child and how many children they are responsible for on average.

Right to stay/residence permits and family reunification

- 2.
 - a) In practice, what has been the average duration between an asylum application and the granting of a protection status? Please indicate if the time frame differs for the three status holder groups (refugees, subsidiary protection holders, humanitarian permit holders) overall in the country and in [city/region] since mid-2015?
 - b) Where the granting of a protection status is a separate procedure from the issuance of a residence permit, what has been the average duration for issuing and renewing residence permits since a status was granted? Please indicate if the time frame differs for the three status holder groups (refugees, subsidiary protection holders, humanitarian permit holders) overall in the country and in [city/region] since mid-2015? **(ASY, IMM, LAW, NGO)**
- 3. Has the short/reduced duration of some permits, for example for subsidiary protection status holders, affected the motivation and possibilities of the target group to invest in their education and transition to work? If so, how? **(EDU, Local EDU, GUA, [Child], FP, EMPS)**
- 4. Mental health: Are there any promising practices in [city/region/school] to deal with mental health issues among the target group? **(EDU, [Local EDU], GUA, Child, FP, [EMPS])**
- 5. If asylum procedures have experienced delays since 2015, what are the main reasons for this? Do the delays continue? **(ASY, IMM, GUA)**



6. What factors have impacted on the length of family reunification procedures (under the Family Reunification Directive and under the Dublin procedure) in practice and in particular concerning applications by 16 and 17 year olds sponsors? (ASY, IMM, LAW, NGO, GUA)

Probe: difficulties in verifying criteria, challenges concerning age assessment (repeated for Dublin cases?), etc.

7. How has the waiting time to receive an asylum decision affected the integration prospects of the target group?

Probe impact on

- *possibilities concerning employment, education, language acquisition, social assistance or access to healthcare,*
- *integration efforts and results in above areas,*
- *individual consequences, including mental health/depression and **absconding of children**,*
- *vulnerability to becoming involved in criminal activities (LAW, GUA, Child, NGO, FP)*

8. Could you assess if the following constitute the main legal and policy changes in the fields of asylum, residence permits, family reunification and integration since January 2015? Please add anything that is missing. (LAW)

Interviewer to list the changes reviewed during desk research and national focus group.

9. What effects did any changes concerning the duration of permits have on the target group? What effects did delays in procedures for issuing or renewal of residence permits, including for family reunification purposes, have on the target group? Please clearly link each change to its consequences. (LAW, EDU, Local EDU, GUA, Child, Housing, [Social assistance], NGO, FP, [EMPS])

Probe:

- *individual consequences, including depressions/mental health,*
- *specific consequences for unaccompanied 16 and 17 year olds, e.g. **aging out and absconding**;*
- *possibilities concerning employment, education, language acquisition, social assistance or access to healthcare;*
- *integration efforts and results in above areas;*
- *vulnerability to becoming involved in – or affected as victim of – criminal activities;*
- *specific consequences for particularly vulnerable, e.g. traumatised, 16-24 year-olds.*

10. Do immigration/asylum services have staff specialised in processing applications for residence permits by children who have received asylum or reunify with their family members, or is specific guidance available to all staff? (ASY, IMM, LAW, GUA, Child, NGO)

11. Are child protection services or other institutions responsible for child protection, including guardians, involved when decisions about the protection status and issuing or renewing residence permits concerning 16 and 17 year olds are taken? Where they are involved, has this helped to ensure the consideration of children's best interests in practice since January 2015? (ASY, IMM, LAW, GUA, Child, NGO)

12. Are child protection services or other institutions responsible for child protection involved when decisions on family reunification by 16 and 17 year olds are taken? Where they are involved, has this helped to ensure the consideration of children's best interests in practice since January 2015? Which factors are considered when assessing the best interests of the child?

Probe:

- *reasons for leaving country of origin; prior relationship with parents; expected impact on integration prospects; other.*
- **Which specific aspects are considered in the case of married children in reunification cases?** (ASY, IMM, LAW, GUA, Child, NGO)

Housing

13. Which factors are considered for choosing the type of accommodation arrangement for unaccompanied children (16 and 17-year olds)?

Please when answering distinguish among asylum seekers and the different type of protection status holders.

Probe also: consideration of conflicts between countries of origin, consideration of reasons for leaving country of origin, other ([LAW], GUA, Child, Housing, [NGO])

14. Are child protection services or other institutions responsible for child protection, including guardians, involved when decisions on housing concerning 16 and 17 year olds are taken? Where they are involved, has this helped to ensure the consideration of children's best interests in practice? (LAW, GUA, Child, Housing, NGO)
15. What happens to asylum seekers when they are granted international protection, do they move to other accommodations? Which ones? Have housing gaps arisen upon different steps in the course of asylum procedures (e.g. transition from asylum applicant to refugee or pending renewal of permits)? (Housing, NGO)
16. Which measures are in place supporting transition from (first) reception centre to individual housing solution, e.g. counselling and support by reception centre staff, social housing contingents? (Housing, NGO, FP)
17. What have been the main difficulties in ensuring dignified living for asylum seekers, e.g. concerning hygiene, privacy, overcrowding, isolation, safety? (Housing, NGO)
18. What have been the main challenges and possibly good practices in relation to housing conditions for unaccompanied children (16 and 17 year olds) at first arrival, later on and when they are granted international protection? ([LAW], GUA, Child, Housing, NGO, [FP])
19. Have there been cases of homelessness upon granting of protection status? Have they increased since January 2015? If so, was this a result of a change in practice, e.g. withdrawal of support as status of asylum seeker ended? (Housing, NGO)
20. Considering the links between housing and employment (e.g. employment being a requirement in practice for renting an apartment and having a permanent address being a requirement for getting employed), how have situations best been resolved in situations when migrants neither had employment nor a place to stay? For example, guarantees offered for rent payment (Housing, Social assistance, NGO, FP)
21. Which housing solutions have worked best in terms of facilitating integration in general? (GUA, Child, Housing, NGO, FP)
22. Were measures adopted to prevent segregation of the target group from the recipient society? Which measures? Were they effective? (Housing, NGO, [Vulnerability])
23. How frequently have asylum seekers been moved/transferred from one facility to another? How did this affect children/young persons in particular?

Probe: individual consequences, including mental health/depression, access to education, employment, healthcare, ability to prove integration ([LAW], GUA, Child, Housing, NGO, [Vulnerability])

Social assistance

24. Are decisions concerning social assistance for asylum-seeking, subsidiary protection beneficiaries and refugee children made by staff dealing exclusively with/specialised in children? Are child protection services or other institutions responsible for child protection involved when taking such decisions? Where they are involved, has this helped to ensure the consideration of children's best interests in practice? (LAW, GUA, Child, Social assistance, NGO)
25. In case the eligibility for social benefits has changed since January 2015, has this created additional administrative costs, e.g. additional needs testing, administrating in-kind support, other? ([LAW], [GUA], [Child], Social assistance, NGO, FP)



26. Are there any practical barriers for the target group to receiving social assistance/benefits to which they are entitled? (GUA, Child, Social assistance, NGO)

27. What have been effective ways of informing the target group of their entitlements and procedures to obtain social assistance? Is any institution responsible for informing them?

Probe also apps (GUA, Child, Social assistance, NGO, [FP])

28. Did changes in the availability of social benefits affect the level of integration in [city/region], e.g. did members of the target group leave/move to/remain in [city/region] due to the assistance available to them in [city/region]? (Vulnerability, [Housing], Social assistance, NGO, FP)

29. Have any of the restrictions or obstacles to receiving social benefits affected the persons’ access to healthcare, education, employment or housing?

Probe also individual consequences, including mental health/depression and destitution ([LAW], Social assistance, NGO)

30. Have reductions in social assistance affected the target group leading to destitution? (Social assistance, NGO, [Vulnerability])

Other

31. Provision of information: How, by whom and at which stages is the target group informed of applicable and possible protection procedures, including any recent changes, their rights and obligations? Has there been an information campaign/system that worked well? If so, please explain. (ASY, IMM, LAW, GUA, Child, NGO, FP)

Probe also about the target group’s use of social media and apps

32. In your experience, have public costs increased (or decreased) as a result of any changes concerning procedures related to asylum or residence permits? To help you making this assessment, please estimate if costs have increased or not for the following or other relevant activities (Please only reply concerning the activities that fall within the scope of your work and specify the procedure referred to): (ASY, IMM, LAW, GUA, [Child], [Social assistance], FP)

	Cost increased	Cost did not change	Cost decreased	Don't know/ not within my scope of work	Comment	Procedure referred to
Time spent per case						
Resources for administrative processing						
Appeals (procedures, court rooms, judges, etc.)						
Legal assistance or other public support required by the individual due to frequent reviews or delays						
Funding of NGO support services, e.g. in support of accommodation solutions						
Other (please specify)						

Explain: _____

33. In your experience, have public costs increased (or decreased) as a result of the changed procedures for family reunification? To help you making this assessment, please estimate if costs have increased or not for the following or other relevant activities (only those that fall within the scope of your work): **(ASY, IMM, LAW, GUA, Child, Social assistance, FP)**

	Cost increased	Cost did not change	Cost decreased	Don't know/ not within my scope of work	Comment
Time spent per case					
Resources for administrative processing					
Appeals (procedures, court rooms, judges, legal assistance, etc.)					
Social support needed due to absence of family, e.g. costs for guardians, child welfare benefits, care-giving					
Other (please specify)					

Explain: _____

Education and transition to work

34. How is the target group usually included in secondary, vocational and tertiary education? Elaborate for children having completed as well as not completed compulsory schooling in their home country; children who want to study as well as those who want to work; depending on where they live (e.g. reception centre/individual housing). **(EDU, Local EDU, NGO)**

Probe if the target group is generally included in special schools

35. Have there been changes since January 2015 in relation to secondary, vocational and tertiary education or language training offered to young asylum seekers and protection status holders? If so, how have they affected the target group?

Probe changes: more/less funding, different policies to integrate this target group in the school system, increased requirements to access school etc.?

Probe consequences: individual consequences, including mental health, and integration (better employment, community-level engagement, more contacts with the host society, school friendships, remaining in [city/region], remaining in/graduating from school) (Local EDU)

36. To what extent is the accessibility of education *in practice* different for asylum seekers compared to beneficiaries of international protection? **(Local EDU)**

37. What has worked well in reaching and informing the target group about education and employment opportunities?

Probe: social media, apps (Local EDU, GUA, Child, EMPS)

Language acquisition

38. What worked well and what were the main challenges and obstacles in facilitating language proficiency for the target group? **(EDU, Local EDU, NGO, FP, EMPS)**

39. Preparatory classes to facilitate access to school for above 15 year olds: are they provided; where, what topics do they include; how effective and sufficient are these; which category of children attend, have they been offered in parallel to or as a prerequisite for school attendance? **(EDU, Local EDU)**



40. Gender: Are there differences in uptake of language classes between men and women, girls and boys? If yes, why? Are there any policies or practices to address such differences, i.e. to increase the participation of the underrepresented gender? (EDU, Local EDU, NGO, FP)

Secondary, vocational and tertiary education

41. What worked well and what were the main challenges and obstacles in integrating the target group in secondary, vocational and tertiary education?

Please distinguish between children and adults, asylum seekers and protection status holders.

*Probe: long periods of not attending school; negative education experiences in transit countries; effect of prior transfers within the MS; financial challenges, specifically for unaccompanied 16 and 17 year olds; distance of the house/centre from the school; lack of transportation; lack of/poor language skills; lack of interest; lack of available places in the education facility; **delays in the appointment of guardians; recognition of prior education**; provision of information - do they engage with young people through apps/social media?*

Probe promising practices overcoming the challenges (EDU, Local EDU, GUA, NGO, FP, [EMPS])

42. What have been the main obstacles in recognising diplomas and previous school performance? Are there any good practices? (Local EDU, EMPS)
43. Have schools made any special arrangements for members of the target group needing particular support (e.g. victims of torture, traumatised children)? If not, why? If yes, what has worked well? (EDU, Local EDU)
44. Gender: Are there differences in school attendance between girls and boys? If yes, why? Are there any policies or practices addressing such differences, i.e. increase the participation of the underrepresented gender? (EDU, Local EDU, NGO, FP)

Transition from education to work

45. Is there any experience with the target group entering the labour market upon completion of education or recognition of diplomas? If so, what are the challenges and what has worked well? (EDU, Local EDU, GUA, NGO, FP, EMPS)
46. Have there been any proactive support measures facilitating the transition from education to work for the target group, e.g. quotas for protection status holders in apprenticeship/training schemes, subsidies, private sector initiatives? ([EDU], [Local EDU], [NGO], [FP], EMPS)
47. How does the length of the permit or the uncertainty of stay affect the possibility to get or keep a job? (EDU, [Local EDU], GUA, NGO, FP, EMPS)
48. Which measures taken by or affecting the education system have worked best in terms of facilitating integration in general? (GUA, [Child], [EMPS])

Integration

49. What have been recent changes facilitating integration of people in need of international protection who arrived in 2015-2016? (GUA, [Child], Housing, Social assistance, FP)
50. Looking forward, what are the three priority areas in which you would invest to better integrate the target group in [region/city]? Please also indicate among the following areas which ones you would consider relevant... (LAW, EDU, Local EDU, GUA, Child, Housing, Social assistance, NGO, FP, EMPS)

	No	Yes	Don't know	Please insert any contextual comments that are spontaneously added by the interviewee when answering the above. Do not proactively seek additional responses here.
15.a perspective of long-term stay (e.g. longer residence permits)				
15.b presence of family members in [city/region]				
15.c social assistance schemes				
15.d language acquisition				
15.e education				
15.f vocational training				
15.g housing				
15.h other (please specify)				

51. Are there any other points you would like to raise that have affected fundamental rights and/or the integration prospects of the target group? (All)

Vulnerability to becoming a perpetrator or victim of crime

I would like to ask you some questions about possible ‘risk factors’ related to crime and victimisation in [cities/regions], and about initiatives that are aimed at preventing vulnerable members of this research’s target group (16-24 year old protection status holders and asylum seekers from countries of origin with a high probability of being granted a right to stay) from being victimised or becoming involved in crime. Noting here that ‘crime’ – either as a potential victim or offender – can encompass a range of incidents from the minor through to the more serious.

Risk factors could include: *uncertainty about the length of stay, including protracted waiting times for getting or renewing residence permits; insecure/unsafe housing conditions; difficulties in accessing or integrating into the education system and labour market; presence or absence of family members; lack of contact with and integration in everyday life of the host society; having to interact with groups that might be considered to be threatening etc.; other reasons.*

Please only respond to the following questions if you have experience with individuals belonging to the target group who have become a victim or perpetrator of crime, for example as an immigration/asylum officer keeping record of or basing decisions on the possible involvement in criminal activities as victim or perpetrator.

52. Based on your own knowledge and experience, what are the three main crimes that have affected some members of the target group as victims? Please consider (also) the following crimes, distinguishing between men and women’s experiences, where relevant. (LAW, Vulnerability, NGO, FP)

Experiences as victims of crime	Men – Y/N	Women – Y/N
Theft of property/personal belongings		
Fraudulent renting		
Labour exploitation		
Gang violence		
Trafficking in human beings		
Violent crime		
Sexual and Gender based Violence		
Domestic violence		
Hate crime		
Other (please specify)		
Please insert any contextual comments that are spontaneously added by the interviewee when answering the above. Do not proactively seek responses.		



53. Based on your experience, what are the most relevant factors that put the target group at risk of becoming a victim of crime? Please elaborate, where possible, by referring to individual cases/stories. (LAW, EDU, Local EDU, Vulnerability, GUA, Child, Housing, Social assistance, NGO, FP)
54. Within the target group, do these risk factors affect some individuals more than others (Probe, if needed: do they affect differently asylum seekers/protection status holders; different groups) ([LAW], Vulnerability, [GUA], [Housing], [Social assistance], [NGO], [FP])
55. Based on your experience, have the following factors increased the vulnerability of the persons you dealt with to becoming a victim of crime? (LAW, EDU, Local EDU, Vulnerability, GUA, Child, Housing, Social assistance, NGO, FP)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
1. uncertainty about the possibility to legally stay in [add country]						
2. insecure/unsafe housing conditions						
3. impossibility to attend school or get a job						
4. absence of family members						
5. presence of family members						
6. limited contact with the general/majority population						
7. interaction with offenders or groups that might be considered to be threatening						
8. other reasons (please specify)						
Please insert any contextual comments that are spontaneously added by the interviewee when answering the above. Do not proactively seek additional responses here.						

56. Gender: Are *female* asylum seekers and protection status holders (aged 16-24 years old) at more, equal or less risk of becoming victims of crime? Or are male asylum seekers and protection status holders more at risk? Please explain your response and what evidence do you have for this? (LAW, EDU, [Local EDU], Vulnerability, [GUA], Child, Housing, Social assistance, NGO, FP)
57. Are you aware of crime prevention programmes at national or local levels that include/extend to the target group? Please indicate those that are implemented in [cities/regions]. Are there specific measures addressing the main crimes affecting the target group? ([LAW], Vulnerability, [GUA], [Child], NGO, FP)
58. Are you aware of specific prevention programmes in [city/region] that address safeguards in accommodation arrangements, including for example information and awareness raising about safety issues? Which programmes are used? How well do different programmes work – for example, is there any indication that people are reporting incidents more? ([LAW], Vulnerability, [Child], Social assistance, Housing, NGO)
59. Are you aware of any cases where members of the target group became involved in crime as offenders? In these cases, what types of crimes have been most common? Do you have any evidence for this? (ASY, IMM, LAW, Vulnerability, NGO, FP)
60. Based on your experience with individuals of the target group who became offenders, have the following factors increased the risk of the persons you dealt with to becoming a perpetrator of a crime? Are there other factors that are most relevant? Please elaborate, where possible, by referring to individual cases/stories or other evidence to support your views. (ASY, IMM, LAW, EDU, Local EDU, Vulnerability, GUA, Child, Housing, Social assistance, NGO, FP)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
1. uncertainty about the length of stay						
2. insecure/unsafe housing conditions						
3. difficulties in accessing or integrating into the education system						
4. unemployment or precarious employment						
5. presence of family members						
6. absence of family members						
7. lack of contact with and integration in everyday life of the host society						
8. interacting with groups of offenders/potential offenders						
9. other reasons (please specify if not already mentioned earlier)						
Please insert any contextual comments that are spontaneously added by the interviewee when answering the above. Do not proactively seek additional responses here.						

61. Within the target group, do these risk factors affect some individuals more than others (Probe, if needed: do they affect differently asylum seekers/protection status holders; different groups; men/women..?) (ASY, IMM, LAW, Vulnerability, [GUA], [Child], [Housing], [Social assistance], [NGO], [FP])
62. If members of the target group have become an offender and/or victim of crime, to what extent does this impact on their prospects to successfully (re)integrate with respect to: (a) their 'recipient' society; (b) the community of their origin in [city/region]? (LAW, Vulnerability, [GUA], NGO, FP)
63. Does the target group indicate that they feel unfairly targeted by the local police? If so, how often have they reported this to you in the past 12 months and what evidence exists to support this? (LAW, EDU, Vulnerability, GUA, NGO)
- Probe if necessary: never, rarely/once, several/2-5 times, often/6 times or more.*
64. Are you aware of any (violent) extremist networks trying to recruit members of the target group in (add the city/region)? If yes, how did these networks reach out to them? Are any members of the target group particularly at risk of being approached by persons seeking to recruit them for such networks or groups? What evidence do you have of this? ([ASY, IMM], [LAW], Vulnerability, [GUA], [Child], [NGO])
65. Are you aware of the existence of any initiatives/programmes preventing violent extremism, and radicalisation specifically, at the national or local level? Are these programmes connected to the (re)integration measures for the target group? What evidence do you have to support your response? ([ASY, IMM], [LAW], [EDU], [Local EDU], Vulnerability, [Child], FP, [NGO])



Topic guide – interviews with people in need of international protection

Topic guide for interviews with applicants for international protection and protection status holders.

1. Screening questions

1.1 Gender of respondent

Female
Male
Other

1.2 Current age:

Write in _____

1.3 Which country were you born in?

Write in _____

1.4 Current nationality

What nationality/ies do you have? *[write in as many as applicable]*

Write in _____

Write in _____

Write in _____

Write in _____

1.5 In which year did you arrive in [country]? *[in case of arrivals taking place also earlier than 2015-2016, please add it in a separate line]*

Write in _____

1.6 In which year did you arrive in [Europe]?

Write in _____

1.7 Current occupation. Which of the following best describes your current situation? – *[READ OUT and circle the interviewee's response]*

In paid work
In education or training
Unemployed and actively looking for a job
Unemployed, not looking for a job
Unemployed because not entitled to work
Housework (taking care of children and household)
Permanently sick or disabled
Retired
Other (specify)

1.8 Which residence permit do you currently hold? *[listen to what the respondent says and circle the interviewee's response]*

Asylum-seeker
Refugee status
Subsidiary protection status
Humanitarian protection status/ Protection on humanitarian grounds
Residence permit received following family reunification
Other (specify)
Renewing an expired residence status [Go to 1.9]
Don't Know

1.9 In case your permit has expired/is under the process of renewal, which residence title did you hold before it expired? *[listen to what the respondent says and circle the interviewee's response]*

Asylum-seeker
Refugee status
Subsidiary protection status
Humanitarian protection status/ Protection on humanitarian grounds
Residence permit received following family reunification
Other (specify)
Don't Know

2. Arrival in the current country of residence

The aim of this section is to understand the arrival of the respondent to Europe and to [country], the reason(s) for migrating specifically to [country] and [location] and the existence of family members or acquaintances in the country of destination.

Introduce this section by saying:

I would like to start by asking you some information about your arrival in [country], the reasons for specifically coming to [country] and what happened when you first arrived here.

2.1 When you first left your home country, did you already have in mind to come to [country]?

If YES -> why did you want to come to [country]?

If NO- > in which [country] did you want to go? Why there?

2.2 Let's talk about your arrival in [country]. What was it like when you first arrived in [country]? *[probe, if need be]*

- Where did you stay the first days/weeks?
- Did someone help you?
- What were your first impressions of the country?

2.3 *[ask only if there are doubts on whether interviewee arrived to country as a child or an adult]* How old were you when you arrived in [country]?



2.4 Did you arrive in [country] alone or with family members or friends/acquaintances? Who were you with? *[listen to what the respondent says and tick all that applies; do not ask proactively for all family members listed]*

		Comments
Nobody, I arrived alone		
Mother/father		
Husband/wife		
Daughter/son		
Brother/sister		
Grandmother/grandfather		
Aunt/uncle/cousin		
Friends/acquaintances		<i>e.g. he arrived with friends met during the journey</i>
Other (clarify)		

2.5 Did you already have family or friends staying in [country]? If yes, who?

[listen to what the respondent says and tick all that applies; do not ask proactively for all family members listed]

		Comments
Mother/father		
Husband/wife		
Daughter/son		
Brother/sister		
Grandmother/grandfather		
Friends/acquaintances		
Other (clarify)		

2.6 Tell us about your arrival in [location]. After you arrived in [country] when did you move to [location]? Why did you end up in [location]?

2.7 In which other places did you live in [country] before arriving in [location]?

2.8 Thinking about the first time you got in contact with any authority in [country], what can you recall? How did the authorities treat you? *[we are interested in contacts with police, migration and asylum authorities and the implementation of relevant asylum and migration related procedures including asylum and provision of information on the possibility to apply for asylum, readmissions/pushbacks, detention and infringements of fundamental rights e.g. violence]*

2.9 Thinking back about your journey in Europe, did you have any negative experience with authorities before arriving in [country], for example police or border guards? Please explain what happened and in which country *[Probe, if need be: lack of support when requested, push backs, detention and infringements of fundamental rights e.g. violence]*

2.10 [only for respondents who arrived as unaccompanied children] Once you arrived in [country], did any organisation help you? *[ask the following, unless the information has come up spontaneously]*

- **What support did they provide?** *[Probe, if need be: information on your rights, contact to other useful organisations, food, place where to stay etc]*
- **Were they useful?**
- **Were you assigned a representative/guardian, someone helping you in [country]?** *[If yes, go to Section 13 - Guardianship]*

3. Age assessment

[questions of this section should ONLY be asked to respondents who arrived as unaccompanied children]

This section aims to understand if children in need of international protection have gone through an age assessment process when requesting asylum, i.e. the process by which authorities seek to estimate the chronological age, or range of age, of a person in order to establish whether an individual is a child or an adult and whether the age assessment process was done in respect of the best interests of the child.

3.1 When you arrived in [country], did the authorities ask you about your age? Did they doubt the age you declared? Tell us what happened [*probe the following, unless the information has come up spontaneously*]

- What age did you claim?
- What did the authorities say?
- When did this happen? Probe: at first contact with authority at arrival in [country]? When you requested asylum?)

If NO age assessment procedure emerges -> go to next section (Section 4)

3.2 Did the authorities inform you that your claimed age was in doubt? IF yes,

- In which language was this information provided? Was a translator present?
- Did you understand what they told you?

3.3 Were you provided with an adult representative, or someone to help you throughout the procedure?

If yes -> go to Section 13 – Guardianship, if not already covered

3.4 What did the authorities do in order to establish your age? [*listen to what the respondent says and tick what applies*]

- Interview/psychological assessment
- Doctor examination
- Dental observation
- use of radiation (X-RAYS)
- other [specify]

3.5 During the process of establishing your age, how were you treated? [*Probe, if need be: were you treated in a friendly way? Did the examination put you in distress?*]

3.6 Were you informed about any decision on your age the authorities had made? In other words – did they tell you how old they had decided you were?

If YES -> was it in line with your claimed age?

If NO -> did the authorities provide information to explain the reasons for the decision and how it can be challenged? Did you understand the information provided?

4. Asylum application and residence status

This section aims to understand how the respondent experienced the asylum application process, the length and the main hurdles of the procedures, including safeguards for children or other vulnerable groups.

4.1 Let's turn to your experience with the asylum procedure. After how long from your arrival in [country] did you apply for asylum? What happened then?

4.2 Who informed you about the possibility to apply for asylum? In which language? Did you understand this information?



4.3 [only for respondents who arrived as unaccompanied children] Once you applied, were you assigned a representative/guardian, someone helping you in [country] and defending your interests?

If YES-> go to Section 13 - Guardianship, if not already covered

4.4 [only for respondents who arrived as accompanied children] Were you given the opportunity to speak about your situation alone, without someone from your family or the people you were with being present?

4.5 What decision did you (first) receive on your asylum application?

If no decision received yet-> go to question 4.7

If negative decision -> When you were informed of the negative decision concerning your asylum application, what did you do after? Who informed you of how to proceed?

If positive decision -> What status were you granted?

4.6 In case you were granted a status other than 'refugee status' (e.g. subsidiary protection status), did you do anything to get another status? What was the final outcome?

4.7 Did you get legal advice/support before/when applying for asylum? If yes, by whom? Did you have to pay for the legal advice/support received? [Probe: lawyer, NGO etc]

4.8 What was your experience of the asylum procedure? What were the main difficulties you encountered? [Probe, if need be: length of the procedure; costs, documents to be provided; staff dealing with the procedure etc]

[interviewer asks respondent to fill in together Table 1. Legal status - Annex II]

4.9 Did you experience problems to get your residence permit? And to renew it? [Probe: delays; problems with the procedure itself e.g. difficult online procedure; problems with the evidence/documents to be provided e.g. proof of residency required etc]] [Please make sure it is clear if what described refers to the first residence permit or to a renewal]

4.10 People might have periods with no valid residence permit, for example when renewing a residence permit. Since you are in [country], were there any times when you did not have a valid residence permit? IF yes, what were the main problems you experienced? [Possible probes:

- Getting the medical care you needed
- Finding/keeping an accommodation
- Going to school/trainings/classes
- Getting/keeping a job
- Detention/problems with the police]

5. Family reunification

This section aims to understand the experiences with the family reunification procedure, the main difficulties encountered and the effects of reunifying family members on the integration prospects of the target group. Specific caution has to be taken when asking these questions to avoid re-traumatisation in case family members died or the interviewee does not know where they are. For this reason, interviewers should refer to family members without referring to specific family members, unless the interviewee refers to someone specific. Try to get as much information as possible on the family situation of the interviewee from stakeholders/gatekeepers BEFORE the interview takes place. In case you are informed beforehand that all family members eligible for family reunification (according to national legislation) died or the interviewee does not know where they are, skip this section.

Introduce this section by saying:

I would now like to ask you a few questions on bringing family members to [country], whether you have done it or would like to do it in the future.

5.1 Did you ever apply for bringing one of your family members to [country]? If yes, tell us what happened.

IF NO -> go to question 5.8

5.2 For which family member(s) did you apply and what was the outcome of your application/s? Have the family member(s) arrived in [country]? *[listen to what the respondent says and tick all that applies; do not ask for each family member listed in the first column to avoid re-traumatisation; instead make a tick for every family member spontaneously mentioned by the interviewee, ask then the follow up information requested in the table]*

	Applied and no decision yet	Application rejected	Application accepted	Family member arrived in [country] (yes/no)
Spouse				
Child 1				
Child 2				
Child 3				
Child 4				
Father				
Mother				
Other [specify]				

5.3 *[only for those who were already notified of a decision concerning their application] How long did this decision take? [indicate approximate number of months between your application(s) and the decision(s)]*

5.4 Did you receive support to put together the documents required for the family reunification procedure? If yes, who helped you? Was this support provided for free?

5.5 If you have applied for family reunification or are in the process of applying, what are the major obstacles you experienced/are experiencing? *[Probe, if need be: costs involved (of documents, the procedure itself, the time taken from work to file the application, translating documents); availability of requested documents; additional evidence requested by authorities; difficulty of family members travelling to embassies abroad etc]*

5.6 *[Ask if a family member was reunified in [country]]* **Did the arrival of your family member(s) change your life? How?**

5.7 *[Ask if a family member was reunified in [country]]* **Overall to what extent do you think that reuniting with your family member/s in [country] has helped you to settle in [location], or not?** *[Probe: get a job/improve your job; get a better education; improve your psychological wellbeing; get involved in the local community?]*

-> go to next section (Section 6)

5.8 Would you like to bring a family member to [country]?

If NO -> go to next section (Section 6)

If yes, why did you not apply yet for bringing this/these family member(s) to [country]? *[listen to what the respondent says and tick all that applies]*

- I do not have eligible family members
- I do not meet the requirements (e.g. insufficient financial resources, or accommodation does not meet the required standards)
- My family members did not have the required basic language proficiency or civic knowledge
- My family members cannot apply in the relevant embassies/consular post



- My family member/s lack valid travel documents
- It is too late to apply for family reunification (the time for presenting the request has expired)
- It is too early to apply for family reunification (the national rules require a waiting time since I have been granted international protection status)
- It is too complicated to put together the requested document
- I do not have time to put together the requested document
- I do not have enough information on the family reunification procedure
- Other

5.9 Overall to what extent do you think that reuniting with your family member/s in [country] will help you to settle in [location], or not? *[Probe: get a job/improve your job; get a better education; improve your psychological wellbeing; get involved in the local community]?*

6. Housing

This section aims to understand the housing situation of the respondent, from the moment of arrival in the country to the moment of the interview; the conditions of housing and how housing affected the target group's enjoyment of social rights.

Introduce this section by saying:

I would now like to ask you some questions about the accommodation you had in [country] and whether the accommodation you lived in was adequate and allowed you to meet with people from the local community, go to school or find a job.

[interviewer ask respondent to fill in together Table 2. Housing - Annex II]

6.1 Can you just describe to me – in a few words – what your current accommodation is like in [location] and what it's like to live in this neighbourhood? *[let the interviewee reply than ask]*

- **How easy is it to access education, including language classes and vocational courses while living here?** *[Probe, if need be: is this accommodation far from education facilities?; Is education/language training provided in the accommodation?; Is transport to reach educational establishment available?; Is there a quiet place where to study in accommodation?] [If question not applicable because the interviewee is not enrolled in education, ask him/her to refer to the experience of others staying in the same accommodation]*
- **What was different in your previous accommodations?**

6.2 Still considering your current accommodation, how easy is it to find a job in this area or reach work from here? What was different in your previous accommodations? *[Probe, if need be: is this accommodation far from workplaces? Are there jobs in this area? Is transport to reach the workplace available?] [If question not applicable because the interviewee does not work/is not looking for a job, ask him/her to refer to the experience of others staying the same accommodation]*

6.3 Still considering your current accommodation, how easy is it to meet people from the local community? What was different in your previous accommodations? *[Probe: are there people from the local community living nearby? Are there places around where you can meet people from the local community, such as parks, churches, cafes?]*

6.4 Please consider all the accommodations you stayed in [country] (refer to housing table). Did you ever experience any of the following?

- lack of hygiene *[probe, if need be: very dirty toilets, lack of water, insufficient showers]*
- lack of privacy *[probe, if need be: impossibility to be alone in accommodation]*
- overcrowding
- feeling unsafe *[probe, if need be: thefts, violence, threats, hostility from external community]*

Please tell us more about it, including in which accommodation you experienced it [where possible, factual probing would be welcome e.g. if the interviewee reports having experienced 'overcrowding', ask 'how many people were sleeping in the same room?']

6.5 Have you received help from any authority/organisation to find accommodation? Who helped you? What support was provided? Was it useful?

6.6 [Only for those who arrived with family members] **Were you always accommodated together with the other members of your family?**

6.7 Did you ever have problems when renting private accommodation in [country]? Which problems did you experience? [Probe: could not afford to rent a room/flat; could not find available room/flats; distrustful/discriminating landlords; lack of requested documents e.g. lack of an employment contract requested for renting a flat]

7. Language acquisition

7.1 **Since your arrival in [country] have you attended any language class? If yes, tell us more about it** [for interviewees who arrived when they were younger than 16, let them reply and then probe on their experience from 16 onwards]? [ask the following, unless the information has come up spontaneously]

- what kind of language classes did you attend? [Probe, if need be: transition/international classes in mainstream schools; language classes in reception centres; classes for adults etc]
- was it your choice to attend such classes? [Probe, if need be: were you requested to attend language classes to get financial support?]
- **did you find these classes useful?**

If NO -> go to question 7.4

7.2 **How long after your arrival in [country] did you attend for the first time language classes?**

7.3 **What would improve your knowledge of the language of the country?** [Probe, if need be: more hours of language classes; start language classes earlier from the moment of arrival; learn the language while enrolled in mainstream education system etc] -> go to next section (Section 8)

7.4 **Why did you not attend language classes?** [Probe: no information, no time, no places, no interest]

8. Education and recognition of diplomas and qualification

This section aims to understand access to education for the respondent from the moment of arrival in [country] to the moment of the interview; what education and/or vocational training has been undertaken and whether it has facilitated access to employment or to further education.

8.1 **Have you attended school and/or vocational training in [country]? If yes, tell us about it** [for interviewees who arrived when they were younger than 16, let them reply and then probe on their experience from 16 onwards]

[ask the following, unless the information has come up spontaneously]

- what kind of school/vocational training did you attend?
- did you like this school/vocational training? What did you like/not like about it?

If NO -> **Why are you not attending any school, vocational training or other education in [country]?** [Probe, if need be: you were not offered any; you were not willing to; you wanted to work/you needed money]-> go to 8.5

8.2 **How long after your arrival in [country] did you go for the first time to school/vocational training?** In general, for how long have you been out of school?



8.3 Was the school/vocational training useful to find a job? *[in case the interviewee did not look for a job yet, consider asking him to elaborate on the experience of others who followed the same school/vocational training]*

8.4 Were you ever given a possibility to choose or express any preference on the school or vocational training to attend? What options were you given?

8.5 Did any authority or organisation help you to look for schools, higher education institutions/universities, training places or further education/training courses? Was their support useful?

8.6 Do you have any qualification/degree obtained before arriving here?

If NO -> go to next section (Section 9)

If YES, did you try to get it recognized in [country]?

If YES, please tell us what happened *[ask the following, unless the information has come up spontaneously]*

- What qualification/degree did you try to get recognised in [country]?
- What was the outcome of your request? If it was rejected, why was it rejected?
- Did you experience any difficulty when applying? (Probe: lack of necessary documentation; unclear requirements; costs etc)
- Did you receive any help/information to get your qualifications recognized? By whom? Was the support useful?

If NO, why didn't you try to get your qualification/degree recognized in [country]?

9. Employment

9.1 Did you ever have a job in [country]? Please consider also informal jobs, with no contract.

If YES, tell us about your last job *[ask the following, unless the information has come up spontaneously]*

- what are the main working conditions in your current/last job? *[Probe, if need be: pay, number of hours, existence of a contract]*
- how did you find current/last job? *[Probe, if need be: through friends, employment services, employment agencies]*
- are you happy with your current/last job?

If NO -> Did you ever look for a job in [country]?

If NO, why not?

If yes, what happened?

9.2 In your view, are employers reluctant to hire people in need of international protection? If yes, why? *[listen to what the respondent says and tick all that applies]*

- short duration of residence permit
- limited language skills
- discriminatory attitudes of employers against asylum seekers/refugees
- discriminatory attitudes of employers on the grounds of race/ethnic origin
- inadequate qualifications
- qualifications not obtained in [country] or not formally recognised in [country]
- other

9.3 In your view, what would improve your chances of getting a job/a better job? *[interviewer to ask as appropriate, depending on whether the respondent has a job or not]*

10. State Benefits

10.1 Did anybody inform you about the benefits/financial support you are entitled to claim (for example unemployment benefits, housing related benefits, child/family benefits)? Who informed you? [Probe: public authorities, NGOs, reception centres managers etc] [if respondent is a protection status holder, please ask about information on benefits/financial support he/she was provided as applicant for international protection as well as protection status holder; please clarify for what benefit was the information provided]

10.2 Did you ever apply for benefits/financial support by the state in [country]?

If YES, which benefits? Did you face any problems with the application? [Probe: time needed, documentation required, lack of information; time to get a reply etc]

If NO -> why didn't you apply?

10.3 Do you know what is the amount of benefits/financial support you receive each month? Would you tell me how much financial support you receive each month (in euro)? Are you able to get by with this amount?

11. Vulnerability to crime victimisation and exploitation

[the questions of this section should ONLY be asked to adults]

Experience of crime, particularly as victims and also potentially as offenders (given the lack of jobs and other opportunities available), can undermine young people's ability to integrate successfully in their new country. In some cases, young people in need of international protection might become victims of crime (for example, they might be robbed or exploited at the workplace). Social and economic exclusion might lead others to become vulnerable to criminal networks, including traffickers or drug pushers (as noted in FRA's reporting on the situation in certain reception centres in Member States). In order to promote integration, it is important to understand the full range of pressures that young people can face, with the aim of understanding particular vulnerabilities so that they can be addressed.

11.1 Sometimes people have bad experiences such as having something stolen, being robbed, being attacked or being exploited at the workplace. Thinking of people in need of international protection you know here in [country], have any of them had bad experiences in [country] – such as having something stolen or being attacked? *[Probe – Is experience of hate crime (such as racist incidents) a problem in [location]??]*

11.2 Are there any problems where you live or in [location] generally with young people who are in need of international protection being approached by criminal networks – such as traffickers, drug pushers – to try and get them involved in criminal activities? For example, with the offer of easy money? Do you know anyone who this has happened to?

12. Closure

12.1 Thinking about all the things we have been talking about, what would make you feel more settled here?



12.2 Looking forward, select three priority areas among the following that could help you feel more settled in [location]

	No	Yes	Don't know	Please insert any contextual comments that are spontaneously added by the interviewee when answering the above. Do not proactively seek additional responses.
Improving your [insert language of country e.g. Swedish]				
Finding a job/getting a better job				
Having your family here/having more family members here				
Having more [insert nationality of country e.g. Austrian] friends				
Having more friends from any background				
Better accommodation				
Improved prospects to stay/longer residence permit				
Better treatment by public authorities				
other (please specify)				

12.3 Thank you very much for your valuable time and for what you have told me today. Is there anything else that you would like to tell me?

The interview is finished. Before you leave I would like to ask you three short questions -> go to section 14 (Additional socio-demographic data)

13. Guardianship

[Only for respondents who arrived in [country] as unaccompanied children and previously reported that a guardian had been appointed]

13.1 You mentioned that you were provided with a child representative or a guardian, that is a person who supports and assists you as a child here alone. **Were you provided with any information on the role of the guardian and the support he/she will provide you? Which information?**

13.2 To your knowledge, in what procedures did the guardian provide you support? Please consider the following procedures: *[interviewer reads out the procedures and tick what applies]*

- First registration interview upon arrival
- Age assessment
- Asylum procedure
- Family tracing procedures
- Support in communicating/dealing with carers (depending on the situation, it might be foster families or reception centre managers or social workers)
- Access to accommodation
- Access to health
- Access to education
- Any relevant professional support services
- Other

13.3 How often did you communicate with your guardian? Could you contact him/her anytime when needed?

13.4 Did you trust your guardian?

13.5 Did your guardian regularly ask for your opinion? Do you feel that your opinion was taken considered?

13.6 Did you ever wish to change your guardian? If yes, did you ask to change your guardian? Did you succeed?

13.7 Any suggestions on what your guardian should have done differently?

-> go back to the section and question you had left

14. Additional socio-demographic data

14.1 Level of education

For how many years did you go to school before arriving in [country]? Please consider years from compulsory school i.e. not nursery school.

Write in _____

Don't know

Refuses to reply

14.2 Which of these descriptions best describe your current status? [READ OUT and circle the interviewee's response]

Single

Legally married or registered partnership

Legally separated / divorced / registered partnership dissolved

Living with my partner (cohabiting)

Widowed / Civil partner died

Other (specify)

14.3 Do you have children? If yes, how many and of what age?

No

Yes, Age child 1 _____

Age child 2 _____

Age child 3 _____

Age child 4 _____ [add lines if need be]

NO NEED FOR TRANSLATION FROM HERE ON



Information about INTERVIEW, INTERVIEWER AND SETTING

Interview identification number:

Date:	Country:
-------	----------

Length of interview: *e.g. 1h25*

City/region:	Location of the interview: <i>e.g. school, office, home of interviewee</i>
--------------	--

Interpreter present: yes/no	Interpreter’s nationality:
-----------------------------	----------------------------

Language in which the interview was conducted:

Other people present (please specify):

Name of interviewer:

Gender of interviewer:	Male		Female	
------------------------	------	--	--------	--

Age group of interviewer:	<30		30-50		>50	
---------------------------	-----	--	-------	--	-----	--

Nationality of interviewer:	
-----------------------------	--

Description of setting and interview climate

Main recurring themes

Other interviewers’ observations:

ANNEX I to topic guide

Information gathered about the interviewee (through the gatekeeper) before the interview

- When possible, the contractor will collect certain information BEFORE THE INTERVIEW via the gatekeeper who identified the interviewee.

Description of Gatekeeper (e.g. type of organisation/professional group):

Socio-demographic information about the INTERVIEWEE		
1	Location and country	
2	Please provide the basis for selecting this interviewee	Relevant target group:
		Applicant for international protection
		Refugee
		Subsidiary protection status holder
	A holder of a national residence permit on humanitarian grounds	
4	Nationality	
	Country of birth	
5	In which year did the interviewee arrive in [country]?	2015
		2016
6	Age of interviewee	16-17
		Accompanied
		Unaccompanied
		18-20
	21-24	
7	Has the interviewee arrived as unaccompanied child?	Yes
		No
		Do not know
8	Sex of interviewee	Male
		Female
9	Has applied for family reunification?	Yes
		No
10	Is the interviewee in...?	Education/vocational training
		Employment
		Nor education nor employment
11	Current type of accommodation	
12	Is there anything the interviewer should know prior to the interview?	<i>e.g. death of family members, victimisation experiences or other events not to be mentioned to avoid re-traumatization</i>



ANNEX II to topic guide

Table 1. Legal status

The table aims to capture the different legal status the interviewee had, approximate dates, as in the examples in red below. Please note that in most countries covered in the project, persons who have received international protection status need to apply for a residence permit separately. In such cases, please add information on how long it took for the person to receive a resident permit after being granted international protection.

The table is to be filled when going through Section 3 (Asylum application and residence status). It is fine to fill it in with gatekeepers e.g. lawyers, guardians etc if consent has been given by the interviewee, to get this personal information from them.

Interviewer should read out the following: ‘Could you please recall the relevant dates of your asylum application (including when you applied for asylum and when you received a decision on your application, as relevant). Please also try to recall approximately when you received a residence title/permit. Including periods when you had no residence permit or your permit had expired.’

	Dates from (month and year)	To (month and year)	Legal status	Residence title/permit granted - including when it was granted
1	<i>Example 01-2015</i>	6-2015	No legal status	-
2	06-2015	5-2016	Asylum applicant	Residence title granted after approx. 3 months since having applied for asylum
	5-2016	12-2016	Rejected asylum applicant – appeal pending	
3	12-2016	Until now	Refugee	residence permit granted a few weeks after receiving positive decision on asylum application
4				
5				
6				
7				

Table 2. Housing

Please list all the accommodations the interviewee had since his/her arrival in this country in 2015-2016, following the examples in red in the table below.

Interviewer should read out the following: ‘I would now like to write down all the accommodations you have lived in since your arrival in this country, approximately how long you stayed in each accommodation and where it was. Let’s start from the first accommodation you stayed in when arriving in [country]’

In case of more than one accommodation ask: ‘**Why did you change accommodation?**’

	Type of accommodation*	From (month and year)	To (month and year)	City/location	Why did respondent move to new accommodation? [consider especially change of accommodation linked to transitions e.g. turning 16 or 18 years old; or transition from asylum applicant to protection status holder]
1	<i>Example First reception centre</i>	<i>01-2015</i>	<i>06 -2015</i>	<i>Thisted</i>	
2	<i>In a rented apartment with others</i>	<i>07-2015</i>	<i>Until now</i>	<i>Copenhagen</i>	<i>The respondent moved to individual housing after having been granted international protection</i>
3					
4					
5					
6					
7					

***Type of accommodation**

- A. In the house of family members
- B. In the house of friends
- C. In the house of someone from the local population
- D. In a reception centre
- E. In a rented apartment alone
- F. In a rented apartment with others
- G. In a hotel/hostel
- H. I did not have a place where to stay
- I. Other [please specify]



Getting in touch with the EU

In person

All over the European Union, there are hundreds of Europe Direct information centres. You can find the address of the centre nearest you at: <https://europa.eu/contact>

On the phone or by email

Europe Direct is a service that answers your questions about the European Union. You can contact this service:

- by freephone: 00 800 6 7 8 9 10 11 (certain operators may charge for these calls),
- at the following standard number: +32 22999696 or
- by email via: <https://europa.eu/contact>

Finding information about the EU

Online

Information about the European Union in all the official languages of the EU is available on the Europa website at: <https://europa.eu>

EU publications

You can download or order free and priced EU publications from: <https://publications.europa.eu/en/publications>. Multiple copies of free publications may be obtained by contacting Europe Direct or your local information centre (see <https://europa.eu/contact>).

EU law and related documents

For access to legal information from the EU, including all EU law since 1951 in all the official language versions, go to EUR-Lex at: <https://eur-lex.europa.eu>

Open data from the EU

The EU Open Data Portal (<https://data.europa.eu/euodp>) provides access to datasets from the EU. Data can be downloaded and reused for free, both for commercial and non-commercial purposes.



FRA – EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS

Schwarzenbergplatz 11
1040 Vienna
AUSTRIA

Tel. +43 1580 30-0

Fax +43 1580 30-699

<https://fra.europa.eu>

<https://www.facebook.com/fundamentalrights>

<https://www.linkedin.com/company/eu-fundamental-rights-agency>

<https://twitter.com/EURightsAgency>



Publications Office
of the European Union