



guards. Services often take a threatening tone and treat asylum-seekers like criminals No personalized support - More focus on tracking where refugees are than checking wellbeing or connecting them to services. **OPPORTUNITY:** use this time (or queue time) point them to

other services

*** GOVERNMENT-**PROVIDED LANGUAGE SERVICES** In the UK, asylum seekers receive intensive language training (10h/week for 6 months) starting right when they arrive This is the primary way that many refugees meet friends, and their first chance to build a community

SOCIAL SERVICES

OFII (Office Française de

l'immigration et de l'intégration -

French office for immigration and

integration): 1) manages arrival

hospitality procedure with CADA,

government support platforms: Pole emploi (employment0, CAF, CPAM (social serity). 3) Support

civic education, laicity, but often

takes time to start classes. Only

officially accepted have access to

HEALTH SERVICES

CMU (French Health Insurance)

Must renew every three months.

Free health services in hospital,

send to specialised services as

provides access to services

refugees (whose claims were

GOVERNMENT:

those services

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needed

and hospitality process with

Coordination of the national

CPH or emergency housing.

the "Republican integration contract" (refugees commit to follow various training in French,

Connections to various

OFPRA et CNDA. 2)

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agents.

Government Employment Services

Only asylum seekers with refugee Préfecture de Police (government status have access to government institution in charge of security and safety) is in charge of the language services process. Lack of translators and limited English skills for most

Increase connections & sharing of capabilities between NGO s and government services **GOVERNMENT: GOVERNMENT:**

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LANGUAGE SERVICES

GOVERNMENT:

Demandeurs d'Asile (CADA) -

Emergency housing suppor

street, leading to critical social

Centre Provisoire d'Hébergement

Many asylum seekers living in the

HOUSING

Centre d'Accueil des

and safety challenges

Refugees generally don't think about this as a resource, and it seems

much of this work has been taken over by the Refugee Council (NGO)

Connect through live events **Opportunity** For technology solutions to connect refugees to each other & events **ASYLUM SEEKER**

access to government support,

regardless of whether the family

actually provides support. This is

connections.

Introductions

of meeting

Introductions

Key

LANGUAGE

Only NGO's provide language

support, yet many lack the

adapt classes to the socio-

experience and knowledge to

cultural specificities of asylum

seeker populations. Lack of

Students often miss classed

coordination between various

capacity as well.

services

due to administrative

obligations and lack of

CLASSES

very problematic.

because aside from the physical

First contact upon arrival

Need for good referral

system & clear

guidelines of what

needs to be referred.

since it can be illegal

and dangerous for

friends to give each

other legal help, etc.

application for asylum

Required after

they could help

gatherings, NGO's generally don't

get info about who is out there that

Potential

referral

system

*** LOCAL MENTORS These are often arranged through formal schemes. Not everyone has access to this, but some mentors go above and beyond. Mentorship connections happened easily in Calais and built strong social connections that remained after leaving the camps. However, this seems to be less common in the UK (and even those who had mentors in France didn't find mentors in the UK)

OPPORTUNITY: Expand mentoring services

UK FRANCE NGO's 2 types of NGO: No language support from Hired by the government to government if no refugee ensure basic hospitality services status

(e.g: France Terre d'Asile, Samu

operating with a large numbers of

Social, Croix Rouge), with

volunteers and employees

Independent NGO's, often

volunteers

Groups often meet for sports Friends who have gone through (watching or playing), but this doesn't the same process are often the make for very meaningful social most helpful source of information about support services for asylum seekers. Primary way Different communities offer different levels of support. In the UK there is relatively little support,

> refugees to help new asylumseekers **LOCAL FRIENDS** Very limited during the hospitality process because there aren't natural ways to meet, only forced interactions, and most social interactions are only in passing. **Current connection** Potential connection to be made *** Services that are most used / mentioned

especially for the communities

There are sometimes tensions

theft, that reduce collaboration

program that allows settled

OPPORTUNITY: Create mentoring

between different communities /

nationalities, including threats and

that are perceived to be less

Line thickness indicates connection strength Social Connections &

ACTIVITY GROUPS &

MEET UPS

Refugees / Sports / Art Events,

Painting Exhibitions, or Poem

Initiatives such as Kitchen

Reading / Arabic Classes

FAMILY

supporting them in some ways.

REFUGEE FRIENDS

Often connected to refugees

though NGOs.

donated by refugees to

volunteers.

Information Flows - France



HOUSING

When no space with CADA

(government housing support):

emergency housing or live in the

In September 2017, 2500 people

people in Calais were awaiting

people hosting asylum seekers

LEVERS OF CHANGE

and refugees

slept in the streets in Paris. 1/3 of

services from CADA Networks of

Not often present, asylum seekers often come alone **LOCAL FRIENDS** vvitn volunteers People welcoming asylum seekers at their home or

LEGAL SERVICES

Lack of capacity, difficulty to

Presence in large cities but

handle all demand.

less in smaller towns

or employees with legal

background - expedited

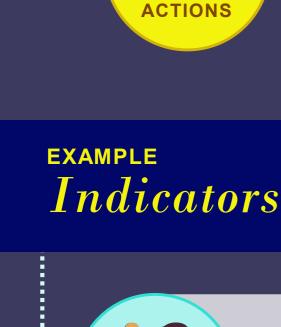
training can lead to errors

KeyOften operated by volunteers **Current connection** Potential connection to be made

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Idem

Line thickness indicates connection strength



BRIDGES

³ Image sources:



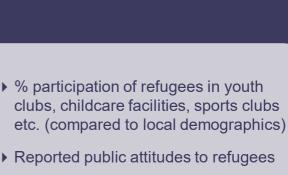
refugees

amongst refugees











SOCIAL BONDS

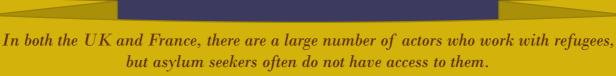
community organisations or committees Utilisation of local services & amenities by refugees



% refugees demonstrating English language fluency at ESOL level 2 within two years of receiving refugee status



refugees reporting regular accessing of English/French language media



Furthermore, there is a lack of professional development and training for refugees. MAËLLE BARBANÇON







EVA HOFFMANN ANNIE LIV JOANNA TAM WAZHMA WESA RESEARCH PARTNERS:





These gaps should be investigated to improve the integration of refugees. ¹ The World Bank, gov.uk, Refugee Council UK, British Red Cross, Refugee Action, The Guardian ² The Local, World Bank, OFPRA Glam, Y. (2013) Circle from Different Hands. [Online]. Available from: https://psmag.com/social-

justice/racial-empathy-gap-race-black-white-psychology-66993 Flaticon. (2018). Free vector icons. [Online]. Available from: https://www.flaticon.com Brass Comet (2018). Mountains. [Online]. Available from: https://brasscomet.com/wpcontent/uploads/2017/02/mountains2.png ⁴ Please see separate report for full citation list

Employment & unemployment rates of

▶ Reported satisfaction with employment

% participation of refugees in youth

clubs, childcare facilities, sports clubs

etc. (compared to local demographics)

▶ Reported public attitudes to refugees

⁵ Special thank you to our advisor Aparna Shrivastava, and interviewees: Bilal, Ikbal, Mohamed, Fyssal, Amine, Ammer, Alrachid, Mohammed Ali, Tenzin, driss, Ramadan, Ismaël, Ali, Sabir

LEARNING **JOBS**

