

Report of exchange programme in Denmark



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HUB INTERVIEW GUIDE

on STATISTICAL DATA AND GENERAL RECEPTION CONDITIONS

Please provide data on the following, if available

1. Number and countries of origin of asylum seekers in a) the whole country, b) the reception facility

a) 15.May 2007 1479 residents. From 66 different countries.

The main ones are: Iraq, Kosovo, Iran, Somalia, and Stateless Palestinians

b) Reception Center Jelling: 124 adults + 56 children

2. Number and countries of origin asylum seekers in a) the whole country, b) the reception facility, Who are?

- women
- pregnant women
- single mothers with minor children
- families
- minors
- unaccompanied minors. 31 in Denmark, 5 in Jelling –private accommodation
- older people
- disabled people / In Jelling 1
- victims of trauma and other people with mental health problems - in Jelling 10

Please note down the ways in which information was/ could be accessed. If information was not available, please note down the reasons for this.

Danish Red Cross internet web

GENERAL RECEPTION CONDITIONS

Initial reception

Where are asylum seekers placed when they first enter the country?

They are placed in center Sandholm in the northern part of Zealand.

Medical screening

What are the minimum practices on medical screening (health and mental health)?

A nurse offers an interview concerning their health shortly after arriving to Denmark. The ask about physical and psychological health, been on prison, tortured or lived in a refugee camp, about social state and family. If nurse sees signs of sickness they will be offered a medical examination. The doctor can send them to specialist to control. Acute dental problems send to dentist. TB test they doing just for asylum seekers who came from country with many TB cases. Children are examined by a health visitor.

Information

Do asylum seekers receive information on the asylum process? YES. They can always ask about help from social workers.

Do they receive adequate information on their rights? YES

What is the quality and accessibility of this information?

Asylum seekers have information's about health and other tings on the brochure& printed material in different languages and oral information given by social worker.

They are informed about 3 phases.

Phase 1 - waiting a decision whether their application will be processed in Denmark

Phase 2 - when theirs application are processed in Denmark

Phase 3 – application are rejected

Legal services

What types of legal services are offered?

Asylum seekers have to take a contact with police first. They will fingerprint and photograph the asylum seeker, record an official statement from the applicant and route travelled to Denmark. They have always an interpreter when they have interview with the Danish immigration service and applying for asylum. Each individual case will have an individual decision.

If the Danish Immigration Service determines that an asylum application is to be examined in Denmark, the Immigration Service itself will decide hereafter whether or not the applicant will be granted asylum. The asylum seeker must fill out an official application form for asylum, in which he or she can explain in more specific terms why he or she is seeking asylum in Denmark. After that, the Danish Immigration Service will hold an interview with the applicant, assisted by an interpreter. During the course of the interview, the asylum seeker has the opportunity to further clarify why he or she is applying for asylum in Denmark.

Following the interview, the Danish Immigration Service will deliver a decision, based on an overall assessment of all the relevant information in each individual case. The Immigration Service will consider the statement provided by the asylum seeker, as well as information on conditions in the applicant's country of origin. In most cases, the Immigration Service will be able to reach a decision based on these grounds alone. There may be instances where the Immigration Service requires additional information to reach a decision: if, for example, there is some doubt regarding conditions in a specific country.

Red Cross are offering all legal service at that time they are living in reception center.

The legal service offered cover the whole asylum procedure. There is not limit of hours for legal services.

How are asylum seekers supported in making their application?

With information from brochure, interpreter.

Interpreters

Are professional, culturally sensitive and gender-matched interpreters available for asylum seekers when required? YES. The interpreters are always professional and they try to gender/matched. If they want specials interpreters the staff can call and order it.

Waiting times

How long do asylum seekers have to wait for a decision in their case? Please provide examples.

In 2006 asylum seekers stayed in Denmark for about 3 years and 3 months.

Some of asylum seekers have lived at the Asylum center for up to 5, 6 or 7 years. Red Cross has the opinion that nobody should live in asylum center for more than a year.

Detention

Are any asylum seekers held in detention/ detention-like facilities? Please provide statistical data if available.

In Denmark they do not have detention center for asylum seekers. Police can put some in detention if they are afraid or begin to suspect that he / she will go to other country or be illegal in Denmark.

What are the conditions and practices around detention (e.g. lengths of time spent in detention, material conditions, services available for detainees)?

Like as other who are in prison.

Dispersal

Is there a dispersal policy for asylum seekers?

Yes. They are in the reception center all over the Denmark. They are many nations who live together.

What are the effects of the dispersal policy on asylum seekers?

They live in community in the reception center and they have a possibility to meet Danish people and are integrated in community on the free time. They go to school, make friendships both with Danish people and other refugees and maybe find a job. After 3 years they have a possibility to move to other community. In Denmark they try to do not have just people from one county in one city or area.

Staff

How are staffs at the reception centre trained?

Number of staff is about 30; some of them finish in July because it is not asylum seekers in the Jelling center.

There are 4 of administration staff

Professional staff: the most of them are social workers, and there are 3.

They have teachers in the school, pedagogue in the kindergarten, technical staff and caretaker, economy, political science worker.

What is the level of involvement by staff members in their clients' experiences at the reception facility?

They are very active and try to do everything to make condition better at the reception center. They have much contact with asylum seekers every day and they have open office every day for them.

What is the turnover rate of members of staff?

They are in Red Cross many years and say that they enjoys it. It is almost 30 staffs in the reception center, school, kindergarten, health center. Now some of them must to go because they do not have many asylum seekers in the center.

Client information

How much information does staff have about their clients?

When an asylum seekers come to reception center staff now just name, nationality, age and mail.

First day after they come to reception center asylum seeker have a meeting with information worker, who do interview with them about education, job expiries, activities, interesting about education.

Social worker talk with everybody and try to include them with other in the reception center.

How is this information obtained?

Secretly. Health personal obtains information very secretly and can say or informed other just with asylum seeker agreement. Parents decide for children less than 18 years.

How is client information recorded, and how are the records maintained and accessed?

Secretly.

Schooling and education

What kind of educational opportunities are available to asylum seekers?

Children between the ages of seven and sixteen follow Danish education system and go to school organised by Red Cross. Every child has the right to an education

Adults (over 60 years it is not compulsory) can go to school 10 times a week and learn Danish language if they are in phase 2 and have a contract. If they are in phase 1 or 3 they have not possibility to go to school.

But if they are in phase 3 and have a practise place and learn something they can practises in home country like an f.eks. hairdresser, that they have o possibility to learn Danish 3 months.

Education

Asylum seekers over the age of 18 and who have not received a final rejection of their application for asylum must participate in courses designed to maintain and augment both their general skills as well as their trade or professional skills. The courses are held at or in association with the asylum centre.

Newly arrived asylum seekers must participate in an introductory course at the reception centre. When the initial case review is completed and it has been decided that an asylum seeker's application is to be processed in Denmark, then the applicant must participate in a Danish or English language course, as well as courses in Danish culture, society, and other relevant topics. Courses, however, must begin within a maximum of three months after a request for asylum is made. An average of 10 hours per week is used attending courses. Seventeen-year-old asylum seekers may participate in courses.

All asylum seekers over 18 are obliged to help with required daily tasks at their asylum centre, e.g. cleaning their own rooms, common areas, kitchen areas, and bathrooms. In addition to these tasks, asylum seekers may help with other tasks at the centre (internal activation), e.g. helping personnel with routine office work and the upkeep and reparation of buildings, furnishings, and common areas at their place of lodging. Asylum seekers who are still awaiting a decision whether their applications will be processed in Denmark may only perform internal activation tasks. The same also applies for asylum seekers whose applications have been rejected.

Asylum seekers whose applications are to be processed in Denmark may participate in both internal activation as well as unpaid job training programs at a company not affiliated with the asylum centre (external activation). Applicants can also participate in unpaid humanitarian work or any other form of volunteer work.

If asylum seekers do not live up to their contracts with asylum centres, a reduction of allowances equivalent to the number of days' tasks not performed can be made.

Do they receive language training?

The most off them. They are very interesting to learn Danish, but on off reason could be that they have extra money- benefits if they go to school and activities

Health care

What kind of health services are available?

1. after arrival in Denmark all asylum seekers are invited to a meeting with a nurse
2. journal follows the persons to other reception center when they moving
3. Asylum seekers are entitled to free medical treatment by a doctor or in a hospital in case of urgency.
4. In the reception center are doctor available 2 hours 2 times a week and nurses everyday 8 hours, psychology 4 hours a week. They have fix opening hours from 12 to 14.
5. If an asylum seeker suffers from acute dental problems he/she is entitled to treatments. Dentist bills exceeding 3.000 DK must be accepted by the Immigration Service

6. Asylum seeker can go to special doctor 5 times for all time they live in Denmark. For more treatment they need to apply to Immigration service

To what extent do asylum seekers have access to medical aid and treatment?

They have access to medical aid and treatment if they are ill and doctor recommended it and write prescription to treatment with special doctor. They are same rules for all people in Denmark. Asylum seekers have to apply to more then 5 treatments to Immigration service.

Mental health care

What are the provisions for mental health care?

All asylum seekers have possibility to go to (without apply to Immigration service):

- psychiatrist doctor 3 times - cost 1000 DK pr. hours
For more treatments they need to apply. Medical treatment with psychiatrist doctor 3 or max 4 times
- treatment with psychologist 12 times – cost 785 DK pr. Hours

It is possible to choice men or woman doctor.

In Copenhagen is the Center for traumatised refugees and asylum seekers “ Psykotraume centre”. Both children and adults can use this centre by they have to be send there from doctor from reception center.

If residents have mental problems it is possible to organised activities with adult’s pedagogy. They can do many different tings in activities house like cooking, computer, reading, walking groups 2 or 3 hours on day.

Food

What are the arrangements around food provision?

1.

When they are living in a center they have got money every 14 days for food and they prepare food self.

2.

For asylum seekers who had received a final rejection of their application for asylum in Denmark it is reception center in the Sandholm for single and Avnstrup for families whose had.

Residents at departure centres are typically asylum seekers who will not co-operate with the police on their departure after they have received final rejections of their application for asylum and have not left the country by the set deadline.

A number of special conditions that differ from the conditions at normal centres apply at the departure centres.

They get 3 daily meals in cafeteria. They do not receive any cash. Health help just emergency, children go to school. They get a hygiene article and clothes if they need.

Departures centres feature:

- Cafeteria service, i.e. residents are provided with meals three times daily
- Asylum seekers on the food allowance program do not receive any form of cash allowance. Read more about the [food allowance program](#).
- There are extra guards to ensure that only individuals with approved business are allowed access to centres. This means that only individuals invited by residents are admitted to centres

- There are police present in order to ensure order
- Adult residents are not permitted to participate in courses or job activation while awaiting departure
- Residents may not relocate unless the Immigration Service permits them to do so

The food allowance program

On 1 July 2005, the Danish government has implemented new regulations for the payment of cash allowances to asylum seekers who do not live up to the obligations required by immigration laws. The new rules are part of the government's objective of motivating asylum seekers to live up to the obligations required of them by immigration laws.

The new rules mean that the previous 'lunchbox' program is replaced by a food allowance program.

If asylum seekers do not live up to their obligations, the Immigration Service can decide to place asylum seekers and their families, if applicable, on the allowance for subsistence program.

The program is primarily intended for cases where asylum seekers have received final rejections of their applications for Danish residence permits, have not left the country by the date ordered, and who are not willing to leave the country.

For asylum seekers living at asylum centres where meals are not provided being placed on the program means that supplementary allowances earned through such activities as activation will no longer be paid. The allowance for asylum seekers with children will also be reduced. This means that applicants will only receive allowances for food (basic allowance).

Asylum seekers living at centres where meals are provided will receive no allowance. This also applies to families with children.

Families with children under the age of 18 will receive a so-called child package every 14 days per child, regardless of age. The child package contains such items as fruit and a few sweets.

Under the new rules, the Immigration Service can only set aside the rules of the program in cases with extremely extenuating circumstances. Cases such as those involving unaccompanied minors or individuals with special forms of life-threatening diseases, would qualify for an exemption.

The Immigration Service can remove asylum seekers from the food allowance program if they choose to co-operate with police on their departure, have their travel deadline postponed, or have their case re-opened. Asylum seekers removed from the program by the Service will again receive their supplementary allowances and have their caregiver allowance increased.

Accommodation

Where are asylum seekers housed at various stages of the asylum process?

Accommodations in reception center

As rule, asylum seekers must stay at an asylum centre while applying for asylum. There are

6 asylum centres in Denmark. Sandholm is a reception center, Jelling is an accommodation center, center Gribskov is for UAM, Center Fasan is only for women, Konglerunden is a special care center, and Avnstrup is a departure center.

Private accommodations

In certain cases, however, permission to stay outside of the asylum centre can be granted. Such requests will be especially relevant for asylum seekers who have relations living in Denmark or friends with whom they would like to stay during the application process. A small number of asylum seekers live under private conditions. In Jylland area (about 200km from Jelling center) is about 40 who are in private accommodations and they have contact with reception center in Jelling.

There are two types of private accommodations: *funded* and *unfunded*.

Funded means that the asylum seeker can still receive cash allowances while staying in Denmark outside of an asylum centre. The asylum seeker also receives payment for the cost of transport to and from meetings with immigration authorities as well as for necessary health treatment.

Unfunded means that the asylum seeker only receives payment for necessary health treatment and for the cost of transportation to and from meetings with immigration authorities.

Permission for **funded private accommodations** can be given if:

- the asylum seeker's request for asylum is being processed by the immigration authorities, and
- the asylum seeker has a compelling health or psycho-social condition

Examples of compelling health conditions include:

- asylum seekers who have diabetes or who are on dialysis
- asylum seekers with serious heart problems
- asylum seekers who suffer from cancer

Examples of psycho-social conditions include:

- older asylum seekers who would have problems taking care of themselves at an asylum centre
- unaccompanied asylum-seeking children who would like to stay with a relative that lives in Denmark whom the relevant municipality has authorised guardianship or given temporary guardianship in accordance with the Danish service law

Permission for **unfunded private accommodations** is generally given to asylum seekers whose application is being processed by the immigration authorities.

Asylum seekers are welcome to contact centre personnel for help with completion of applications for private accommodations.

Are they able to choose their own accommodation? **NO** if they live in reception center, but yes if they move private.

What is the quality of accommodation arrangements for asylum seekers?

Very simple.

-Each single asylum seeker has a chair, a bed, a locker. They share a room with other people (same mail) and share bathroom and kitchen. 3,4 or 6 people in a room are usually. About 20 people live in a block and share bathroom and kitchen.

- Families live together in one or two rooms and share bathroom and kitchen. Some of families have an own apartment/flat with one or 2 rooms. Different from families to families how many children they have. They have own bathroom and kitchen. Many of families in Jelling reception center has own flat.

Financial support

What kind of financial support do asylum seekers receive?

Asylum seekers may not work in Denmark unless they have a residence permits.

The cash allowance are categorised in the following manner:

- A basic allowance that covers expenses for food, personal hygiene items, etc.
- A supplementary allowance for asylum seekers that live up to the terms of their contract with the asylum centre.
- A caregiver allowance for asylum seekers with children

Cash allowances

The cash allowances for asylum seekers in Denmark are categorised accordingly:

- A basic allowance
- A supplementary allowance, if applicable
- A caregiver supplement for first and second children
- A reduced caregiver supplement for third and fourth children

Basic allowance

The basic allowance covers expenses for food, personal hygiene items, etc. This is paid to all asylum seekers over the age of 18 who do not receive free food at their asylum centre.

Supplementary allowance

All asylum seekers over the age of 18 can receive extra money if they live up to the contract they enter into with asylum centres governing completing necessary tasks, participation job activation, and participation in courses..

Caregiver supplement

All asylum seekers with children receive money to support their children. Only one supplement per child is given. The caregiver supplement is paid for a maximum of two children. If a family has more children, they can receive a reduced amount for the third and fourth children (reduced caregiver supplement). It is not possible to receive payments for more than four children.

Cash allowances for foreigners placed on the food allowance program or whose cases are being handled according to the apparently groundless expedited procedure

Asylum seekers placed on the food allowance program or whose cases are being handled according to the so-called apparently groundless expedited procedure cannot receive a

supplementary allowance, only the basic allowances and a reduced caregiver allowance, if applicable. Applicants living at asylum centres where meals are served receive no cash allowances.

Current amounts

Below is a list of 2005 allowance amounts. The amount paid is adjusted annually.

The basic allowance is DKK 42.73 per day per adult. If applicants are married and living with their spouses, both will receive DKK 33.83 per day per adult. The basic allowance is paid in advance every other Thursday.

While applications are in their initial phase - when it has yet to be determined whether requests for asylum will be processed in Denmark - the supplementary allowance will be DKK 7.13 per day. If it is decided that a request for asylum is to be processed in Denmark, the supplementary allowance will be increased to DKK 24.93 per day. Applicants who have received final rejection of their applications and must therefore depart Denmark will have their supplementary allowances lowered to DKK 7.13 per day. The supplementary allowance is paid every other Thursday, at the end of each fourteen-day period.

The caregiver supplement for first and second children during the initial phase is DKK 49.86 per child per day. If a decision is made to process an application in Denmark, the caregiver supplement will be increased to 67.66 per child per day. Asylum seekers living at asylum centres where meals are provided will only receive caregiver supplements of DKK 24.93. For third and fourth children, the caregiver supplement is reduced to DKK 35.61 per day per child. Asylum seekers living at asylum centres where meals are provided receive no caregiver supplement for third or fourth children. The caregiver supplement is paid every other Thursday, at the end of each fourteen-day period.

Examples of cash allowances

Examples of cash allowances for asylum seekers in the **initial processing phase** or for asylum seekers whose applications have been **rejected**:

Example 1: Family with two children

Living at a normal asylum centre where meals are not provided: DKK 2543 every 14 days.

Example 2: Single adult without children

Living at a normal asylum centre where meals are not provided: DKK 698 every 14 days.

Examples of cash allowances for asylum seekers whose applications are being processed according to so-called normal procedure:

Example 3: Family of two adults and two children:

Living at a normal asylum centre where meals are not provided: DKK 3539.75 every 14 days.

Example 4: Single adult without child:

Living at a normal asylum centre where meals are not provided: DKK 947.25 every 14 days.

Examples of cash allowances for asylum seekers on the **food allowance program** or whose cases are being processed according to the **apparently groundless expedited procedure**:

Example 5: Family of two adults and two children on the food allowance program
Living at a normal asylum centre where meals are not provided: DKK 2143.75 every 14 days.

Living at a centre where meals are provided: DKK 0

Example 6: Single adult without children on the food allowance program:

Living at a normal asylum centre where meals are not provided: DKK 598.25 every 14 days.

Living at a centre where meals are provided: DKK 0

Information from Jelling center>

There is different financial support for asylum seekers, because they could be in different phase.

Phase 1 and 3	Phase 2
Without activities: Adults 624 Child 729	Without activities: Adults 624 Child 989
With activities: Adult 729 Child 729	With activities: Adult 989 Child 989

Are they expected to refund expenses?

The state's expenses for the housing of asylum seekers in 2004 are expected to amount to DKK 600 million. That is the equivalent of approximately DKK 135,000 per asylum seeker, on average, for housing per year

Clothing

What kind of arrangements exist for clothing, including shoes, winter garments, etc.?

Most asylum seekers have a very restrained budget or no budget at all to use for living costs. They get packages when they come to Denmark for the first time and to the applicants who had their application turned down but have not yet left Denmark.

- Asylum seekers get cloths when they coming to Denmark and apply for asylum.
- If they are in phase 2 they not get cloths, but they have money which they could use to buy. Children get each winter bag with winter cloths.
- But if asylum seekers are in phase 3 they do not have much money, but they can choose clothing for 600 point for children or 1200 points for adults from reception center.
Example: jeans 65 points, t-shirt 18, shoes 180, winter shoes 280, socks 35, jogging dress 180, caps 60, gloves 60
- Reception center organised second-hand shop each 2 week

Freedom of movement

Do asylum seekers have freedom of movement in the country?

No, they can not decide in which reception center they won't to live, but some of them have a possibility to move to his family in private accommodation.

Recreation

Are there opportunities for recreation and leisure activities, in areas such as arts, sports, reading, games, music, and being outdoors? **YES. There is very nice area around.**

Religious practice

Are there facilities for religious practice? **YES. Everyone is free to practice their own religion in private room or in the activities room if they are organised on special feast...**

Host community

To what extent can asylum seekers engage with members of the host community?

In many things which are organised for everybody: sport or free time activities, different kinds of courses, but it is possible if they can speak Danish or English and organised it self.

Communication and media

Do asylum seekers have access to phone cards, telephones and/ or mobiles? **YES**

Telephones box is available in area and receptions center and almost everybody have a mobile

Do asylum seekers have access to the Internet, TV and radio?

They have access in commons rooms and somebody has TV in the flat

Withdrawal of benefits

Are there any circumstances in which benefits or services may be withdrawn from asylum seekers?

Complaints and participation

Do asylum seekers have the opportunity to make official and/ or informal complaints against practices in the residence facilities? **YES**

How are complaints processed?

Are asylum seekers involved in any aspect of the ways in which the facility operates?

Good practice

Are there specific examples of good practice relating to any of the above aspects?

- 1. In reception center they move together 2 women with child together in a flat. They do not need to share bath and kitchen with single people.**
- 2. Disabled asylum seeker has a flat alone. There are good place and he need it because he is without legs.**
- 3. The staff is very active and helps them with many things. They are available every day and it is easy to come to them**
- 4. Many activities for all asylum seekers – young, children, women, single**
- 5. Second-hand shop**
- 6. trip for children 11-18 years on Saturday and Sunday**
- 7. activities for people with mental problems**
- 8. reception center true to make conditions better in center and change many furniture's, kitchen , bed by time to time**

HUB INTERVIEW GUIDE

on CHILDREN, INCLUDING UNACCOMPANIED MINORS (UAMs)

The definition of 'child' in this questionnaire applies to anyone under 18 years of age. However, different reception practices may exist for children of different age groups, including adolescents, and these should be accounted for in the reporting.

Reception of clandestine entrants/ port of entry claimants

How are clandestine entrants/ port of entry claimants received?

Children are considered a particularly vulnerable group. Therefore, some **special guidelines** for the examination of their applications have been devised. According to these guidelines, asylum applications from children will be examined as quickly as possible, and child applicants will be housed in special accommodation centres with specially trained personnel.

If a child's asylum case is decided according to the manifestly unfounded procedure, the Danish Immigration Service will appoint an attorney to represent the child.

Are suitable facilities offered to children? **Yes**

Do children receive information on their rights? **Yes**

Age determination

What are the procedures for age determination?

If police is in doubt about age they can take an age test. X-ray of hands wrist.

Are they compulsory?

No,

How are children prepared for and supported throughout the procedures?

They are explained why and how test will be doing. They talk with a member of Red Cross who explained process and make sure that interview is pleasant for them

Age definitions

What is the age definition of a 'child' in the asylum process and what are the implications of this? **18 years**

What happens when an asylum-seeking child reaches the legal age for adulthood?

They moving to reception center with other asylum seekers and they are treatment like adults

Interview arrangements

Are the interviewers trained in interviewing children? **????**

Is the purpose of the interview explained to the child in a way that he/ she can make sense of it?

?????

Initial Accommodation

Where are children placed for accommodation, and how are the accommodation facilities like?

Center Gribskov for UAM . The first 6 weeks the child follows a reception center program including interviews, medical screening, doctors help, strategies how makings its own life in Denmark.

Are children accommodated separately, or with adults?

Children with family are accommodated with own families. UAM are accommodated separately.

What are the accommodation arrangements for UAMs?

Separately in center for UAM if they are under 18 years.

Guardians

Are UAMs assigned a guardian? **YES, some special guidelines** for the examination of their applications have been devised. According to these guidelines, asylum applications from children will be examined as quickly as possible, and child applicants will be housed in special accommodation centres with specially trained personnel.

How are the guardians selected?

The representative will not be affiliated with immigration authorities, and can, for example, be a relative or other private citizen.

Language support

Are interpreters available for children? **YES**

Are they trained in communicating with children? **????**

How is trust built between the interpreter and the child? **????**

Do all children receive training in the host language?

YES in the school 2 hours a week with mother tongue

Information

Do children receive adequate information at all stages of the asylum process, and are children explained their rights, in a language they can understand?

Yes and social worker from Red Cross and guardian are there and have control does child understands information.

Do children in families and UAMs differ in the extent of information they receive?

Yes, because children with families do not have a guardian and do not give an interview. They follow parents and parents apply to asylum.

Legal support

What kind of legal services are on offer for children?

-Red Cross children care – health and playroom and after school care

-Psycho-social education for children organised in groups for

6-8 age, 10-14 age, 14-17 years.

Family tracing

Do children receive services for tracing their families? **YES if they won't or have some members of families**

Following the child's arrival to Denmark, the Danish Immigration Service will launch an investigation of the child's parents. The investigation may occur in cooperation with the Danish Red Cross, or other similar organisation appointed by the Minister for Refugee, Immigration and Integration Affairs. The investigation requires the explicit consent of the child or his/her personal representative.

Can children and UAMs in particular keep in touch with their families or friends abroad, if they wish to do so? **Yes, by internet and phone**

Waiting times

How long do children have to wait for decisions in their case, and how are they prepared for and supported throughout the waiting? **They wait too long.**

If an unaccompanied child is granted a residence permit, the permit is initially limited to a period of 2 years and 10 months. When the residence permit expires, the child can seek an extension. In order to receive such an extension, the child must continue to fulfil the conditions for residence in Denmark.

Children with parents wait to long

Access to education

What kind of education do children receive?

Like a Danish children, but in the own school organised by Red Cross.

Asylum children between the ages of seven and sixteen get taught either in the Danish Red Cross's own schools or at the local state primary school– like Vain does.

The majority of asylum children start at a Danish Red Cross school where the pupils have the same subjects and timetable as bi-lingual children in a Danish school. This means that Danish, English, maths and practical subjects are on the timetable and that the teaching is in Danish. All the schools have computers and integrate IT into the lessons.

The pupils are very diverse. They come from many different countries, speak different languages and often have different starting points. Some have never been to school, others have had normal teaching appropriate to their ages, but all have gaps in their education because they are refugees. The Danish Red Cross schools have to accommodate them all and the teachers plan their teaching according to the needs of each individual pupil. Because the Danish Red Cross schools usually have only three classes there is a wide age-range in each class, which the teachers also have to take into consideration.

Danish language, culture and society are central to the curriculum, but whenever possible, the Danish Red Cross also offers native language teaching. Thus the children will be equipped to continue their education whether they get residence in Denmark or if they have to return home.

Many asylum children go on to Danish primary schools because they need more educational, social and linguistic challenges than the Danish Red Cross schools can provide in the long term when new pupils who have just arrived in Denmark also must provide from the teaching. Nine year old Avin is one of those who is benefiting from going to school with Danish children.

Is the schooling mainstream or separate?

Separate and organised by Red Cross. They have 4 age groups in the school.

Health and mental health screening

At what stage are children screened for health/ mental health?

When they come to Denmark and apply for asylum. They have a first interview with nurse. After they have same offer like a children from Denmark. When they are small 1 time a months and after they are 1 years old 1 time a years with public health nurse

Every asylum centre employs its own nurses, health visitors and doctors who watch that the children develop normally.

Shortly after arriving in Denmark, all children are examined by a nurse who also talks with the parents about the extent to which the children have been exposed to violence and separation from or loss of their parents.

Are there any specific health services for children?

The asylum children get visits by health visitors, doctors' examinations and vaccinations - just the same as Danish children do.

The youngest children, those under one year, get visited by the nurse and an interpreter seven times a year and those aged between one and five get a visit once a year. The older children, those between seven and sixteen, get a visit to a school nurse once a year. In addition, all children get the same dental treatment as Danish children

In urgency they need to take a contact with nurse or doctor in the Reception center. They have conversation with psychology and with public health nurse.

Every asylum centre employs its own nurses, health visitors and doctors who watch that the children develop normally.

Shortly after arriving in Denmark, all children are examined by a nurse who also talks with the parents about the extent to which the children have been exposed to violence and separation from or loss of their parents. Thereafter, the asylum children get visits by health visitors, doctors' examinations and vaccinations - just the same as Danish children do.

The youngest children, those under one year, get visited by the nurse and an interpreter seven times a year and those aged between one and five get a visit once a year. The older children, those between seven and sixteen, get a visit to a school nurse once a year. In addition, all children get the same dental treatment as Danish children

Psykotraume center in Copenhagen.

Are adolescents (in families/ UAMs) offered information on sexual health?

YES, separately and / or in groups

What kind of mental health services are offered to children?

Children who require special psychological or social support receive this cooperation with the host community.

Are children aware of the health/ mental health services on offer? YES

Psycho-social support

How is trust built between children and professionals?

Very good

Are members of staff trained in communicating with children?

Yes

Are members of staff familiar with cultural and religious differences in the experience of childhood?

Yes

What information does the centre collect about a child's past, and how does staff treat this information?

There are just health personal and social workers who have information about children's past.

Do children have the opportunity to engage with children from the host community?

Yes. They are possible to go to club after school and go to trip- day or weekend with other children from host community

Do UAMs receive support/ coaching in every-day life-skills?

Yes

Are there activities that bring together children at the centre as a group?

Yes

Are there any special programs available for enhancing children's well-being?

They have possibility to:

Playroom for children from 0-2 years – not compulsory – 8 children

Kindergarten 2-7 years - compulsory- 10 children

Playgroup after school 7-9 - compulsory- 10 children

After school 11-13 - compulsory- 6 children – 3 days a week
After school 13-18 - not compulsory- 11 children – 3 days a week

Children from 11-18 years have offered to go to host community days they do not have an offer in reception center. They can go on the Saturday and Sunday too. There they have a possibility to be together with children from host community. It is possibility to go to summer trip one week with other children free.

There is staff: 2 in the playroom, 2 in the kindergarten, 2 pedagogy for children 7-18 years.

Children's voice

Are children being heard as individuals at the reception centre?

Yes, but just if own health and well-being if they are with family.

Reception center can send rapport to Immigration service about children's situation.

Do they take part in decision-making processes?

Yes about activities, health.

Are children in families treated differently compared to UAMs?

No, but there are very different situation for UAM-they need more help.

UAM need more help with learn about adults live and with asylum process.

Freedom of movement

Are there any restrictions on children's freedom of movement?

Yes and no. Yes- they can go to visit friends but not go without to say families or staff in center for UAM where they are. From time to time children go from center and they no where they are

Dispersal practices

Is there a dispersal policy for children?

Yes. They are living in different center in Denmark and have possibility to make a contact with children from different culture and from host community.

How long can children normally stay in one place?

How are children prepared for and supported during dispersal?

Transportation

If dispersed, what are the practical arrangements for travelling to a new location?

If an asylum applicant receives a final rejection, he or she must leave Denmark immediately, but will be granted adequate time to prepare for the departure from the country. Authorities will take into consideration if an applicant is suffering from an acute illness, is in an advanced stage of pregnancy, or has given birth shortly before the final decision. A final rejection means that an applicant does not have any more avenues available to appeal the decision. Rejections delivered by the Refugee Board or by the Immigration Service in so-called 'manifestly unfounded' cases are regarded as final. If a rejected asylum seeker will not leave Denmark voluntarily, it is the responsibility of the police to ensure the applicant's departure.

How are children prepared for the journey?

They are parents who are responsible for information for own children.

Financial support

What kind of financial support do children receive?

Together with family, winter cloths.

Every child has 729 DK in phase 1 and 3 and cloths

Every child has 989 DK in phase 2

Are there any conditions attached?

Recreational activities

What kinds of play facilities exist for children of different ages?

Many different. Soccer, playroom, internet, swimming pool, painting and music room

Do children have the opportunity to engage in sports or games?

Yes

Do children have the opportunity to engage in arts, music, reading and other recreational activities?

Yes

Good practice

Are there specific examples of good practice relating to minors?

Every child has a bicycle by reception center

Red Cross organizes different trips on the school holiday for children with family. They can choose between 3 or all 3 places. Trip is free for all families' members.

HUB INTERVIEW GUIDE

on OLDER PEOPLE AND DISABLED PEOPLE

OLDER PEOPLE

**It is not rules about age of older people, nurse's thing there are maybe 55 years. They have same treatments like other asylum seekers. In the reception center they try to help them and they think that 55 or 60 years is limit for those group.
Limit for Danish course and activities are 60 years.**

Interpreting

Are professional, culturally sensitive and gender-matched interpreters available for older people?

YES

Information

Do older people receive sufficient information on the asylum process in their own language?

YES

How are they supported throughout the process?

YES

Accommodation

How are older people accommodated?

Together with other asylum seekers or with own family.

Do they have access to privacy if required?

NO

Social support

What kind of social support do older people receive in the reception centre?

The same like for other asylum seekers in the reception center

How does staff take into account the cultural backgrounds of older people?

They talk with them often and support with more practical things

Are there activities that bring together older people as a group?

There are not many people in this group

Health services

What kind of health services do older people receive?

The same like for other asylum seekers in the reception center

Do older people receive appropriate medication and other medical treatment?

The same like for other asylum seekers in the reception center

How are they supported in looking after their health?

The same like for other asylum seekers in the reception center

Mental health services

What kind of mental health services are offered to older people?

The same like for other asylum seekers in the reception center

Food

Do older people have access to the kind of food they require and are accustomed to? **NO**

Are the dietary needs and intake of older people monitored regularly? **NO**

Language

Do older people receive language tuition appropriate for their needs and style of learning? **NO**

Religious practice

Are there facilities for religious practice if needed? **Yes**

Recreational activities

Are there recreational activities suitable for older people? **Yes**

Dispersal

What are the effects of dispersal practices on older people?

How are older people transported during dispersal?

Training and education

What kind of training/ educational opportunities exist for older people?

The same like for other asylum seekers in the reception center

Host community

Are there opportunities for older people to interact with people in the host community?

YES; the same like for other asylum seekers in the reception center and in group for older people

Good practice

Are there specific examples of good practice relating to older people?

A man from Somalia had kidneys problems and went to dialyse 4 times a week. A taxi driver did not like to drive him and he did not like asylums seekers at all. But after some time they were very good friends and taxi driver helped him with flat when he moved from reception center to commune.

They are still good friends and theirs families too.

DISABLED PEOPLE

Types of disability

What kind of disabilities do the asylum-seekers have?

Kidney problems, Immobile (without legs), cerebral pareses

Accommodation

How are disabled people accommodated?

In own room or flat

Do they have access to privacy if required? **YES**

Disabled facilities and services

Are there special facilities/ services for disabled people?

YES IN HOST COMMUNITY

Counselling

What kind of counselling services are available for disabled people?

Social support

How are disabled people supported socially?

By Red Cross and host community

Health screening and support

Do disabled people receive appropriate health screening and treatment/ support?

YES

Do they have access to professional support for their disability?

YES

In the case of a disabled child, do parents receive appropriate information and support?

YES

Recreational activities

Are there recreational activities for disabled people to take part in? **YES**

Dispersal

How are disabled people transported if dispersed?

Detention

What is the impact of potential detention policies on people with disabilities?

How is this dealt with?

Training and education

What kind of training/ educational opportunities exist for disabled people?

The Danish Red Cross is fully aware that children and young people are affected by living close to a father or mother with psychological problems. The parents are suffering because they don't know if they will get permission to stay in Denmark and because many have lived in asylum centres for four, five or six years.

In some families either one or both parents has had a breakdown and can't look after their children. The Danish Red Cross has to give these children a support teacher who can help them at school or give them some positive experiences away from their parents. The Danish Red Cross can also find someone who can support the whole family, and who by assisting with practical tasks helps create stability in the home. This special help is always arranged in conjunction with the local council.

In rare cases the asylum children are taken away from home and placed either in an institution or with a foster family. Disabled and sick asylum children also get special help.

Host community

Are there opportunities for disabled people to interact with people in the host community?

YES

Good practice

Are there specific examples of good practice relating to disabled people?

HUB INTERVIEW GUIDE

on VICTIMS OF TORTURE, RAPE AND PHYSICAL OR PSYCHOLOGICAL VIOLENCE, VICTIMS OF TRAUMA AND OTHER PEOPLE WITH MENTAL HEALTH PROBLEMS

Health and mental health screening

At what stage is health and mental health screening arranged?

When they apply for asylum

What is the quality of the screening?

Personals know just those asylums seekers want to say self. It is possible to do observation at interview

Interpreters

Are professionally trained, culturally sensitive and gender-matched interpreters available? YES, interpreters available by telephone all day. Reception center has a list with name, mail and language of interpreters and they call that interpreter who asylum seekers prefer (mail, language, dialect)

Information on processes

Do people with mental health problems receive adequate information on the asylum process, their rights, and the services available to them?

YES

How are they prepared for and supported throughout the various stages of the asylum process?

Interview arrangements

Are there appropriate interview arrangements for women, minors and elderly people with mental health problems?

Waiting times

For how long do victims of trauma normally have to wait for their case to be decided?

Psychological and psychiatric support

What forms of support or rehabilitation are on offer, and to whom?

Is specialist support available for minors, women, older people and/ or disabled people with mental health problems?

YES

Are services available to asylum seekers with mental health problems, who have not been diagnosed as victims of trauma?

Yes, but not always many treatments they need

Medical support

To what extent do asylum seekers have access to medical aid and treatment?

The special care centre

Some asylum seekers need extra care and support and thus live in Centre Kongelunden, which is near Copenhagen. The residents at the special care centre include the physically disabled; people who have been tortured and those who have psychological problems. Some have brought the problems with them from their home countries; others have developed them in Denmark as a result of the difficulties associated with being an asylum seeker.

There is more staff at the Danish Red Cross care centre than at the accommodation centres including professionals such as psychologists and physiotherapists. Centre Kongelunden offers lessons and job training placements and there is a school, playgroup and a club, just like in the other asylum centres.

Psycho-social support

Are the personal backgrounds of victims of trauma known to members of staff? **YES**

What types of community support are available?

Psycho social team for children 6-18 years

Do people with mental health problems have the opportunity to participate in community activities?

Yes

Can they receive support with daily tasks, if required?

Can family members of people with mental health problems receive counselling and social support, if required?

Accommodation

Is the physical environment suitable for people with mental health problems? **YES**

Is there adequate privacy? **Yes in own flat**

Is the accommodation environment both safe and unthreatening? **YES**

Dispersal

What is the impact of potential dispersal policies on people with mental health problems?

How is this dealt with?

Detention

What is the impact of potential detention policies on people with mental health problems?

How is this dealt with?

Age determination

For victims of trauma, how is the potentially traumatic effect of age determination procedures dealt with?

Recreation

Do people with mental health problems have opportunities for recreation and leisure activities, in areas such as arts, sports, reading, games, music, and being outdoors?

YES

Host community

Are there opportunities for people with mental health problems to interact with people in the host community?

YES

Good practice

Are there specific examples of good practice relating to people with mental health problems?

HUB INTERVIEW GUIDE

on PREGNANT WOMEN, SINGLE PARENTS WITH MINOR CHILDREN, WOMEN AND FAMILIES

PREGNANT WOMEN

Health screening

Do pregnant women receive adequate and ongoing health screening?

Yes. They have offered to go to nurse and to doctor for control like others Danish women. They are informed about pregnancy and they take a care of mother's health. They start with control when they are 7 weeks pregnant.

Do they have access to medication and gynaecological treatment if necessary?

Yes

Information

Do pregnant women receive sufficient information on practices around giving birth in the host country?

Yes.

Interpreters

Are professional, culturally sensitive, female interpreters available for pregnant women? YES

Counselling

What kind of counselling is available for pregnant women?

They have same information like Danish women and they have interpreter. Many information's they have on the mother language, social workers visit and help them with practical daily tings

What kind of guidance/ counselling services are on offer for women after giving birth?

They have same information and support like Danish women and they have interpreter

Material environment

Is the material environment adequate for pregnant women's needs?

They have money each 14 days

Do they have required privacy?

Yes, with family

Are pregnant women in families accommodated with their families or with other women, and do they have a choice in the matter?

With family. Single women are often with other women. It is possible to move to special center for women in Copenhagen

Food

Do pregnant women have access to the food they require?

Yes, but they have to prepare food by self

Clothing

Is maternity and baby clothing available?

No maternity clothing. Babies got a babies clothes from Red Cross when they are born

Financial support

Is the financial allocation sufficient to cover for pregnancy-related needs? **NO**

Social support

Are there opportunities for women to interact with pregnant women in the host community?

No organised by reception center, but private it is possible.

Do pregnant women have the opportunity to keep in touch with friends or family members abroad, if required?

YES

SINGLE PARENTS WITH MINOR CHILDREN, WOMEN AND FAMILIES

Interviews

Are all family members interviewed separately?

Yes

Interpreters

Are professional, culturally sensitive, female interpreters available for women?

Yes

Family friendly accommodation

Is accommodation family-friendly?

Not always. Some of them have a room and have to share bath and kitchen with other people in the block

Play facilities

Are there play facilities available for children? **Yes**

Child care

Is child care available if required?

Yes

Educational opportunities

Are educational opportunities available for single mothers and other women?

Yes, but it is not possible for women who has a child under 7 months and baby breast feeding

Children's schooling

Are parents consulted with around matters regarding their children's schooling?

Teacher invites each child's parents to a meeting at which the teacher says how the child is developing at school and parents are asked for their views. Parents can at any time ask for a meeting with teacher if they need advice or would like to discuss other matters with them.

Safety

How is the safety and security of women taken into account?

In Copenhagen there is an asylum centre Fasan where female asylum seekers can live without men. The women have very diverse reasons for wishing to live there; some have been raped or attacked in their home countries, some come from cultures that make it difficult and embarrassing for them to, for example, share a toilet or bathroom with strange men at an ordinary accommodation centre.

There is also a small group of women who have left problematic marriages with a man living at another asylum centre.

The women's centre offers the residents courses and job training placements just like at the other centres. In addition, the staff support the women fulfil their roles as single women caring for their children.

Privacy

Is there sufficient privacy for single women and families?

Not always

What are the arrangements for toilets and washing areas?

They who live in block share bath and kitchen and wash it every day. It is compulsory because it is one part of activities in reception center.

Washing area -they can wash by hands or pay 7 DK for each washing machine

Freedom of movement

Do single women have the same freedom of movement as single men and families?

Yes, but it is many traditional and cultural differences.

Dispersal

What is the impact of potential dispersal policies on pregnant women?

How are pregnant women transported if dispersed?

Detention

What is the impact of potential detention policies on pregnant women?

How is this dealt with?

Sexual health counselling

Do women/ men receive information/ counselling about sexual health and family planning options?

YES

Do women/ men have access to their proffered forms of contraception?

Yes. They do not pay for contraception, not for pills or spiral

Children's clothing

Are children provided required clothing?

Yes, when they arriving Denmark and every winter they get a bag with winter clothing

Financial support

Is the financial allocation sufficient to cover for family-related needs?

How are financial allocations distributed to families?

Do mothers receive a personal share of the financial allocations?

Information and psycho-social support

Do single mothers and families have access to services by professionals such as nurses, counsellors, social workers, etc.?

Yes

Do women receive information on their rights in the host country?

Yes

Do they have access to women's support services?

Yes

What kinds of opportunities exist for women to interact with women in the host community?

Women club, activities center, aerobic group. They have always information about activities in the reception center.

Are there activities at the reception facility that bring together women as a group?

Yes

Recreational activities

What kinds of recreational activities are available for women?

Aerobic, swimming, walking group, sewing, music, painting, cooking

Good practice

Are there specific examples of good practice relating to pregnant women, families, single mothers or women in general?