

Report of exchange Programme in Netherlands



October 2007

Participant Data

Name	Organisation
Jan Petersson	Swedish Migration Board
Margarita Khodichenko	GGCSOSiD, Belarus
Kyriaki Antoniou	Reception Centre for Asylum Seekers in Cyprus

Itinerary (List of places and people visited)

09 10 Apeldoorn - AZC introduction and base centre for our visit. (JacquelineHuizer - coordinator, Wilma Meijer- programmabegleider)

10 10 Ter Apel – Application Center (Kicki Fazli IND) (Schanes van der Meer COA)

Geeuwenbrug – AMOG –centre

11 10 Arnhem – AZC (Koen Pennings- programmabegleider)

12 10 Apeldoorn - AZC (Lia Everhardus - woonbegleider, Heleen van der Steege- programmabegleider)

15 10 Osterwijk – AMV (Johan van der Hafen - cordinator, Joan Moonen – tutor)

16 10 Ermelo – temporary AZC (Wilma Meijer -programmabegleider , Maurits – woonbegleiter)

17 10 AZC Leusden (Wilma Meijer - programmabegleider)

Table of content

1. Introduction
 2. Country Profile
 3. Descriptive report [include comments, good practices]
 4. Conclusions [how does the exchange affect your assessment of services at home]
- Appendix: Documents

1. Introduction

The transhumance from one city or one country to another, as we used to call it in our days migration, has always been a physic reaction for mankind. Follow the path to understand the leading force in migration we can categorize the causes in four different groups: 1) Nature disasters, 2) human disasters as war, 3) all kinds of persecutions and 4) the search for a better life (education etc).

A Greek philosopher Hiraklitos, inspired of this nonstop phenomenon not only to human beings but to all nature said: “Everything is in a moving process, nothing can stay the same”. He believes that we are part of this moving process and it is a basic characteristic of our lives. With surprise we can recognize that the modern people of 21th century are still walking on the same path for the same reasons, the same needs and similar dreams.

The phenomenon of migration as we already mentioned, has affected, affects and will affect not only to the receiving but also the countries of origin. Especially when the cases are human disasters as war and all kinds of persecutions. In this matter the consequences are multiple and affect in different levels as socioeconomic (macro level) and psycho- emotional effectiveness (micro level).

Onstage the European Union in a place of receiving maze of migrants attempts to create a general social plan for their member countries. For our focus group which is asylum seekers, the European Union took a first step to recommendation was the Refugees Convention in 1951, based in to European Conversation on Human Rights. To achieve both a higher common standard of protection and greater equality in protection across EU and ensure a higher degree of solidarity between EU states members was a second Convention in 1999. It was based also in to the Treaty of Rome, Amsterdam and Maastricht a Common European Asylum System based in UN Refugees Convention. The migrants were categorized by the causes so we have refugees, trafficking victims, economical migrants, visitors and asylum seekers. Actually the Europeans social planning was focused on three preventions levels, the micro the meso and the macro.

Between the good examples of European countries in the matter of asylum seekers our host country for the ENARO program is Netherlands. The Netherlands has a population of about 16 million people and the capital city is Amsterdam. It is a democracy. The rights of the

citizens are safeguarded in the constitution. From 1985, asylum seekers are taken care by COA predecessors. The numbers of asylum seekers in 1995- 2001 was 80.000, in 2005, was 20.250 and in 2006 7,772 (2006,Annual Report. COA.).

The ENARO (European Network of Asylum Reception Originations) consist the European Network who actually gave us the opportunity to be a part of this project. ENARO is an inter-institutional linkage between 11 European organizations set up to arrange the reception of asylum seekers. The aim of this organization is exchanging knowledge and experience between staff of the member states. The idea with ENARO is to learn from each other and possibly pick up the good ideas and try to introduce them back home.

When we went to Brussels in 7/10/07, we had the chance to met professionals from other European countries (members) working with similar things as we do, seems quite interesting and challenging. Also we were informed by researchers from Kent and Utrecht universities on research being done about for instance on the situation for vulnerable groups among asylum seekers. We discussed our expectations and were given information on what to focus on and methods to get the information.

All the members of the ENARO exchange programme as we said, they worked with asylum seekers. So they have also among other things learned that the problems we face must be shared by the receiving countries. Asylum seekers can in many aspects be looked upon as a group but each individual have their own experiences, hopes, goals, expectations and problems. Nobody leaves their country without a reason and most of them have quite understandable reasons for leaving their countries.

2. COUNTRY PROFILE / STATISTICAL DATA

Please provide data on the following for the whole of the country, if available, unless otherwise specified. This information will be used to compile a basic country profile database which can be updated yearly.

General Information:	
Country:	Netherlands
Organisation, address, website:	Central Organisation for Asylum Seekers/ Centaal Orgaan Opvang Asielzoekers (COA). Addres: Post code 3002 2280 ME Rijswijk Tel. 070 372 70 00.
Governing institution:	Ministry of Justice
Total number of employees:	Approx. 1 500
Annual budget (EUR):	420 millions (2007)
Daily accommodation costs per one asylum seeker (EUR):	
Natal Asylum grant proceedings:	
Legal duration of asylum grant proceedings:	6- 8 month
Organisation liable for asylum grant proceedings (if other than above)	Immigration and Naturalisation Department (IND).
Legal regulations governing asylum grant proceedings, their last amendment	Aliens Act 2000
Total number of asylum applications during: (indicate numbers and year)	3, 489 (Jan- July 2007) IND website.
Total number of granted asylum in accordance with the Geneva Convention during: (indicate numbers and year)	569 (Jan- July 2007) IND website.
Total number of provided subsidiary forms of protection: (indicate numbers and year)	
5 top countries of origin of asylum seekers: (indicate year) 2006 and Jan- July 2007.	1.Iraq (2,088) 2.Somalia (1,094) 3.Iran (483) 4. Afghanistan (444) 5.Burundi (353) (Influx 2006 in reception, annual report COA) Influx Jan – July 2007, wed site IND 1. Somalia (1.025) 2. Iraq (643) 3. Nigeria (127) 4. Sierra Leone (86) 5. Burundi (81)
Accommodation of asylum seekers	
Total of accommodation capacity (number of beds):	25.891 (2007)
Types of accommodation:	X <input type="checkbox"/> houses <input type="checkbox"/> hotels

(more than one answer possible)	<input type="checkbox"/> bungalows <input type="checkbox"/> boats <input checked="" type="checkbox"/> caravans <input type="checkbox"/> tents <input type="checkbox"/> military barracks <input checked="" type="checkbox"/> (shared) rooms <input type="checkbox"/> other (specify):
Number of facilities:	
Average length of stay of asylum seeker in asylum reception facility:	
Asylum seekers has possibility to live in private housing:	<input type="checkbox"/> yes <input type="checkbox"/> no
Asylum seeker's freedom of movement:	<input type="checkbox"/> without restriction <input checked="" type="checkbox"/> restricted: weekly registration <input type="checkbox"/> obligatory permanent presence in asylum facility <input type="checkbox"/> detention
Services provided:	
Types of catering:	<input checked="" type="checkbox"/> individual cooking <input checked="" type="checkbox"/> catering provided <input type="checkbox"/> combined
System of provision of financial and material aid:	<input checked="" type="checkbox"/> cash/ bank card <input type="checkbox"/> payment in kind <input type="checkbox"/> combined
Asylum seeker's access to the labour market:	<input type="checkbox"/> no <input type="checkbox"/> yes, specify conditions:
Lessons of local language available:	<input checked="" type="checkbox"/> compulsory <input type="checkbox"/> voluntary <input type="checkbox"/> none
Vocational training available:	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
Extent of health care provided:	<input checked="" type="checkbox"/> standard – same as health care provided for citizens <input type="checkbox"/> different, specify:
Obligatory initial medical examinations:	<input type="checkbox"/> none <input checked="" type="checkbox"/> lung X-ray (TB) <input type="checkbox"/> venereal diseases <input type="checkbox"/> taking of biological material samples <input type="checkbox"/> other, specify:
Vulnerable groups:	
Definition of vulnerable groups – please indicate the categories which are considered vulnerable in the reception system:	<input checked="" type="checkbox"/> Unaccompanied minors <input checked="" type="checkbox"/> Single women <input checked="" type="checkbox"/> Pregnant women <input checked="" type="checkbox"/> Families with children <input checked="" type="checkbox"/> Elderly <input checked="" type="checkbox"/> Incomplete families (single women with minor children) <input checked="" type="checkbox"/> Mentally handicapped <input checked="" type="checkbox"/> Physically handicapped/disabled <input checked="" type="checkbox"/> Victims of trauma and other people with mental health problems <input type="checkbox"/> Others, specify
Please indicate number of asylum seekers for each category a) the whole country b) the reception facility – when available	
Unaccompanied minors	
Single women	
Families with children	
Elderly	
Incomplete families (single women with minor	

children)	
Mentally handicapped	
Physically handicapped/disabled	
Victims of trauma and other people with mental health problems	
Others, specify	

3. Descriptive report

COA is the Central Organisation in Netherlands responsible for the reception and guidance of people who need temporary housing and who are preparing for their future in the Netherlands or elsewhere (2007, COA .Welcome)

COA has a very flexible system using the tree level prevention micro, meso and macro. The whole approach reminds of a monopoly game (step by step moves). The first move starts when someone apply for asylum in an Application Center. The Application Center (A.C) is where the initial assessment of an asylum application takes place. This assessment takes a maximum of 48 office hours to complete. This usually means that asylum seekers stay at the application center four to six working days . The A.C is also where the interviews for initial assessment take place (2004, The procedure in application centers).

APPLICATIONS CENTRES

In Netherlands are two A.C, the AC Schiphol Airport and A.C Ter Apel. It is « the first filter» for an asylum seeker. The Ter Apel was the first of our visits in the country. The AC Ter Apel is situated in the northeast of Holland close to the German border. It was not easy to find as it was situated in "the outback of the Netherlands" as the persons who informed us said. We had to present our passports and were given a visitor ID card which also let us into the building through a swing door. The whole building was very well organized – people waited in different areas depending on where in the process they were and it looked very efficient but also very strict and in a way totally impersonal.

The colours on walls and floors were depending on where in the building we were. Later we were informed that the architect and the interiors team use the colour pallet an based idea-philosophy. As we walk in the Centre the colours was based in the cold pallet, if someone have to leave the country he stays to cold pallet. In every step approaching the positive answer the colours turned warmer.

Another interesting department was the information centre where they had a database for maps .They could for instance get information about a part of the capitol of Burundi as detailed so you could learn if an asylum seeker had to go uphill on his way to a certain place and then confront him with these questions during the interview.

As we inform about the procedure when the asylum seekers report to an AC, officers of the Aliens Police establish their identity and register their personal details. They search asylum seekers clothes and luggage. Also they take a photo of asylum seekers and their finger prints. Documents such as passports, tickets and certificates must be handed in to examine if they are real or forged. In the Centre is also a research department where the passports and ID:s controlled by the aliens police by using advanced machines that worked with infrared etc.

The AC procedure starts by investigating on asylum seekers identity, nationality and itinerary. The first interview is part of this investigation. During this interview the reasons for applying are not asked. After this interview the IND decides where the asylum application can be prose further at the AC, or where more time is needed for investigations. The samples of the data research are:

1. Useless information – nothing new or relevant.
2. The asylum seeker has given information that must be looked upon – the case goes on to the **OC**.
3. Very good point – but not relevant.

During the process a person stays in dormitories with 20 beds each – totally Ter Apel has 190 beds. The intention is to get 150 new asylum seekers every week making 120 interviews- all persons over 15 years are interviewed. If they decided that the application need more investigation the asylum seekers will be interviewed further at the AC. Most of the times they are sent to a Reception Centre run by COA. Usually the IND is able to arrive at a decision on asylum application within 48 office hours.

The second interview is called the detailed interview. During this interview the asylum seekers (AS) have the opportunity to explain why they left their country origin. The interview is conducted by an officer of IND. In the interview can also prepuce an independent legal assistant.

AS receive a report of their detailed interview, if they do not meet the criteria in Alien Act, they will given written notification of the intended decision to reject this asylum application. The AS and his/her legal assistant counsellor the may submit additional information and correction to the report. They also had given their response to the intended decision.

If the IND believes that the granting of asylum is not justified of asylum seeker in question will be informed in writing that his/her application is rejected and they have to leave the country within 24 hours. If they have an positive answer they are allowed to enter the asylum process you move on to an orientation & integration centre (**OC**). We have to say that the rejection decisions are issued by an officer of Aliens Police (2004, The procedure in the Application Centre). In a space of 28 days the AS have the chance to apply for appeal.

In Ter Apel we also visited a centre run by COA where people lived who had to leave the country (**ODL**). It was a temporary centre consisting of two storied semi-detached houses where mainly families lived. Each house had 8 persons living there – two in each bedroom – and the area was about 60-70 sqm. They are supposed to be there maximum 8/12 weeks and they get allowance during their stay.

It is an open centre meaning that people can come and go but they have to report once in 24 hours. There were also around 400 persons with permission to stay in the Netherlands due to the pardon living at the centre – these had to report once a week. For the persons having to leave the Netherlands the programme is talks about going home – they must work to prepare, get travel documents etc. The Alien Police is also supporting and take persons to their embassies etc.

General Comments

Building Contusions: New modern design, comfortable waiting rooms, positive interior design in the interview rooms and clean environment.

Safety: 24 hours security, camera system.

Religious practice: Preying room with religions books.

Kids facilities: Play room with educated staff.

Food: catering provided.

Other facilities: Cloth room, free coffee machines.

AMOG (Asylum seekers with unacceptable incomprehensible behaviour)

Very good practice as it seems, is the existence of a special branch (on 10-15 places) in one of the centers (Geeuwenbrug) for people with unacceptable behavior . We went there after the visit to Ter Apel we went on to AZC Geeuwenbrug called Amog. They focus in to the asylum seekers with unacceptable, incomprehensible behaviours. The indication criteria in AMOG are aggressive behaviour towards persons, behaviour which disturbs the living climate such as: vandalism, neglect of self or surrounds, sexual intimidation, serious nuisance at the reception centre (repeatedly behaviour). The observation period is maximum 8 weeks, with extension of stay via indication communities. Finishing the observation period the asylum seekers return to the former reception centre. They are offered individual programs of an output from crisis for each asylum seeker with those problems. They use referring to psychiatrist address – Mental Health Institute- as a last option, when already all measures and resources are involved, but do not work. As it seems, here there is a correction so-called « a post traumatic stress syndrome- disorder-» which is for a considered category of people that is very characteristic and meets very often.

The daily program to observe asylumseekers is a wake up call in 8.30 pm, household, work on the AZ, sport and education. The staff work by shifts so they can contact with the police is if their services are needed. They also have a good contact with the different AZC:s . Also the staff of the Centre tries to communicate and trained the AZC's on this matters.

The centre is located in a beautiful park like forest and the surroundings were rural – a quite relaxing place. It's the only centre focusing to AS with behaviours problems in Netherlands. It is run by COA staff and it is not a place where persons get professional treatment but where they through sections, activities, listening love, self developing and taking responsibilities etc. so hopefully they will learn how to cope with themselves .

ARNHEM AZC

On the 11th we went to Arnhem to visit the AZC there. The centre is located in a big former office building and has today 259 places. People lived in rooms of different sizes with toilets and showers. People who live in these Centres are supposed to return to their countries but the centre also roomed persons who due to the pardons have gotten or will get a residence in

Holland. We were given a briefing on the asylum process described in a very good way – it is not an easy system to understand fully. We also saw the machines where asylumseekers have to report putting in their ID and making a fingerprint – it has to be done once a week at a certain time and if they don't show up they will be called to explain why. They can also get a reduction on their allowance.

Facilities:

At every location Centre in COA there are some standard facilities for supporting and developing the asylumseekers during their stay in Netherlands and for their future. Some of the good practice facilities are:

- **Compulsory programs** (orientation stage and in the repatriation stage). Between the facilities are

1. Orientation stage. This stage, is an introduction stage. We can say that is a very important stage for prevention of the cultural shock. The programme offers information about matters of importance for the asylumseekers to know during their stay at the reception centre.

. Open Learning Centre. As in every location- Centre is a supported Open Learning Centre. There is a computer room where they can go after they take the OLC introduction course. This centre gives access to the Internet and number of private study programmes.

. Dutch language lessons.

. Training programme. This programme will display their situation and their perspectives.

4. Compulsory programme consists of information and counsel. During the repatriation stage, the asylum seekers are preparing for Repatriation training.

- Play group

The Centre has a playground for children until four years of age. The asylumseekers have the opportunity to lodge temporary their children if for some reasons (participation in a programme, consultation etc) they can not look out of them.

APPENDOORN AZC

Friday the 12th was a day we spent "at home" which means at our host centre in Apeldoorn. The centre here consists of 3 houses with a total of 200 places – today 192 persons live here. We visited the main building next to the office. It has 70 places and is in a lovely old house ~~along a park like boulevard in central Apeldoorn.~~

People live in rooms of different sizes – there are for instance 15-20 single rooms. The single rooms are used by people with special needs (health or social problems/ difficulties) as elderly, disability etc. Kitchen, toilets and showers are shared. The asylumseekers takes care of cleaning not only their rooms but also the shared facilities. They can also get some extra money to do this and it is usually possible to find a person who is willing to do this. They can not be forced .

They also take care of the garden. The building has evacuation ladders , fire alarm and smoke and heat detectors and sometimes the fire brigade do tests to make sure the asylumseekers know how and where to get out. The centre as well as all the others we have seen has a security 24 hours a day normally run by Securitas who do regular "rounds" around the facilities. At the backyard there is a garden and a playground for the children.

At the moment the staff work very hard and there is a lack of places in the system due to the pardon – 50 new asylum seekers arrived today to a temporary centre outside of Apeldoorn so staff is very busy. Finally as we said, most of the Centres have a based of facilities witch are already mentioned.

QUOTA REFUGEE

Also a example of good practice is the Quota Refugees Program. About this program we were informed by a member in the team who had been representing COA on a trip to Syria where Holland (and other western countries) together with UNHCR choose refugees to come to their countries. The yearly quota for Holland is 500 persons (Sweden around 1 250)

Her job was to inform and prepare the persons selected for Holland and the Dutch language They were in Syria for two weeks and held courses that ended up with a diploma for the persons participating.

Every year quotas of reception for the country so in 2007 Holland will accept 500 refugees are established installed}. Today the problem country delivering the big percent {interest} of refugees is Iraq. To prepare people for arrival to Holland, to make this process by less painful {unhealthy} for refugees, group of skilled experts from COA . When the training program ends, they give to the focus trained group a certificate. For all this time of people prepared for crossing{moving} to Holland, they received sufficient starting knowledge for a life in this country. d. All these measures will lead to that at people will be psychological traumas less, they will more quickly and more without serious consequences go through changes and is

easier will begin a new life in other country. This practice very good, it{she} shows close cooperation of the several organizations: COA, IOM, UNHCR and undoubtedly deserves generalization and application in other countries.

blames and expectation.

The main issues in the programme are:

- * Education – how the Dutch system works
- * Healthcare
- * Geography
- * School system for children
- * Raising children – rules and laws.
- * Politics
- * Personal abilities
- * Culture and ethical codes in Netherlands society.

The persons selected will then fly to the Netherlands and stay at Amesfoort AZC where there training continues to prepare them for life in Holland. Later they will all move to different parts of Holland and get their own apartments or houses.

AMW Oisterwijk

For the complex work with unaccompanied minors in Holland there are special Centers (for example the one in Oisterwijk) for such category in which depend on principles of an individual approach and self developing (the program on each teenager in view of its based in personal features and opportunities). Very flexible as it seems, is also the training program the fourth step which allows to use resources of each teenager, is thought well over also system of motivation (2 times a year teenagers solemnly receive certificates of the termination {ending} of one of 4 steps).

Each minor will go through a four phase programme with their tutor and also with the approval of their guardians. The four phases are:

1. Orientation – information on the Dutch society, language, health care, shopping etc.

2. Initiative – to find the things the minor needs to improve and motivate the minor to do so.
3. Responsibility – to step by step letting the minor take responsibility for his or her daily life.
4. Autonomy –the goal where the minor has grown to a level where they can take responsibility for their situation and make good choices.

For this individual approach based to the minors need and abilities they have different Centres with different focus and goals:

1. AC (Small house) Waiting up to 10 weeks. Notes: If the minors are under 12's to foster care – if is possible-.
2. KWG: 10-12 children/ Small living group / 12-15 yrs / 24/7 staffing
3. KWE:5-6 children / Small living group/ 12 hrs a week / Children with special needs
4. Centre: 100 children –maximum- / 15-18 yrs / Good independence skills

Inside the Centre is specialized a school based in the minors needs We have to say that the building good contusion and the teacher's enthusiasm contribute a positive learning environment. The course lessons are: Dutch and English language and mathematics. The older pupils can eventually go to the local Dutch school if they know the language well enough.

Practical activities are well organized also - the teenager can choose to itself such employment {occupation} which is pleasant to them. During study it is widely used play and art therapy development of skills of self-service, that finally leads to that teenagers go to school on a regular basis and, left preparatory school in the Center, pass in usual Dutch school where are more quickly integrated into local community.

It is necessary to note also and well organized system of safety of teenagers in the Center. The whole complex is covered by close circuit television. This has an electronically controlled system that records when a child- minor leaves or enters their accommodation when they use their key cards. Each minor must report to biometrics twice a day. If they fail to do this the centres is then search, and if they are not found the police are informed. The centre has a curfew; all visitors must be off the site by ten o'clock. It is a goal of the centre to provide a safe environment for the children to live in. There is as on all other centres we have visited a security officer at the entrance 24 hours a day. The staff also work 24 hours in shifts. There is

totally 22 staff at the centre – three coordinators and the rest are tutors .Each tutor had 3-4 minors at the moment. Their job is to be a sort of parent to the youngster and try to make him or here grow to function on their own.

The minors are allowed to leave the centre to visit the village, go shopping, do sports etc. – the centre is open which means that security can not be 100 % but the it is as safe as it can be according to my opinion. It is well enough organized and sports activity (many athletic fields, there is an opportunity to attend or visit any clubs and circles in local settlement). The obligatory training program on contraception as in places of local residing youth the sexual problem always costs {stands} sharply is thought well over also.

Also if is necessary they are transferring minors in a medical school office guarding for 2 weeks. Usually the focus group (high risk) is the traumatized minors (sleeping problems, flash backs, sexual or other kinds of abuse). Also they have a professional treatment is well in a try to give a holistic approach.

At the moment there were 47 minors at the centre but they have 100 places. The minors usually apply for asylum at Schiphol and will thereafter be sent to an AMW. A government organisation called NIDOS will appoint a guardian to each minor and his or her task is to secure the minors legal and social rights and interests. At the centre they live in houses of a standard model we have seen before in other centres. Girls lived in one house –normally 8 girls together in apartments with four bedrooms. The boys had two houses which indicate that there are more boys than girls coming.

The minors get 46 Euro/week and they handle the money themselves. If they can't do that the tutor will help and teach them to plan their economy. They can also get support to for instance join sports clubs etc, where you have to pay.

We were told that there had been two risk groups of people who disappeared from the centres and they were Indian boys who eventually went to work in the black labour market and also Nigerian girls who risked to end up in prostitution.

There were discussions on having closed centres for the most vulnerable groups but today that does not exist.

The centre has a good practice in more than one aspect.

1. Well organized
2. Security as good as can be in an open centre.
3. Good programme for the individual.

ERMELO APL

On the 16th we visited Ermelo temporary centre which is situated about 30 km from Apeldoorn. It is a camp site with bungalows and campers situated in a beautiful and calm forest.

The asylum seekers in this Centre had all been living in other centres before and had stayed here for a fairly short while. Some of them had got permanent residence in Holland but others were still waiting for a decision. They lived in small houses with two bedrooms, toilet, shower, living room and a small kitchen. They all had a TV. One of the asylum seekers showed us the area and his house and I also talked to others and they seemed to like the tranquillity. The main issue is as always the long waiting for a decision.

We also got to see the control that is made once a week. The asylum seekers have to show up – normally they present their ID card and a fingerprint in a machine at the centres but here they had to sign a list since the temporary centre has no computers. If they do not show up they have to pay 50 Euro fine to the Alien police (who was also present) and 15 Euro to COA. If a person has a permanent residence they only have to pay to COA. If they call before and have an acceptable excuse for not coming they will not get fined.

It is necessary to note a good practice of work on formation of a positive image of the refugee through regular carrying out of "open doors" in the Centres of refugees (November 2007¹) where the local population can come and get acquainted with concrete people learn their problems having considered in more details looking refugees, it is possible to see system of local accommodation two opposite parties of this process. On the one hand, looking refugees live in community similar and hope to receive in case of need the help from the neighbors, at which similar problems. In this case works a principle of mutual assistance, it is good because as it seemed to me, Dutch's - very closed people who have got used to solve the problems and wait for the same approach from others.

On the other hand, if to consider {examine} practice of dispersion looking refugees in Sweden where they are settled on demountable apartments on all country and is much faster on time have an opportunity to be integrated into local community, that, undoubtedly, the policy {politics} of local moving of Holland considerably concedes Swedish. Besides it is not necessary to dismiss and the time factor, too tightened {delayed} procedure leads to psychological traumas of many competitors of a refuge, depression, occurrence of feeling of uncertainty in own forces as people are not assured of tomorrow, they do not know that it {him} to expect, as with them the destiny further will dispose. In one of interview to the woman from Azerbaijan has precisely sounded, that the most terrible is a uncertainty, it is very heavy to wait too long, the sleeplessness begins, chronic diseases become aggravated at a somatic level all, that finally can lead to very serious consequences.

4. CONCLUSIONS. Our stay in Netherlands as a host country has been very interesting, educative and useful for each of us, in different ways. We learn one practical methods- model, we saw how the asylum seekers live and we heard their opinions or experiences. During our stay in Holland we also had the opportunity to look different organizations with development purpose at us a complete –holistic- picture of reception centers in this country. They seem to know well not in words, but in practice it is visible how many it is done for the focus minority of asylum seekers in Netherlands. They are not afraid to use now methods and we believe that is one variety issue for this country.

It has been quite an interesting and it has given me a very good possibility to reflect on the system for asylumseekers in Sweden, in Belarus and in Cyprus. We have learned a lot about how work is being done in the Netherlands today but also on how it was done before. It seems that we do change our system over time – not only when a change in the government or laws occur but also for other reasons. Both the Netherlands and Sweden has tried similar things. It also seems to be a good practise example for Cyprus and Belarus asylum system to improve the subordinate system for asylum seekers they have. But we also believe that research on both a national and international level is neglected and necessary to improve.

In an attempt trying to summarise the good practice in our host country we can mention the followings examples:

The 48 hour process. The model seemed very efficient and it's actually good not letting a person who lacks asylum reasons enter in to the asylum process.

The AMOG Centre as we already mentioned, is the centre focusing in persons with unacceptable behaviour can go. As we know the asylum seekers when they arrive to a receive country there are already in a stress reaction. That probably can increase in the asylum procedure. So, it is a specific centre with professional staff, offering individual program of an output from crisis for each asylum seeker with those problems.

The step, by step procedure in witch the asylum seekers live is depending on the status in the asylum process. We think that it is a good way to put the asylum seeker in a clear strategy when they get a negative answer. The signal is clear. In our countries the asylum seekers stay

in the same apartment or centre from the start of the process until they repatriate to their origin country.

The amount of activities available on the centres varies greatly. There are Kindergartens available for children at many of the centres. Volunteers and female refugees run them from the centre (Job shop). At the centres they also run a sanction and reward scheme. If the asylum seeker behaviour has been of a good standard and has had no reported infractions, then he/she can reclaim €10 a month towards recreational activities. (Gym, Swimming, Cinema). As well the asylum seekers have the opportunity to do sports at their own leisure. This includes football, basketball, table tennis, darts, pool and board games.

Also the Centre for minors it seemed well organized, security was as good as it can be in an open centre, school was good and also the program for each individual. They have a good preparing and training programme for the minors based to their right and needs.

Another good practice example was the maintenance in the rules and the confines. Take responsibilities practice- approach. For the asylum seekers who do not abide by the rules- non-compliance of the rules can also be stopped out of their account (penalty rule). This amount can vary due to the severity of the infraction. (maximum amount of the fine is 15.89 Euros (Adults) and 5.45 Euros (Children) and can be enforced for up to eight weeks. They must register once a week with the biometrics system. If they fail to do so then money will be deducted from their allowance (€15).

It is necessary to note a good practice of work on formation of a positive image of the refugee through regular carrying out of "open doors" in the Centers of refugees (November 2007.). In this specific days, the local population can go to the COA's Centers and get acquainted with concrete people learn about their problems having considered in a more detailed level. Also it is possible to see system of local accommodation two opposite sides of this process. On the one hand, looking refugees live in community similar and hope to receive in case of need the help from the neighbors, at which similar problems. In this case works a principle of mutual assistance, it is good because as it seemed to me, Dutch's - very closed people who have got used to solve the problems and wait for the same approach from others. On the other hand, if to consider the practice of dispersion looking refugees in Sweden where they are settled on demountable apartments on all country and is much faster on time have an opportunity to be

integrated into local community, that, undoubtedly, the policy {politics} of local moving of Holland considerably concedes Swedish.

From the other side we have to be obliged not to dismiss and the time factor, is too tightened procedure. This time difficulty is a European problem. As we know, this waiting procedure can lead to psychological traumas of many competitors of a refugee as depression, occurrence of feeling of uncertainty in own forces as people are not assured of tomorrow. In one of the interviews the woman from Azerbaijan has precisely sounded, that the most terrible is a uncertainty, it is very heavy to wait too long, the sleeplessness begins, chronic diseases become aggravated at a somatic level all, that finally can lead to very serious consequences.

Finishing our conclusions is good to mention that in ENARO exchanging programme each of us have the opportunity to derive lots of information, approaches, methods and good practice. Based to ENARO expectations/ aim which is to exchange knowledge, experience between staff of the member states, learn from each other and possibly pick up the good ideas and try to introduce them back home we believe that is obtained.