

# **Report of exchange programme in Sweden**



**October 2007**

Sarah Meylan, BFM Switzerland

***Participant Data***

<b>Name</b>	<b>Sarah Meylan</b>
Organisation	BFM Switzerland

***Itinerary*** (List of places and people visited)

Sweden, Migration Board, Örebro

Karlkoga, reception center

Lindesberg reception center.

Both reception centres are under the responsibility of the Örebro office, directed by Tolle Furegård, head of the unit.

Also interviewed: decision makers and handling officers in Örebro, handling officers in Karlkoga and Lindesberg, as well as other staff employees.

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## **Introduction**

My visit in Örebro consisted mainly of talking to the different handling officers and other staff members about their work and practices and comprised only 2 visits to reception centres depending on Ö., where AS live in accommodations provided by the Migrations Board (hereafter MB). I was able to talk to some AS or aliens during reception hours in Ö, during interviews by handling officers in Ö, during my visit to K., where I also visited the accommodations. It wasn't technically possible to "wander on my own" and take initiatives, but I think the information I collected was objective and relevant to the aims of this experience exchange mission.

Regarding the "Country profile": a country profile for Sweden was submitted in 2006. In the document below, I introduced some updated figures provided by the head of the Ö. office.

## 1.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.

<b>General Information: Updating of the document supplied in 2006</b>	
Country:	Sweden
Organisation, address, website:	Migrationsverket, Storgatan 12 S-342 34 Alvesta (financial and administrative centre) www.migrationsverket.se
Governing institution:	Ministry for Foreign Affairs
Total number of employees:	
Annual budget (EUR):	(for 2008) 1'000'000'000€
Daily accommodation costs per one asylum seeker (EUR):	256 SEK (Swedish Crowns)/day
<b>Asylum grant proceedings:</b>	
Legal duration of asylum grant proceedings:	12 months
Organisation liable for asylum grant proceedings (if other than above)	Not relevant
Legal regulations governing asylum grant proceedings, their last amendment	New law March 31 <sup>st</sup> 2007
Total number of asylum applications during: (indicate numbers and year)	2003: 31'355 2004: 23'161 2005: 17'530 2007: 40'000 expected
Total number of granted asylum in accordance with the Geneva Convention during: (indicate numbers and year)	2003: 1'192 2004: 1'275 2005: 1'964 2007: see below
Total number of provided subsidiary forms of protection: (indicate numbers and year)	2003: 4'326 2004: 3'043 2005: 2'487 2007: the figures supplied for 2006 include both cases of asylum granted and subsidiary forms of protection: 8'343 + 1'626 by quota Also, in 2006, by a so-called "amnesty" 10'689 persons, about half of the "illegals" were regularized.
5 top countries of origin of asylum seekers: (2006r)	1. Iraq 2. Serbia / Montenegro 3. Somalia 4. Stateless 5. Russia
<b>Accommodation of asylum seekers</b>	
Total of accommodation capacity (number of beds):	804 (figures provided only for Alvesta)
Types of accommodation: (more then one answer possible)	<input checked="" type="checkbox"/> houses(flats) <input type="checkbox"/> hotels <input type="checkbox"/> bungalows <input type="checkbox"/> boats <input 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:	12 months
Asylum seekers has possibility to live in private housing:	x yes <input type="checkbox"/> no
Asylum seeker's freedom of movement:	x without restriction <input type="checkbox"/> restricted: daily registration <input type="checkbox"/> obligatory permanent presence in asylum facility <input type="checkbox"/> detention
<b>Services provided:</b>	
Types of catering:	x individual cooking <input type="checkbox"/> catering provided <input type="checkbox"/> combined
System of provision of financial and material aid:	x cash <input type="checkbox"/> payment in kind <input type="checkbox"/> combined
Asylum seeker's access to the labour market:	<input type="checkbox"/> no x yes, specify conditions: case must take over 3 months to be decided on
Lessons of local language available:	<input type="checkbox"/> compulsory x voluntary: but if the AS does not attend a sum is deducted from his allowance <input type="checkbox"/> none
Compulsory school attendance:	no, but it's offered to all children like Swedish children
Vocational training available:	<input type="checkbox"/> yes x no
Extent of health care provided:	x standard – same as health care provided for citizens only for children x different, specify: adults only emergencies
Obligatory initial medical examinations:	x none but it's offered to everyone <input type="checkbox"/> lung X-ray (TB) <input type="checkbox"/> venereal diseases <input type="checkbox"/> taking of biological material samples <input type="checkbox"/> other, specify:
<b>Vulnerable groups:</b>	
Definition of vulnerable groups – please indicate the categories which are considered vulnerable in the reception system:	<input type="checkbox"/> Unaccompanied minors <input type="checkbox"/> Single women <input type="checkbox"/> Pregnant women <input type="checkbox"/> Families with children <input type="checkbox"/> Elderly <input type="checkbox"/> Incomplete families (single women with minor children) <input type="checkbox"/> Mentally handicapped <input type="checkbox"/> Physically handicapped/disabled <input type="checkbox"/> Victims of trauma and other people with mental health problems <input type="checkbox"/> Others, specify No such definitions for vulnerable groups
Types of protection for vulnerable groups	Separate accommodations Above standard psychological and social care

**Please indicate number of asylum seekers for each category a) the whole country b) the reception facility – when available**

Unaccompanied minors	2003: 561 2004: 388 2005: 398 Jan-Sept. 2007: 896
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	

Special programs for vulnerable groups: none

Cooperation with NGO's: yes

Services provided by NGO's: mental support for people in need

Types of funding of NGO's: no funding involved

Cooperation with volunteers: Yes

Wednesday, October 10th, The offices of the Migrationsverket in Örebro

**Tolle Furegård is the Head of the reception unit and the organizer of my visit. He started his career as a “handling officer” (regarding care of refugees, but not procedure) and is now responsible for Örebro and the surrounding area.**

**The migration administration deals by separate units with asylum, residence and citizenship (one unit, the head office of which is in Norrköping – “northern small society”). This part of the building is now prepared to be occupied by the social services handling persons granted refugee status or other authorisations to stay.**

**The offices are situated in an old building which used to be a biscuit factory and is known as the “keks” to everybody around. Half of the building was formerly used by the asylum procedure units but they moved last year. Asylum procedure for AS depending on the Örebro office is handled in Göteborg. There are in all 6 asylum process divisions. I’m shown the small offices and introduced to all persons present I shall meet later.**

**In Örebro there are only AS living with friends and/or relatives who can accommodate them. They are given an allowance of 71 sc/day (about 7€), if they are married, each spouse gets 61€/per day and the sum allotted to children depend on their age. If an AS has no means to find accommodation with relatives or friends, he is directed to a camp such as the one in Karlskoga, which I will be visiting tomorrow.**

**At present, in Örebro there are approx. 350 AS, plus 60 unaccompanied minors. Before the law aiming to regularize old cases two years ago, their number was 600 but half of them got permits to stay.**

**Karlskoga: a camp of approximately 450 people in 6 buildings close together  
Lindesberg: about 800 persons dispersed in apartments.**

**There are about 30 reception centres in Sweden.**

**Once the asylum case has resulted in a negative decision, there has been, since two years, a change in the appeal procedure. Today the AS appeal to a real migration court. They can go and appeal themselves.**

Eva is a “decision maker” in the reception division. She is responsible mainly for gathering information and instructing the handling officers. She has prepared documents for me and is handing them to me, as well as giving a general introduction to the work being done in the big conference room situated between the corridors leading to the offices.

There are 3 handling offices in Örebro, 6 in Lindesberg and about 5 in Karlskoga. Most of the handling officers are social workers.

The Head of the centre, like Tolle, is responsible for all handling officers and all decisions regarding money, logistics and if removal has to be executed via detention.

Many questions related to regulations about living are not uniformly solved. For instance, the decision about the amount to be allocated for clothing depends on the place of stay: in the north warmer clothes are needed and also on the proximity to shops.

### What happens when they come?

Most of the AS arrive by plane, declare they don't have documents and want to request asylum. They are directed to one of the three registration centres: Mashta, Göteborg, and Malmö. If they arrive by land or sea, they're always directed to the third one.

Their fingerprints are taken (as of 12 years), and their photos. Fingerprints are sent for comparison to the Eurodac computer and the reply is relatively speedy (2 hours). If the results are positive, the process of asking for readmission (according to the Dublin convention) may take up to 3 months. The person has to be given the right to be heard. It is the handling officer for asylum who is competent to take the decision. There is a special office in the three locations for the Dublin question (see information attached).

An AS whose case is going to be taken into consideration is considered a "long case" and is entitled to have a lawyer, assigned by the government (decided on 3 years ago). The lawyer hears the AS and hands his report to the Migrations Board. The latter can convene the AS with the lawyer and/or ask for further information. A decision regarding asylum should be taken within 6 months. In reality, it's 6 months to a year, sometimes more.

The decision is sent to the reception division who sends a mail to the AS, informing him that the decision has arrived and asking them to come to the office. (No other information is given in that mail)

When the asylum seeker concerned arrives at the office, he is informed about the decision by the handling officer (when necessary with the help of a translator by intervening by phone). He has 21 days to appeal and in most cases is informed by the appeal authority that he can await the reply in Sweden.

As mentioned before, the appeal is presented as of 2006 to the Migration Courts. In most cases the reply is given within 3 to 4 months. There are then possibilities to appeal once more to other instances (Tolle not sure about these specifics). The Migration Board can appeal against a decision of the Migration appeal court!

In 2007 there has been an increase decisions granting asylum or permission to stay. These accounts for the increase in asylum requests (see information attached).

To resume the morning's rather general introduction, when I ask Eva about the "minimum reception standards", she's not aware about their 9/2003 introduction and about the obligation for EC countries to include them in the national legislation as of February 2005. She asks Tolle who replies: 'For us, such a necessity did not arise since our basic standards are high above the minimum standards which were set up.'

Lunch is taken by everybody in the very comfortable dining room equipped with micro-waves, dishwasher, coffee machine (free) and adjoined by a living area with sofas where coffee is taken. People usually bring their food from home or buy salads etc in nearby takeaway places.

### Afternoon

The "Social handling officers" are assigned by rotations to deal with the requests, questions, etc of the AS who have the possibility to come for that purpose 4 afternoons a week, from 1p.m. to 2.30 p.m., Monday to Thursday. The other aliens have different reception hours in the mornings so as to avoid too much pressure and crowds.

I sit next to Radomir Hofman who is today's responsible for reception time. The waiting room is spacious and cosy, a corner of toys for children. Today is no crowd. It strikes me that Radomir is very calm and polite in answering and that the AS are also very calm and polite. I ask him if it is always the case and he says no, some people come angry after having received a negative reply and want to argue, some also argue about money matters.

Examples of "clients" this afternoon:

1. An AS from Iraq, arrived in September, comes to produce his documents: identity card and nationality card. He's given a receipt and a copy (upon request, which is the case today). R. introduces everything into the database. The original documents will be sent to the asylum division, a copy kept in the "social file". Every AS has two files: a C file: asylum, an F file: social.

I consult the data base and am given a copy of a partly registration. Other than the fact that giving documents will contribute to the seriousness of the person's request, by giving a document he is no longer imposed a sanction of deduction from his daily allowance of 61sc. As a matter of fact, such deduction sanctions can be imposed when the person claims he has had documents but did not bring them with him – this is an incentive to get him to do so. Another sanction is imposed when the AS does not go to Swedish classes.

On the other hand, once a decision for the person concerned has been taken and the fact that he has no documents is stated in the decision, he's entitled to receive the sanctions deducted.

The AS involved communicates in English with R.

2. Another Iraqi, whose English is less fluent, insists he wants to see Joseph (another Handling Officer in charge of his case). R. does not succeed in finding out what he wants (and says kindly "Sometimes they don't really know what they want...") and calls Joseph who later tells me he's arranged to receive him next week.

3. An Iraqi AS brings receipts for bus fare to school (adult Swedish classes). R. makes a copy of the receipts; ask the persons some questions about the name of the teacher, the days of classes. He's going to check and if the person is indeed attending the classes, the bus fare (745 sc) will be credited to his bank account. For every AS, a bank account is opened upon reception, to get allowance and other sums to which they are entitled. (See prospect attached)

4. An Iraqi comes with an application for glasses – sent by the optician who has to make the recommendation. The Handling officer will make the decision. For all accepted medical costs, the first 50 sc have to be paid by the AS.

5. A "Conference Call" An Iraqi who doesn't speak Swedish or English hands his mobile to R. The "translation" wants information about the asylum procedure which R. says he cannot give.

6. Another request (Libyan AS) to cover medical emergency expenses, on the basis of the medical report supplied (The sum, minus 50 sc, will be credited to his account.

Two other persons come for information not pertaining to asylum and are informed they should come during the other reception hours.

R. who has a degree in political science and is himself a mixture of several origins, likes his work because of the variety of origins and cultures encountered and the contacts with these persons.

## October 11<sup>th</sup> – a day at the Reception centre in Karlkoga

K. is at about 50km west of O. The responsible for this centre is also Tolle Furegard and the AS directed there are those that, contrary to AS in O., cannot find private accommodations. There are 6 three story buildings, two white brick ones and 4 red brick ones, half of the latter being occupied by the offices of the Migration Board. The buildings are surrounded by grass and trees – several playgrounds as well. The compound accommodates about 500 persons. I'm driven there by P., an "organized activities instructor" responsible for the works AS do on the premises and also for the administration involved in their schooling and employment outside the centre. P. was transferred from Lindesberg at the beginning of October. He's from ex-Yugoslavia and has been living in Sweden since 1986. When I remark about the quiet and peaceful surroundings he says that nevertheless, if the centre were displaced, Swedish citizens would not like to occupy the buildings – bad connotation...

In the context of his work, P. has no information whatsoever about the asylum procedure stage, he only knows if a person is leaving but not why.

The AS have daily reception hours, except for Fridays, from 11 to 12 and 1p.m. to 2.30 p.m. They come for punctual questions or to ask for an interview with their social handling officer.

I am entrusted to Anita, a social handling officer (one of the 6 working in K.). She's a social worker and has been doing this work for 22 and a half years, the last two and a half in K., before that she worked in the centre of Laxö which is closed now. She's responsible for 100 to 110 AS. She says that the Migration Board offers many training courses. She's been sent to Tunisia for a 10 course to acquire knowledge about Islam.

A., being a smoker, spends time on the ground floor balcony where she's spontaneously approached by "her" AS who stroll around the premises. She accepts to talk to them during her smoking break, saying that such spontaneous encounters are sometimes more efficient than planned interviews. As she talks to the people, she explains their cases to me and sometimes, if they speak English, I can talk to them as well.

A man who comes to her is a "romantic" case. Since he doesn't speak Swedish well and is a Rom from Serbia, A. calls P. for help. He helps willingly, had also worked as a translator before. The man is concerned about money: a while ago, he came to the M.B. to say that his daughter was in danger of being kidnapped by a young man and his family, and that he and his wife could not sleep for fear. Finally it came out that the girl has turned 18, she's no longer a minor and can do what she wants and she's in fact in love with the young man and has willingly gone to live with him and his family (also in K.). However, they cannot get officially married, because her beloved is only 16 years old. Since she's no longer a minor she's entitled to her own allowance which is now deducted from the man's family allowance. All this is explained to him by A. (through P.) with great patience, and he reluctantly accepts...

Another man comes, an Iraqi who seems very fluent in Swedish and also speaks English. A. practically hugs him, listens, explains and then tells me about his case: He was accused of raping a Swedish girl and put into detention. Then, it came out that the girl had lied and the case was closed. But since he had been wrongly detained, he was given a compensation sum of 35'000 SeC. Instead of reporting this to the M.B. as he should have, so that allowance would be deducted, he went and spent it all in Stockholm... So now, although he should have been even fined and punished for this omission, A. has managed to have the charges dropped. However, he's not entitled to any allowance and came to say he had no money for food... A. tells him that since his mother has been granted a permit to stay and is living in K., he can go to her for food... She says it's a good case, and is not worried...

Then A. has an appointment with a couple from Lebanon. They are a “Dublin Case” – have arrived in Europe with a visa to Spain and continued their way to Sweden. They’re going to be sent to back to Spain, via Märsta – where there is an out-transit camp for Dublin cases. They will stay there for several days before their return trip to Spain is arranged. The aim of this appointment is to give them their train tickets and explain the itinerary to Märsta. A. had booked the services of a translator who’s going to translate on the phone. She explains that the translators are hired via a translators’ firm. Before, they were engaged by the M.B. and came in person, but she thinks that the present practice is much better. The voice through the telephone is clear, the people talk to her and not the phone, aware of the fact that the translation is only a machine. The translation, she says, is more objective – the people talk without having any biased impressions about the translator. She has no idea on what basis the translators are paid.

The interview goes smoothly, both man and wife ask questions, namely about how they should cope with their luggage. A. says they should have organized a “garage sale” before leaving (they have been informed about their coming departure at the beginning of the week) and asks how they’d managed to come to K. They reply they came by taxi...

After explaining about the timetable and itinerary, she asks the man to come back in an hour to collect the tickets, promising to write down phone numbers in Märsta, in case they have a problem on the way. It has already been explained to these persons that there can be a continuation of their procedure in Spain, since they had not applied for asylum there. Therefore, upon return (Spanish authorities informed and expecting them) they can apply for asylum.

After they leave, she takes a long time checking about the numbers and checking if a taxi driver has been reserved to take them to the camp in Märsta. Then she types the itinerary on one page, as well as the phone numbers and details of the taxi driver. This is done on her own initiative, she considers it’s important they understand well. Example of a good practice. She thinks this the interview went well and that the couple will come to the bus as scheduled on the following day (in some cases they disappear before and in that case, the police is informed).

During the interview, I notice on a board in A’s office a paper issued by the M.B. , written in English, about the Applicants’ Ombudsman.

Title: Satisfied or dissatisfied?

Then there are references to this instance (with photo of a person), telephone, address, e-mail to contact in case of complaints.

I later see these papers posted in other offices and in the corridors. I ask A. about this institution and the practical implications. She doesn’t know much, says she knows it’s a government efficient body about which she would give information when asked, but says she has not been often asked.

The children in K. go to school (not compulsory) about 10 minutes walk from the centre. In K. , contrarily to L., they are in separate classes and not together with the Swedish children (a young Serb girl to whom I speak in the afternoon regrets this very much).

On the premises, there is a second hand clothes shop. The clothes (practically free in most cases) are only donated by private persons.

The persons arriving in K. are given brief information upon arrival (see detailed document, given to me in English, exists in 6 languages). After 7 to 10 days, another more detailed information session is held. During which they are told about the expenses they do have to pay for and about Swedish school classes which they have to attend during 24 weeks.

During lunch break, taken in the cosy M.B. kitchen, I talk with Stig, who is responsible for maintenance in the apartments, since 4 years ago. The AS fills a paper about repairs needed – the form is directed to him and he sees to the repairs, he works with the AS, also doing chores outdoors.

Confirming information received in O. in that sense, A. thinks that the generous Swedish policy has led to an increase in demands: 40'000 AS are expected this year.

Other information asked and given by A.:

Regarding women, in general, she doesn't consider there are any particular problems related to the particular situation of women. She does mention the fact that Swedish girls have been coming to the premises to be with AS men. In case of women subject to domestic violence (hardly any reported since she's been working in K.), women can go (with their children) to the "Women's House" in K., providing protection to all women regardless of their statute. If an AS woman from K comes to that place, the police is informed by the social authorities running the place and they in turn inform the M.B.. A. remembers one case when a woman took refuge there with her children, was traced by her husband and had to be moved to another reception area.

In the afternoon, P. takes me for a tour in and around "his" buildings (he's responsible for people working in the premises and also getting jobs out in two of the buildings. He has a letter to deliver to ask an AS to come to his office on Monday (to be given information about school). He could put it into a mailbox (Each apt has one and each one of the 6 tenants has a key and can check it there's something for him/her), but says it's surer to deliver in person. On his way he talks to AS and even interrupts a beginning of a fight between 1 Iraqi and 1 African (in English). He says this is the best way to stop conflictual situations. It is hardly ever necessary to call "security" people. Given his Yugoslav origin, he can talk to many AS in their language (speaking Serbo-Croatian, he manages in Russian and other East-European languages, in addition to his relatively good English).

The people assigned to work (after 6 months of school) have to have valid reasons for a no-show. After 7 days of illness, they have to go to the doctor (less than that, to the nurse). All information about access to medical facilities (near by) are given them upon arrival. P. is a great believer in keeping the AS occupied. Inoccupation, he says, inevitably results in mental distress. The AS can look for jobs in K. and some find small jobs, delivering newspapers or publicity sheets, or in restaurants. The M.B. is informed and in contact with the employer. These jobs are not well paid, but better than nothing... The salary thus gained is deducted from the allowance they're entitled to.

P. rings the bell. No reply. He tries the door. The apartment is unlocked, but empty (proof no one is actually afraid of being stolen...). He shows me the 3 rooms with 2 beds in each. 6 unmarried men live there. In addition to the two beds there is a sofa, chairs and a table. One room is very crowded, with even 2 television sets. The amount of stuff depends on the tenant's private belongings. All basic furniture, bed linen and kitchen stuff are supplied. Anne-Charlotte, to whom I will talk later (20 years in the M.B.), is responsible for all the apartments (arrivals, departures, distribution of material) and P. praises her efficiency. We enter another apartment, where 2 Iraqi men and 2 small children are in the kitchen, which is big enough to have 6 persons eating together. P. introduces me and one of the men, speaking broken English, asks how come he hasn't received a reply yet after 4 months and says his wife stayed in Iraq, that he's come alone with his 2 young children to whom he's a father and a mother. I explain I cannot help him about his asylum case but that his children, barefoot in the cold and rain, should be wearing shoes...

We enter a small "office room" where a lady AS is responsible for collecting repair demands which will be delivered to Stig. She also fills reservations for the washing machines. She's helped by her daughter who speaks fluent English. In the laundry room, a Somali AS woman is in charge, watching the 4 running machines and 2 dryers. She lets in the "washers" according the reservations made. We also stop by the coffee-billiard room equipped with TV and radio and in a room being prepared for computer lessons (an Iraqi AS is fixing the electricity).

The AS are responsible for cleaning the stairs and access to the apartments as well as for the cleanliness of the apartments. On the whole, the apartments are comfortable but could be "refreshed". P. considers that for most AS, the accommodations are a "paradise". On many balconies, there are parabolic antennas for TV enabling people to watch programs from their countries of origin. P.

explains that in Lindesberg, since the AS are dispersed in apartments in various locations, they are not allowed to install such antennas.

During the afternoon coffee break, I talk to Anne-Charlotte about today's concerns. She's holding a paper showing that a young Somali girl who arrived yesterday from private accommodations in G. is already asking to go back there. She says she can't be stopped but is annoyed about the paperwork and preparation wasted. She supposes that the girl might have thought it would be better in K. and did not expect to be in an appt. of 6.

Then she tells me about a topic which has been preoccupying her for a week: An old Lebanese lady is getting senile and talks and walks during the night. Her co-tenants are complaining. The son lives with his wife in O. but cannot take her in since she insults his wife. A-C believes he's sincerely sorry and worried about his mother. She's been considering moving the old lady to a place alone but thinks it might not be safe to leave her on her own. I ask if she cannot recommend that she be sent to an institution and she says "not yet".

### In summary

My impression about this reception centre are positive. The "minimum standards" are definitely respected and the informal contact with the reception workers who take initiatives beyond their required tasks is impressive and proves that the reception workers are dedicated to their work with migrants and want to help them as much as they can.

### Friday, October 12<sup>th</sup> – a day in the M.B. offices in O. – with different officers

#### Jessica, returns handling officer,

(university degree in social studies), responsible for receiving the AS who received a definite negative reply and persuade them to return on their own free will, prepare them for the return and make them accept it rather than to hand the case to the police.

She was expecting an Iraqi couple she's summoned to tell them that their case has been handed to the police but they didn't show up, probably knowing what to expect...

J. considers the introduction of the appeal to a Migration court was a wrong move. It gives the AS false hopes, whereas the Court decisions are as harsh and the possibility of a further administrative appeal and of an appeal to a higher court are more often dismissed.

Her aim is to persuade the people to go home by meetings and discussions. She's at present working about it with 15 persons. The positive results are obtained mostly in some particular cases:

AS who got married in Sweden and then got a negative reply, have to go back to their country and apply for a visa guaranteed by their new Swedish family. They will be granted that visa and then permit to stay upon arrival.

As of the first of July 2007, a regulation has been introduced according to which AS from Iraq and Afghanistan with negative replies can apply for return assistance: about 200 € per person, 100€ per child and up to 500€ per family. She informs them about this new possibility, to which they have access only if they say yes to return... Police cases (that is, persons who have refused to return whose cases have been handed to the police), are not entitled to such return assistance.

### Joseph, reception officer

His work consists of informing AS about various stages related to their stay (upon arrival and about the issue of the asylum procedure).

Reception of a young Iraqi woman with her 4 year old daughter to inform them that they had been granted a permit to stay on humanitarian grounds. (Christian Iraqis)

The AS has been summoned to come and a translator (by phone) planned to assist. She comes with her cousin, also an AS, at whose place she's staying. She arrived with her daughter in May 2007.

J. reads the decision (translated sentence by sentence) and informs of all the administrative and financial consequences. Most important, he explains to the AS that her husband, who remained in Iraq, will also be granted a permit to stay. Her husband has to go to the Swedish embassy in Syria, which is being informed by the M.B.. He will be interviewed at the embassy and granted a visa to come and join his family. The person is no longer an AS as of beginning of November, the commune where she's living is responsible for providing her with accommodations, financial help (higher than the one received as an AS), access to school for her daughter, Swedish classes for her, medical facilities. She's given a copy of the letter sent to the commune in that respect.

The ex-AS returns the AS permits for herself and her daughter. The identity documents she produced when applying for asylum are given back to her (id cards and nationality certificate). In the present case, since she had not produced a passport and claims she doesn't have one, she's given two documents, for her and her daughter, with their photos and stamps of the M.B., stating they've been granted a permit to stay in Sweden. The person who presents a passport does not get such a document, but is given his passport back with a stamp proving his new statute.

J. explains that he plans an hour for such interviews and this has been in fact the case. I'm impressed by the patience, the apparent good quality of translation.

Lots of paperwork involved: the file with all the copies will be sent to the archives. The AS permits are destroyed.

### Kiki, expert/decision maker on questions related to unaccompanied minors (UM) with asylum demands all over Sweden

As of the 1<sup>st</sup> of July 2006, a new law (which had been under preparation since 2001...) was introduced, according to which the social authorities, i.e. the communes, are responsible for the stay of AS who are UM. (accommodations, legal guardian, schooling, access to medical care). The MB centres for UM were closed. The communes are responsible for finding the appropriate places to stay. The majority of UM are male aged from 16 to 18, the girls are younger, aged from 10 to 14. They either stay in childrens' homes organized by private companies, or, in case of younger UM, placed in families. In case of a negative reply, the MB informs the guardian. The Commune responsible for the stay of the UM AS is the first commune where his presence has been remarked. The social authorities have to convene a guardian to talk about the UM and establish if it's a case of a request of asylum or if the person had come because he has kin in Sweden.

In 2006 (not sure if it is a consequence of this new law) there was an increase in the number of UM AS – about 1000. This year it will probably amount to 1'200, that is around 100 per month.

Kiki's job involves a lot of travelling to give information namely about the introductions of new rules or regulations. For instance, she explains that when the UM turns 18, he's no longer considered a minor and the guardianship is revoked. But, according to a new decision dated July 1<sup>st</sup> this year, in case the commune considers that the person, notwithstanding the majority, is not yet able to be independent and has to continue to live under the same conditions, it can be possible, provided that

they make a formal decision about it, (not just communicate in a non formal way) She has to give this information to the commune and explain very carefully.

Next week she's going to visit a commune in the south of the country, where the authorities are having trouble in disciplining the UM in the home they stay in. Although it is no longer the responsibility of the MB, the commune insisted she come and try to be persuasive with the UM. Being in favour of good collaboration with the social authorities, she will travel there and do her best.

There are 5 offices working with UM around the country. Kiki's responsibility is guidance to all, and seeing that there is unity of treatment. She's not entrusted with enforcing decisions such as handling a case to the police, unless the head of the unit is absent. She herself is considered to be a head of the unit of O.

Regarding pseudo-UM : she's sure this is very often the case: the AS claiming to be minors are often much older than 18. Also, she is convinced that 90%, claiming to be orphans, have parents and know where they are. Concerning their age, it is too difficult to reach conclusions based on bone tests which can be considered as sufficient evidence in a range of error of plus, minus 3 years and then the lowest age is taken into considerations. Kiki is involved with editing manuals about questions to ask. She says it's a social and not only a MB issue.

If the UM AS gets a permit to stay only because he claims to be an orphan and later reports he has "found" his parents and wants them to join him, the request would be denied. On the other hand, if the decision granting him a permit to stay was taken on the grounds of need for protection, he can immediately "introduce" living persons (even after having claimed to have none), and they will be allowed to join him.

#### Monday, October 15<sup>th</sup> a day with the BoB

Introduction by Inger = "decision making officer". Defines the name of the unit as related to visas, work permits resident permits of all kinds.

As regarding visas: only in case of "complicated visa", for longer than 30 days, for which embassies are competent alone. When a visa for a longer stay is requested the embassy has to demand that the case be examined by the MB which will also decide on visa extensions for persons already in Sweden (provided the demand has been filed before the visa expires, otherwise the case is reported to the police).

The examination regarding visa extension demands consist of checking if the persons truthfully intend to go back home, the financial support provided by the guaranteeing persons in Sweden, the existence of a return ticket and of health insurance (when applying for a visa, the person has to prove he has a valid health insurance liable to cover his health expenses in Sweden and the persons they visit also know that their guarantee includes health expenses. The demands of old parents are examined more leniently. (Sara will comment later on: "according to the law, we should be generous to old parents").

Request for student permits. The BoB in O. is responsible for examining all requests for studies in the Middle region, Stockholm excluded. The request is made at the Swedish embassy. The person has to submit the documents required, proof of admission, proof of financial coverage, insurance. In case the embassy reports that a student candidate has submitted false documents before registration, the university is informed. On the other hand, the MB, after having delivered the student a permit for one year (After one year, the student gets a permanent residence permit), does not check to see if the student has been in fact attending classes. They simply inform the university that the person has not renewed his permit. Many people use the application for study permit as means to come to Sweden but then disappear or apply for asylum. (while discussing, a fax arrived from the asylum unit, informing Inger that a student has requested asylum and joining a copy of his first interview, in which it already appears that, when requesting a study permit, he had given different information about his financial situation. The BoB file will be transferred to the asylum procedure unit.

Interviews and examination related to marriages.

A person intending to marry or having married a Swedish citizen or resident, and requesting a residence permit “on grounds of family ties”, must make this request through the Swedish embassy in his country of origin or residence. He will be interviewed at the embassy and his request transmitted to the MB. The spouse in Sweden will then be interviewed in Sweden before the joined demands are examined by the MB. The process is sometimes long: over 6 months after the request at the embassy. The length of the process depends on the “waiting list” of the persons to be interviewed in Sweden which can be very long, depending on their place of residents. Some people move from Stockholm to Örebro to have access to a quicker examination. An alien who has been granted a permit “on the grounds of family ties”, namely marriage, is first given a permit for 2 years. After this “trial period” of two years, the situation is re-examined. If the spouses are still together and state they intend to stay together, the alien spouse gets a permanent permit, replacing the former one in his passport. It is valid as long as the passport is valid.

We are joined by Karina, a handling officer, subordinate of Inger. Prior to working at the MB, she worked at the local police in aliens section. She prepares decisions which she signs alone in some cases (positive decisions) and with her superior’s co-signature in other cases (removal, seizing a passport).

The “bible” of the workers in the BoB is the Aliens Law, which is regularly modified. For instance, in April 2006, several important changes were introduced:

EU residents requesting resident permits are no longer interviewed.

The MB is no longer allowed to check with the police if the “inviting” person is known for having subjected a spouse or a companion to sexual abuse or domestic violence. It can do so only if the persons plan to marry. This, according to I, can be bad: a visa is granted through invitation whose acts are unknown. When plans to marry are involved and the MB is aware that the future husband had been condemned before for abuse of an ex-wife, it requests the embassy to inform the future candidate about it. In some cases she’s already informed.

The change in the appeal system (Migrations courts).

The rest of the morning is spent with Sara, during the reception hours. Aliens have daily reception hours from 10 to 12 a.m. The handling officers take turn in treating their demands – two handling officers at two counters, and a third superior to deal with urgent cases and or to be of assistance in case of an overcrowded public.

I take note of the different cases (requests) presented and give a hand in stamping documents and/or making photocopies. I’m impressed by the polite and patient manner of the handling officers (also hear the other handling officer in the adjoining counter). Sara explains she will have to report/enter some of the cases presented into the computer. Some of her colleagues do it immediately, after each demand, but she prefers to give quicker replies and not to make the persons wait too much. It’s apparently a regularly quiet morning: Sara dealt with about 20 demands, requiring more or less paper work. I’m also impressed by the efficient computer for aliens, supplying necessary information quite clearly, as well as with the possibility to take photos of the person on a machine in front of the counter, through instructions typed by the computer user. The photo is automatically registered and can be printed. The holder’s signature is scanned. As in K., I’m impressed by the relative fluency of the aliens. In some cases they come with relatives/friends who help them in Swedish.

Some examples of the morning’s cases:

- an Iranian resident has received decision that her request for the extension of the visa of her visiting parents has been approved. She brings the decision and her parents' passports, so that the new permit with the new date of validity can be put in them

- a Tunisian resident married in Tunis in April and his wife is still waiting... is given the phone number of the handling officer (supplied by the data-base) and told to call in a month (Sara explains that she could trace the demand and see that the file is already in Örebro, but the handling officer has not examined it yet). Another person's demand concerning his marriage is already under examination: he's Somali, and married a Somali in Addis Abeba. He was required by mail to present some documents and comes to submit them: written replies and documents regarding his wedding, as well as photos of the wedding. Sara makes copies of the photos, stamped by "copy of an original" and returns them. She will transmit the documents received to the handling officer responsible for this file. By decision of the Swedish government, all "old cases" (requests submitted prior to March 2007), should be handled by the end of this year, so there's a lot of work to be done...

- several inquiries about access to Swedish nationality. To (preliminary requiries, an information brochure is supplied and information how to introduce the request and what documents to supply. One person (a Turkish citizen) has already begun the procedure. He brings in the required forms he filled, his national passport, as well as proof of the required payment: 1'500 SeK. He's given a receipt. Requests for Swedish citizenship are all handled in Nordköping, so the documents will be forwarded there.

- several Iraqi citizens refer to problems related to the fact that they are in possession of Iraq passports whose number begin with an S and these are no longer valid. They request alien's travelling documents and are told that they should try to apply for new passports at the Iraq embassy in Stockholm. Several Iraqis ask for information for obtaining visiting visas for their relatives. Sara gives them the necessary documents to fill but explains that such requests are examined very carefully since it is well known that Iraqis do not want to go back...

- An urgent case: a woman from Thailand came with a visa upon the invitation of a Swedish citizen, who died during her visit. She had to undergo surgery and is now scheduled for another surgery tomorrow. Her visa has to be extended and the decision should be taken quickly since her flight return tickets have to be reserved two weeks in advance and another Swedish citizen, now guaranteeing her stay, will fly back with her. Given the urgency of ticket reservations, the formal decision is going to be taken quickly and favourably, since the BM is convinced of her willingness to return.

- An EU case: a young German girl wants to register for residence in Ö. She's given the required documents to fill and informed about the necessary information she needs do provide.

### **Tuesday, October 16<sup>th</sup>, Reception Center of Lindesberg**

My host and responsible to this centre is Mercado Kiang Noah (MK), Head of Division. Originally a refugee from Iran, he came to Sweden in 1984 and acquired the Swedish nationality. First studied maths at the university and then "switched" to social studies, started working for the MB, then at the Ö. high security prison, then back to the MB.

There are presently 870 AS accommodated in L. and MK is responsible for 6 reception officers and 7 "organized activities instructors" + one manager. The centre opened in April 2002. Given the increase in demands and capacity (530 to start with), he was authorized to engage 3 more reception officers who will start working soon. The requirements for the job: an academic degree in social sciences, with credits in psychology and/or communications.

The persons employed by the MB do not have to be of Swedish nationality.

The reception centre in Laxö, where several officers I met had worked before, closed after 18 years, given some problems with the population which thought they “needed a break”.

How the persons arrive? The reception centre communicates daily the number of free rooms available to the arrival centre in Göteborg, from which the arriving AS would be directed to the Ö. area. As mentioned before, AS present their asylum demand at one of the following 4 registration centres: Malmö, Göteborg, Stockholm, and Gävle. In some exceptional cases, a registration centre other than Göteborg can also direct AS to L.

The basic difference between reception centres such as K. and those such as L. is that in the latter, the AS are dispersed to apartments in different small localities of the community, where they live in buildings where the other apartments are occupied by Swedish people. The different persons I discussed with gave their opinions about the pros and cons of each system.

The AS arrive from Göteborg to L. by MB busses. They are then driven by the Instructors to their allotted apartments (each instructor has “his” localities) and given a preliminary information about the nearby facilities (transport, near by shops, hospital, school). After several days, they are convened to the offices of the MB in L., where they will be given more elaborate activities both on practical matters and about the steps of the asylum procedure. Such information sessions will be organized for 4 to 10 persons, preferably speaking the same language, so that only the use of one translator will be required. In L. they are lucky to have among the staff a reception officer of Lebanese origin and an Instructor of Kurdish origin, who can communicate with AS speaking Arabic and Kurdish.

The AS will start Swedish classes about 7 days after arrival. The children, once they have acquired sufficient knowledge of the language, will be integrated into normal classes with Swedish children (which is not the case in K.)

Alan, an instructor of Iraqi Kurdish origin, who will be my guide in his area in the afternoon, explains that it is his job to register the children in school. The school will send a letter to the parents and they will come with their children on the first day and be helped by a translator.

Upon the reception of a negative reply, Swedish classes are stopped. However, in L. while the cases are still pending (appeals, cases not definitely rejected and handed to the police), the AS can attend computer or English classes which are organized if there are enough people interested.

Average stay of AS in L.: it can be as little as one to two months, but it can go up to 2 years and even in exceptional case 4 years.

Continuation of the accommodations for AS granted a permit to stay (whatever the permit: asylum (A3), asylum for torture (A7), asylum given conflict within or outside the country (A8), humanitarian cases (G)), depend on the accommodations during the asylum procedure: for AS who have been living with private kin like in Ö, it is the Commune of Ö that is responsible for giving them accommodations there and access to all facilities. The files of AS who have been living in reception centres are sent to Nörköping, where there’s a unit responsible to “negotiate” with the various communes of Sweden for accepting the AS granted a permit to stay. There is a quota by which a Commune has to accept a certain number of cases (i.e. in L.: about 60 persons a year). If an AS granted a permit to stay has found accommodations on his own and shows a contact of apartment rental, then the commune has to accept him. Until the negotiations with the responsible commune are terminated, the AS will stay at the reception centre (average duration: 2 months). There are also cases so called “Kitchen Don” – the person wanting to live in a particular commune will stay with relatives there (this is mostly the case in Stockholm). After a month of such unofficial stay the commune will be obliged to accept him (they don’t like it...). The commune who is going to accommodate the permit-given persons will ask for information about their new residents: the amount of money they received as AS, if there are special needs (mostly medical) to be covered “so they can prepare a good start for them” (sic).

MK. considers that in L. there are no many problems with the local authorities or the people. There are monthly meetings with the community where such problems can be discussed. If a private person encounters problems with an AS, he will call the MB which will deal with the matter. Example of a “hard case”: last year some Armenians were stealing gasoline from a gasoline station and the owner kept calling the MB about it.

In case the police has to interfere (fights, disputes), the MB is informed and the report is put into the AS’s file.

At present there are more unmarried men than families. The rejected AS whose cases have already been handed to the police and who are officially “illegal” can nevertheless stay in L. until their removal is technically possible. In other cases, they will be placed by the police in detention prior to return. There are 5 centres all over Sweden for such closed camps.

MK leaves me to go to a meeting with the social department of L. He’s a fervent advocate of working in close collaboration with the local authorities, in finding appropriate solutions. Example given: the local social department will tend to place AS in institutions when medical, namely psychological problems are involved. Last year, a mother with 5 children was considered to be too sick to take care of the children. The social department wanted to send her to an institution and also place the children. The cost of this would have been very high. He suggested a cheaper solution which is working very well: financing an employee to help the mother.

At the office of Angela: a reception officer. She had booked a translator for an interview with an Iraqi who was granted a permit to stay and will be moving to another commune. She’s going to help him “write some documents” and give him the practical information he needs. The person, who had already been informed about the permit to stay, doesn’t show. She will invite him again.

She communicates, via the administrative employee at the reception, different replies to waiting AS and answers a telephone in English to an Iraqi woman AS who says her child has sight problems and what she should do. Angela says his sight should be checked by the school nurse who will direct him to a doctor if necessary, if it’s only a case of being short-sighted, glasses can be brought at a relatively cheap price. If the glasses called for are more complicated, the MB will cover the cost.

Angela gives further information about the contents of the detailed information given prior to arrival: the AS are informed about the law in Sweden regarding child abuse and also already informed about the continuation of the asylum procedure, and of the possible replies (yes or no) and their consequences. For her it is important that the AS be informed in advance, in particular about the notification of a negative decision and how to appeal. She also informs about the company responsible for the apartment, schools, etc. She says that, since given the increase in demands everything takes longer (an AS at the reception complains that he’s been here for 3 months and has not been informed yet about the lawyer assigned to him), the AS are also informed that they should be patient and not worry if they do not receive speedy replies or if the asylum procedure steps take longer. But, she says, it doesn’t help. The problem is also due to the fact that they discuss with other AS and led to false information/rumours.

Shafiq, a reception officer (Lebanese origin) comes to say that there are too many people at the reception. They often come for questions they do not really need to come for, but it is definitely due to the fact that they are dispersed and “They need the contact”.

I spent the afternoon with the instructor Alan (Kurd Iraqi origin, in Sweden since 1984). He’s responsible for about 120 persons in two different localities and takes me to visit one of them, called Goldsmeshythan (= “Goldsmith mine”), about 15 km from the town of L. There are about 60 AS living in small 2 story buildings in a secluded beautiful countryside.

A 2 room apartment will accommodate up to 5 persons (4 persons if it’s a family). There are 3 room apartments for up to 6 persons and 4 room apartments for 8 persons. Normally no more than 2 persons

in a room. There are also 1 room apartments for 2 persons. I ask if girls and boys can be mixed. This is possible: if there is an unmarried couple who claims they want to live together, they are given that possibility. The instructor, informed about the arriving AS, takes the decision about placing them in the apartments under his care, trying not to put persons, liable to be in conflict, together, and tries to people from the same country in one apartment. The AS get to use the washing machines available in each building to the persons living there. We visit a 2 room apartment where an Iraqi family of two parents and 3 children has been living since July. The parents and one child are away. We talk to the two children present: a teenager and a young boy about 12. School is off (autumn break) and we found them studying Swedish at home with a dictionary and an exercise book. The rooms are big and simply but well furnished, the kitchen is well equipped. The paint is fresh. On the whole, the apartment is in better shape than the ones visited in K.. Alan shows me the school these children attend: about 10 minutes walk. He also shows me the nearby shops and a small hospital they can go to. As opposed to the system in K., the AS don't do chores on the premises (except for cleaning their own apartments), but they manage to find small jobs quite easily.

The MB pays the rent to the company/owner of the buildings. If something needs to be repaired in the apartment the AS calls the MB who calls the building company. If, on the other hand, an AS creates a problem (noise, dirt), the company will call the MB and the instructors will talk to him. In general no more steps are necessary.

Alan drives me to other places with small agglomerations and small buildings, where there can be one family or one apartment for AS alone. I ask if they do not feel lonely and he answers: "No, because they have contacts with the Swedish people. This is the aim of such an arrangement. They learn the language much more quickly".

Back to the L. office. Angela is writing decisions about extra money allowances for special needs. For instance, depending on the time of arrival of a family with many children, by the time winter arrives, they wouldn't have had the time to economise enough money to buy winter clothes which are more expensive. She bases the additional amount decided upon on the number of children, date of arrival, second hand prices. Contrarily to K. there is no shop with Red Cross and/or donated clothes at very cheap prices.

Observations about the pros and cons for both systems:

Alan is a fervent supporter of the L. system: He says: Here there are fewer problems than when you have 100 AS living together as in K. I think it's a better system. Maybe it costs more (in K. there is no need to use MB cars to reach the apartments and no need to cover school bus expenses). But the AS live better here because they have less problems and problems cost too... The AS live better because they have more freedom. In K. it is more difficult for them to learn Swedish because some speak only to other AS.

Angela: I don't know which system is better... If they're granted a permit to stay, maybe L. is better because they're already used to Swedish environment. But on the other hand, if they have to leave, the return will be more difficult to accept. There aren't many problems with the Swedish population. Most people are pro-refugees. They organize get togethers on weekends.

MK: both systems exist in Sweden, but the grouping of AS in one compound, as in K., to a lesser extent. He's not sure but he estimates that about 85% of the AS live in the L. system, i.e. not grouped and mingled with Swedish inhabitants.

When asked which system is better he's more cautious than Alan. He says: maybe now, with so many people going to stay, it is better to have them live with the Swedish, but some years ago, with the other system, it was easier to have everybody under control. For instance, if people who have been dispersed disappear, we don't find about it immediately and we don't know on what exact date they disappeared. Whereas in K., if they move out, you're immediately informed – their fellow AS come to tell you, they might want to move into their apartments... So you know things immediately, there's no waste of time.

You also have everybody at hand to communicate information; you watch the compound more efficiently.

Concerning the increase in Asylum demands in Sweden:

MK accounts for the increase in the number of AS in Sweden as related to the number of Iraqi demands. He says that half of the Iraqis coming to Europe ask for asylum in Sweden! He explains that by the fact that before the fall of Saddam's regime, many Iraqis were granted asylum in Sweden and later returned to Iraq. According to Swedes who went on fact-finding mission to Iraq, most ministers in the new government speak Swedish... So that, those fleeing now follow the footsteps of the former Iraqi refugees.

### **Wednesday, October 17th, last day at the MB office in Ö**

Reply to further questions asked related to the aims of the present exchange mission

Facilities for handicapped persons:

Before 2006, there was a special camp equipped for handicapped persons. But it closed. There are not many cases and specific cases are handled, according to needs, by the respective local authorities, financed by the MB.

Health expenses in general: the hospitals get a "lump sum" four times a year, calculated on the basis of the number of demands and supposed to cover all costs. So sometimes they get too much and sometimes not enough...

If an individual case requires a treatment of a very high cost (over 90'000 SEK), the hospital will request an additional sum from the MB.

"Persuasion" of rejected AS to return (work of the handling officers responsible for returns)

I ask how many discussions are held with the rejected AS before their case is handed to the police?

It is flexible, depending on the appreciation and motivation of the handling officers. During the first interview with an AS, the reception handling officer will already ask the AS about his intention in case of denial. If the person is already at that stage, adamant about not intending to go back to his country of origin or residence, it already appears clear that there is no need to insist. If the AS seems to be liable to be persuaded, the handling officer will dedicate more time to persuade him.

Once a case is handed to the police, the MB file is closed and the rejected AS is no longer entitled to financial support, nor allowed to work. It is up to the police to decide whether, if intercepted, they should be put in detention, but, as seen before, in L., some "police cases", can stay for a while.

## **Conclusions**

The organization of my stay was not much in line with the specific fields of inquiry defined for the present exchange mission (only two visits to reception centres), but enabled me to gather very interesting information about the Swedish reception practices. Since our reception organization is bound to the Swiss asylum law, there aren't many examples of "good practice" different than ours that I can recommend to adopt and/or change, as far as overall organization is concerned (definite separation between the reception units and the asylum procedure unit, which I find more humane, since the reception people are only concerned with the AS as a person, notwithstanding the reason for his arrival). There are, however several practical points that can be pointed out:

1. The organization of the translation system (by phone, translators employed by a translation firm responsible for the quality of their work. The MB pays the firm.
2. The requirements for being a reception handling officer. The employment of handling officers of different origins is definitely an asset. (I don't know if this is the case all over Sweden but it is what I encountered in Ö, K, and L.). Moreover, although this was not directly the concern of the mission, the working conditions of the MB employees make for better motivation and satisfaction (most of the people I discussed with have been with the MB for quite a long time). The offices in the 3 places visited are pleasant and the recreation/dining spaces are spacious and warm. Warm drinks are free and fresh fruit supplied weekly). The women employees get long maternity leaves and people who want leave of absence for studies or other purposes, can go back to their working places.
3. The pros and cons for the two systems of reception centres are listed above are listed above. I haven't made a definite opinion about it, but in Switzerland, after leaving the registration and procedure centres, the AS go to places for which the cantons are responsible, more in line with the K. system. The other one could be suggested, mainly for persons having been granted a temporary admission (12 months), which is likely to be renewed.
4. Making the access to our AS data-base more user-friendly
5. Introducing the modern photo-taking system as seen in Ö.

## **Appendices**

- supplied by the main MB office in Örbero:

- various documents about the new law and general information about asylum
- application forms for residence for EU citizens or others residing with EU citizens
- brochure: the task of the MB
- brochure about bank card for AS
- example of a AS page in his database file
- recent statistical data
- "Sweden a pocket guide" Facts, figures and advice for new residents

- supplied by the reception office in Karlskoga:

- "Welcome to Karlskoga" an information kit given to all arriving AS (information about K. as well as general information about asylum

Remark: no documents in English could be obtained at the L. office. I unfortunately had no camera and didn't consider asking for the instructor who guided me to take photos. It was promised to me that this will be subsequently done: L. will send photos of some locations and possible information in English to my e-mail address in Switzerland and these will be forwarded to the HUB.