

Spring Exchange 2008

29 May - 7 June 2008

Theme "Residents with unacceptable behaviour"

'Toolkit for the participants'

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Participant Data

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Organisation	Swedish Migration Board	Fedasil
Country	Sweden	Belgium
Host country	Spain	Spain
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Itinerary (List of places and people visited)

CAR Mislata (Reception centre for refugees at Mislata, Valencia), visit of several days.

Social worker

Psychologist

Employment manager

Colegio Santa Cruz (Secondary school)

Coordinator

Responsible of orientation

CEAR (Legal attendance and the labour integration of asylum seekers and vulnerable immigrants)

Legal adviser of asylum seekers

AVAR (Tutorized housing for unaccompanied minors)

President

Social educator

Project Viver (Labour integration for woman)

Social worker

CAT (Arrival housing at Cullera), visit of the reception centre, the office for social and legal support and a house for asylum seekers.

Social worker at the reception centre

Social worker at the office

INTERVIEW GUIDE

on HOUSE RULES

1. Are there specific house rules developed for residents?

The reception centre at Mislata works with an Integration Program Report. It's a contract between the resident and the reception centre and it defines the rights and the obligations of the resident during his or her staying. The house rules are one part of this program. Because the integration program report is the basis of all the work between the reception centre and the residents, we will base all further answers on this report. A copy of the Integration Program Report is added at the end (Annex 1).

2. Policy (development)

The Integration Program Report is developed by CAR Mislata, so on a local level. It's not legally binding.

3. Information

Within 7 days after the arrival of the resident, the psychologist explains the Integration Program. When signed, the resident receives a copy of this document. It exists in Spanish, English, French, Russian and Arabic.

The Integration Program Report describes the rights of the residents as well as his or her obligations. Each element of the Integration Program is explained separately by the responsible staff member. (Psychologist: Spanish classes; Head of residents: house rules, Employment manager and mediator: integration and labour skill courses, occupational training courses and search for employment; Social worker: health care and legal guidance). All these interviews are supposed to have taken place within 7 days. They are held in private offices in a quiet corridor of the centre. The resident receives following documents in written form: A service menu (Annex 2) that exists in English, French and Spanish, an overview of the tasks of the different members of the technical staff (Annex 3), an overview of the general rules (Annex 4) and leaflets about the registration in the municipality. The last three mentioned documents are available in Spanish, French, English, Russian and Arabic.

The five members of the technical staff speak Spanish, English and some French. Interpreters are seldom used. Sometimes other residents are asked to translate. Only in cases where there is no communication possible at all, an interpreter might be called or invited.

4. Content of house rules

- ♥ guidelines on behaviour
- ♥ rights of residents
- ♥ orders, duties, obligations
- ♥ practical information
- ♥ other: Responsibility of parents towards their children

5. Supporting mechanism

Sources of information:

- The housekeeper is constantly checking the building. There is an announced monthly visit of each bedroom.
- At the reception there is a logbook where the receptionists, the security guards or other members of the staff report, among other things, the incidents.
- Since the Integration Program Report is a contract between the resident and the centre, the technical staff makes a follow up of all the different obligations.

The head of residents receives all this information. If she considers it necessary, she writes a brief report in Spanish to specify the incident and the measures taken. The report is handed out to the resident. A copy is given to the social worker who is responsible for the pocket money.

In some cases it might be the director who hands out the report to the resident and communicates the measures.

6. Role of the staff

The way the staff is dealing with the rules depends on the person but in general people apply the rules quite strictly (f.e. the timetable for eating, residents need a special permission if they want an exception). The head of residents, as the responsible for the house rules, checks how the staff is applying the rules. Most staff members have been working for a long time in the centre and are familiar with certain cultural and religious difference, f.e. when it comes to food and cleaning.

7. Set of measures

Part of the Integration Program Report is a fixed list of measures related to the house rules and obligations that are part of this program. A measure is always a financial fine (less pocket money or less transportation tickets). In exceptional cases a resident can be permanently expelled (f.e. after fighting). Once expelled, the resident cannot get shelter in another reception centre. There are no temporary facilities available in the centre. Residents are never transferred to another reception centre since this is not considered a punishment.

8. Other actors

When serious incidents occur, the police is contacted. Usually they come quite quickly. Sometimes a resident can be taken to prison.

9. Role of the residents

In the centre a complaints form is available. Information about the procedures is given to all residents in the Services menu leaflet.

When residents in the centre do not agree with certain measures taken, they either make an appointment with the director or fill in a complaints form. It's the director of the centre who is responsible for the follow up.

The house rules were made by the staff in 1998, the residents weren't involved in any way. Until recently there was a suggestion box in the centre.

10. Incidents

This year there was only one considerable incident. It concerned a family who created a lot of problems in the common areas in the centre.

In general there are very few incidents in the centre.

11. Good practice

The Integration Program Report, as a contract between residents and the reception centre, is not only focused on the house rules but also on education and employment. The resident is informed from the beginning about all these aspects. A clear overview of the financial measures that can be taken when a resident doesn't follow the rules is presented in written form. This seems a very clear and transparent system of communicating and applying the obligations of residents and possible measures.

The main responsible of the follow up of the house rules is the Head of residents. She checks both staff and residents in applying the rules and she is the one deciding about measures and communicating them. The fact that all information concerning the application of house rules is gathered by one person, who can take quick and uniform decisions about measures, seems an efficient system.

There are very few incidents in the centre. We assume that following elements might be partly responsible for that:

- There is a 24 hours presence of a security guard.
- There are cameras present in the reception centre.
- After a serious incident a resident can be permanently expelled from this and any other reception centre. It means he or she might be living on the street.
- The building was especially designed to be a reception centre and has recently been renovated. All rooms are clean, well accommodated and bright. There is a nice internal garden, a well equipped computer room and a modern television room.
- Residents can freely go in and out of the centre without presenting themselves. There is a flexible system about the time residents have to be back in the evening.

Of course it is very hard to explain why certain incidents occur more in certain places. We do think that the possibility of permanent expulsion might motivate residents more to live according to the rules. Furthermore, the Integration Program not only focuses on restrictions and rules but also on responsibility and choice. Also a nice environment to live in, both in terms of accommodation and neighbourhood, and the flexibility about the ins and outs of the centre, can positively influence people's well being and behaviour.

INTERVIEW GUIDE

ON RESIDENTS WITH UNACCEPTABLE BEHAVIOUR

1. Definition of unacceptable behaviour

Common agreed upon:

- Not respecting the house rules
- Racist and disrespectful behaviour
- Disturbing the communal life

Some staff members consider a non cooperation concerning the educational and labour elements of the Integration Program unacceptable behaviour, but others don't.

In general there are very few incidents in the CAR Mislata.

2. How to deal with unacceptable behaviour

24 hours a day a security guard is present in the centre. In the corridors and common areas are cameras. The house rules are explained to every body and a copy is handed over to all residents. The head of residents is the responsible for the house rules and their application.

3. Identification of unacceptable behaviour

There is no assessment or screening system for identifying sources of unacceptable behaviour.

4. Special facilities or arrangements

There are no special facilities or arrangements for residents with unacceptable behaviour.

5. Staff

After an incident the director and the head of residents are mainly responsible of the follow up of measures. Parallel the psychologist can work individually with the resident to better explain his or her personal problems or motives.

There are no (practical) supports or protocols on how to deal with staff after a serious incident has occurred. Members of the staff help each other in a spontaneous way.

The staff is not trained on how to deal with unacceptable behaviour.

Despite the fact that there are so little incidents, training might be interesting for the staff.

6. Client information

When residents arrive in the centre, very little information is at hand. The general board of refugees does not communicate the reasons why somebody asked asylum.

Each member of the technical staff keeps an individual file of the resident. The psychologist considers her information based on individual sessions strictly confidential. Sometimes she shares more objective information to the staff if it can be in the interest of the resident. Information about the social, medical or training situation can be consulted by the technical staff.

Other members of the staff might have more information through informal contacts. Sometimes they share this information with the technical staff.

7. Other partners

In cases of domestic violence, women can be orientated towards a specialised service for legal and social support.

It is considered a very difficult and delicate matter.

8. Good practice

Very little specific measures are taken linked to dealing with unacceptable behaviour.

Staff training for dealing with unacceptable behaviour

Title:	
Type of training: (soft skills, hard skills, coaching)	
Short description	
Material available: handbook, training manual, exercises, video etc.	
Contact person or organisation:	

There is no special training given about dealing with unacceptable behaviour.