



Report of UNHCR's Participatory Assessments with Syrian Refugees

December 2016

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I – Context and purpose

Conflict and persecution have forced a record number of people in recent years to flee their homes in search of safety. At the end of 2015, a record-high 65.3 million people were forcibly displaced worldwide, up from a staggering 59.5 million in 2014 and 37.5 million a decade earlier.¹ Syria has been the world's single-largest driver of forced displacement since 2011, but other major displacement crises have developed in the Middle East and sub-Saharan Africa during that time.

With 86% of the world's 21.3 million refugees in 2015 hosted by poor and developing countries, governments around the world have pledged to step up resettlement efforts in a show of solidarity with both displaced persons and the countries hosting them. In 2014, 26 countries admitted a total of 105,200 refugees on resettlement, five more countries than in 2013 and 6,800 more refugees than the previous year (98,400). In 2015, UNHCR submitted the highest number of cases for resettlement on record for a decade, submitting 29% more than in 2014 (103,890). On average, two out of five submissions in 2015 were Syrians.

A- Irish response

As part of its own efforts to assist the increasing numbers of people forced to flee to other countries for safety, Ireland has substantially increased the number of displaced people it admits. In 2014 the Irish government made a decision to resettle 220 refugees in 2015 and 2016, up from 90 in 2014. This figure increased significantly in May 2015 when the Minister for Justice and Equality responded positively to the European Commission proposals on migration by increasing Ireland's resettlement quota by 300 people to 520 in 2015-2016. Additionally, 119 people were given permission in late 2014 and early 2015 to enter Ireland and join family members under the Syrian Humanitarian Admission Programme (SHAP), a private sponsorship programme.²

As the Syrian situation deteriorated further and large number of refugees and migrants arrived on Europe's shores, Ireland responded by increasing the number of people in need of international protection to be admitted to Ireland. In September 2015, Ireland established the Irish Refugee Protection Programme (IRPP), under which up to 4,000 people in need of international protection will be admitted to Ireland. 1,040 resettled refugees, which includes the 520 places committed to in 2015-2016, are expected to arrive in Ireland from Lebanon under the IRPP and 2,622 asylum-seekers will be accepted under the EU relocation scheme from Greece and Italy by the end of 2017.

¹ UNHCR Global Trends 2015: <http://www.unhcr.org/statistics/unhcrstats/576408cd7/unhcr-global-trends-2015.html>

² <http://www.justice.ie/en/JELR/Pages/PQ-22-03-2016-247>

Although the State was not bound to, it voluntarily opted into both of the EU Council Decisions on relocation.³

In November 2016, the government committed to accepting 200 unaccompanied children from France. At the time of writing, the majority of the pledged 4,000 places have been allocated (1,040 on resettlement, 2,622 on relocation and 200 unaccompanied children from France). The remaining 138 places are yet to be allocated to a specific acceptance mechanism.

B- The Irish Refugee Resettlement Programme and the Syrian Humanitarian Admission Programme

Ireland joined the UNHCR-led resettlement Programme in 1998 and began accepting refugees under the programme in 2000. The **Irish Refugee Resettlement Programme** is administered and managed by the Department of Justice & Equality's Office for the Promotion of Migrant Integration (OPMI). In recent years, the resettlement programme has focused on resettling refugees displaced by the Syrian conflict, with 616 people arriving over a period of approximately three years (2014-2016) as of 8 December 2016.⁴ These refugees consisted of 550 Syrians, 49 Iraqis and 10 Syrian Palestinians, all displaced as a result of the Syrian conflict.⁵ The 616 refugees have been admitted to Ireland from two host countries: Lebanon and Jordan, the second and sixth-largest refugee-hosting countries in the world.⁶ They have subsequently been resettled to counties Laois, Tipperary, Cork, Kerry, Limerick and Clare. Ireland also responded to the Syrian crisis in 2013 by resettling 31 Afghan refugees who had previously obtained asylum in Syria.

In parallel to the Resettlement Programme, a private sponsorship scheme was established by Ireland in response to the worsening humanitarian situation in Syria and neighbouring countries: the **Syrian Humanitarian Admission Programme (SHAP)**. The SHAP was put in place in 2014 for a limited period of time. It allowed naturalised Irish citizens of Syrian birth and Syrian nationals already lawfully resident in Ireland to act as sponsors and submit applications for vulnerable family members in Syria and neighbouring countries. Successful applicants would be joined by their family members, who could reside in Ireland on a temporary basis for an initial period of up to two years.⁷ The SHAP came into operation on March 14, 2014 with the last

³ EU/2015/1523 and EU/2015/1601

⁴ Office for the Promotion of Migrant Integration 'Resettlement of Programme Refugees from 2010 onwards' <http://www.integration.ie/website/omi/omiwebv6.nsf/page/resettlement-overviewresettlementprogrammes2010onward-en>

⁵ *Ibid.*

⁶ UNHCR, 'Global Trends' (n 1) 15.

⁷ Irish Naturalisation and Immigration Service (INIS), 'Syrian Humanitarian Admission Programme' <http://www.inis.gov.ie/en/INIS/Pages/SYRIAN%20HUMANITARIAN%20ADMISSION%20PROGRAMME>

date for applications being 30 April 2014.⁸ Applications in respect of 307 people were made, of whom 119 people were subsequently given permission to enter and reside in Ireland. Of that number, to date 79 persons have arrived and had their passports endorsed with the appropriate residence permission under the Programme (SHAP Stamp).⁹

C- What is a participatory assessment and why is it important?

UNHCR has a global mandate to provide protection and seek durable solutions for refugees worldwide.¹⁰ The three durable solutions identified by UNHCR¹¹ are:

- voluntary repatriation,
- local integration, and
- resettlement.

To promote these durable solutions in Ireland, UNHCR provides assistance to the Irish Government's resettlement programme by advising on resettlement needs and providing a liaison point between UNHCR offices in the sending country and OPMI. UNHCR also undertakes initiatives aimed at promoting integration and raising awareness of issues affecting those who come under UNHCR's mandate.¹²

UNHCR advocates strongly for persons of concern, including those arriving on resettlement, to be at the heart of decision-making processes that affect their lives. Undertaking participatory assessments with those resettled to Ireland is, therefore, essential to better understanding their needs. Consulting directly with persons of concern provides them with an opportunity to openly discuss the challenges they face and to participate in the design of structured responses to those challenges. The participation and inclusion of persons of concern in processes that affect their lives and their families are crucial as those processes contribute to their integration and empowerment. Therefore, it is essential to work not only for, but also with, persons of concern. With Ireland pledging to accept a further 520 refugees from Lebanon in 2017, the participatory assessments conducted by UNHCR in 2016 offer an opportunity to assist officials and service providers when planning future programmes. The findings

⁸ *Ibid.*

⁹ Houses of the Oireachtas, 'Refugee Resettlement Programme: Parliamentary Question [32453/16]' (27 October 2016):

<http://oireachtasdebates.oireachtas.ie/debates%20authoring/debateswebpack.nsf/takes/dail2016102700058>

¹⁰ UN General Assembly, 'Statute of the Office of the United Nations High Commissioner for Refugees' established by UNGA Res 428(V) (14 December 1950) UN Doc A/RES/428(V) para1.

¹¹ UNHCR 'Framework for Durable Solutions for Refugees and Persons of Concern' (Geneva, May 2003).

<http://www.refworld.org/docid/4124b6a04.html>

¹² UNHCR, 'Overview' <http://www.unhcr.ie/about-unhcr/overview-about-unhcr>

of the participatory assessments highlight best practice and identify areas where challenges could be addressed.

D- Objectives

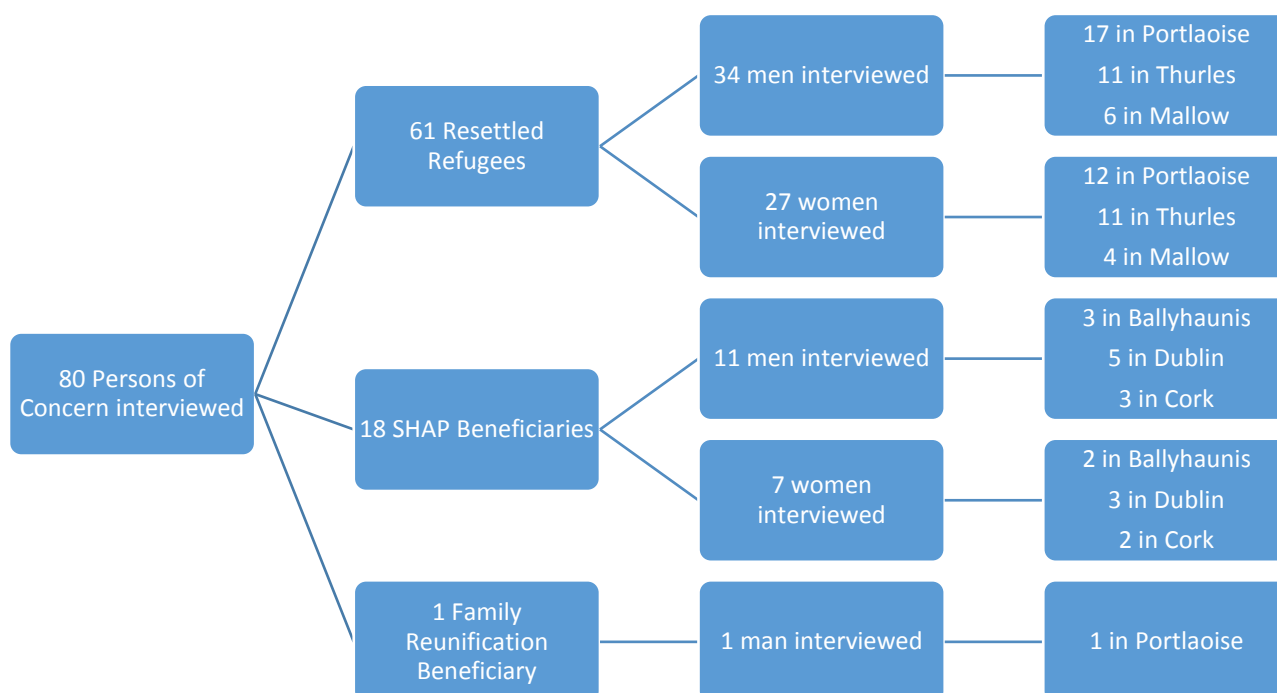
UNHCR Ireland undertook individual consultations with resettled refugees and SHAP beneficiaries living across Ireland in the form of interviews. Speaking directly with them helped UNHCR gain a deeper understanding of their needs and capacities. This report provides a summary of these interviews which is intended to contribute to an overall assessment and review of both the resettlement and SHAP programmes. As UNHCR does not have an operational role in the reception and resettlement of refugees subsequent to their arrival in Ireland, this document does not purport to be an evaluation of that work but rather a reflection of the views of those consulted. Work on the development of an updated integration strategy by the Department of Justice and Equality is at an advanced stage and is expected to be published in the coming months. It is hoped that the experiences of persons of concern in Ireland, as reflected in this participatory assessment process, will prove to be useful and informative in the development of an integration strategy that takes into account the varying needs and capacities of refugees in Ireland.

II- Methodology

A- How was the information obtained?

UNHCR Ireland conducted structured interviews with a total of 80 persons of concern, involving 46 men and 34 women. This total comprises 61 resettled refugees, 18 SHAP beneficiaries and 1 family reunification beneficiary. All persons interviewed were of Syrian nationality.

Figure 1: Persons of Concern Interviewed



The interviews focused on the overall experience of individuals settling in Ireland so as to draw out examples of best practice as well as their ideas and recommendations on any issues they faced. The consultations aimed at getting a more accurate picture of how people sought safety prior to coming to Ireland, as well as documenting positive examples with respect to their integration experience once in Ireland.

The participatory assessments were carried out by way of interviews conducted with persons of concern in different counties across Ireland. The interviews were complemented by meetings and exchanges between UNHCR and the Resettlement Support Workers¹³ and various stakeholders in each region. The interviews with

¹³ Resettlement Support Workers are individuals assigned to a community or area where programme refugees are resettled into private housing. OPMI provide a grant to a local implementing partner for the role. The Resettlement Support Worker is then employed to assist resettled refugees in accessing local and national services and in resolving the various issues that might arise for them. They are employed for a finite period, generally of 12 months in duration.

persons of concern were facilitated in Arabic and English. More detail on their format is outlined below.

Selection Criteria

The only selection criteria that were applied to participating individuals were that they had to have lived in Ireland for close to a year and be 18 years of age or older. All interviewees were asked for their written consent in advance of the interviews. (*Appendix C: Consent forms completed by the interviewees*)

Letters of invitation

UNHCR does not have access to addresses or contact details of resettled refugees who settle in Ireland unless they contact the office directly. With the agreement of OPMI, UNHCR drafted a letter which OPMI subsequently sent to the resettled families seeking their voluntary participation in the participatory assessments. The letter was drafted in English and translated into Arabic. A consent form in English and Arabic was also attached requesting people who were 18 years of age and over and who wished to participate in the project to fill in their contact details and return the consent form to UNHCR Ireland. The informed consent of all participants was thus ensured prior to the scheduling of interviews with those concerned.

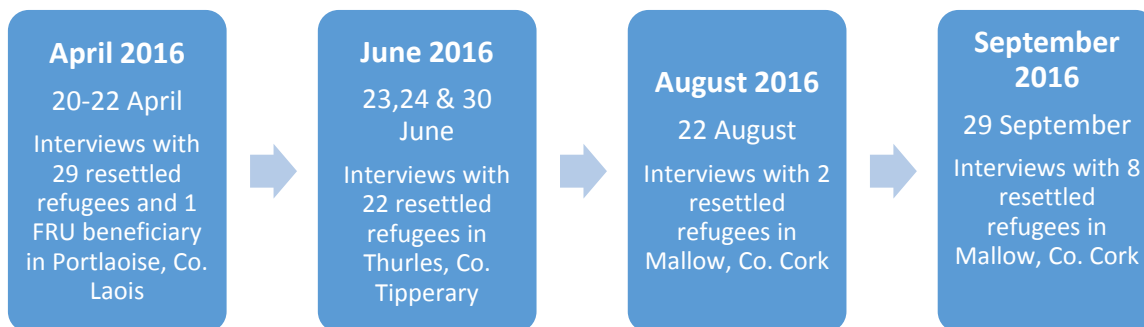
Consent and voluntary participation

Care was taken by UNHCR to ensure that the recipients understood that participation was entirely voluntary and that their participation or otherwise would have no bearing on the support they receive from the government or other service providers. Equally, it was made clear that participation would not afford them any advantages should they request the support or assistance of UNHCR, for example, in relation to matters such as travel assistance for family reunification beneficiaries, or queries in relation to family members registered with UNHCR who wished to be resettled to Ireland.

In relation to SHAP beneficiaries, UNHCR staff had already been in contact with a number of them and their sponsors through previous engagements and were thus able to contact them directly.

Figure 2: Timeline and Location

Timeline – Interviews with resettled refugees



Timeline – Interviews with SHAP beneficiaries



B- UNHCR's Multi-functional Team

Interviewees were selected with respect to UNHCR's Age, Gender and Diversity approach¹⁴, with two teams of UNHCR interviewers selected in order to ensure that both men and women could be consulted by a person of the same sex. The team was comprised of two female and two male UNHCR staff members of whom one male and one female were Arabic-speakers, from both the Protection and External Relations Teams. During the course of interviews that were conducted in Arabic, which were in the majority, the Arabic-speaking staff led the interview but regularly interpreted the discussion for both the interviewee and their English-speaking colleague as accurately as possible. The presence of a multi-functional team allowed UNHCR to use all expertise available for the project and ensured that a comprehensive analysis of the results could be obtained.

The interviews were conducted in different regions of the where refugees had been resettled. Those areas were: Portlaoise, Co. Laois; Thurles, Co. Tipperary; Ballyhaunis, Co. Mayo; Dublin City; and Mallow and Cork City in Co. Cork.

The Interviews

UNHCR Ireland's multi-functional team conducted individual interviews with the person of concern without the presence of their family members. Same sex UNHCR staff members were provided for both male and female interviewees. The interviewers were all aware and responsive to personal factors such as age, gender, specific medical needs, and cultural and religious sensitivities (for example, during the Muslim religious fasting month of Ramadan the interviewers ensured they did not eat, offer or display any beverages including water while conducting the interviews. Appropriate greetings and hand shaking were also discussed prior to interviews to ensure that the interviewers respected cultural and religious norms).

UNHCR attempted to create as open, confidential and reassuring environment as possible by conducting all interviews in separate interview rooms in a centre that was convenient to the homes of the interviewees. When necessary, UNHCR also undertook home visits to carry out interviews upon the request of a family member who had special needs, including new born babies, medical issues or any other reason that would make it difficult for him/her to attend the interview in a separate location.

At the beginning of each interview, the interviewers introduced themselves, clarified UNHCR's mandate and explained the roles of each person as well as the process and purpose of the interview. The interviewers also reassured the participants of the confidential nature of the consultations including with members of their own family.

¹⁴<http://www.unhcr.org/protection/women/543b922a6/age-gender-diversity-policy.html>

Interview Introduction

The following was set out by the UNHCR interviewers at the beginning of each interview:

Introduction – UNHCR staff members introduced themselves and UNHCR’s mandate globally and in Ireland.

Purpose of the interview – Explained why UNHCR wished to interview resettled refugees/SHAP beneficiaries:

- To document positive examples with respect to their integration experience.
- To understand the challenges they might be facing in seeking to settle in Ireland and to hear their proposed solutions.

Managed expectations and provided clarification as to the purpose of the interview, i.e. that it was not to advise or assist on individual cases.

Nature of the interview – Anonymous, confidential and voluntary.

Interviewing people who are 18 years of age or over only.

Time – The interview will take 45-60 minutes.

Before starting the interview – Interviewer provided an overview of the different topics to be discussed and reassured the interviewee that s/he did not have to answer all questions and could ask to end the interview at any time.

Interview questionnaire

UNHCR developed a comprehensive interview questionnaire to be completed by the multi-functional team during interviews (Appendix D and E). The questionnaire was split into 11 sections:

- AGD;
- background & travel;
- family reunification;
- rights, responsibilities and integration;
- language;
- education;
- employment;
- housing;
- healthcare;
- access to services.

In addition, space was left for suggestions and additional notes. The questionnaire included both open-ended and specific questions. UNHCR only interviewed individuals who were 18 years of age or older but the questionnaire was designed to capture the situation of the whole family unit, including minors. Some sections aimed to measure responses in a consistent manner, for example with use of a scale to explain the perception people had of their proficiency in English.

The quantity and quality of the interviews was sufficiently high to allow for an analysis of answers in all of the 11 sections for each interview. The answers and overall discussions have been analysed and include illustrative anonymous quotes as well as quantitative and qualitative data. The analysis and findings are set out in the following sections.

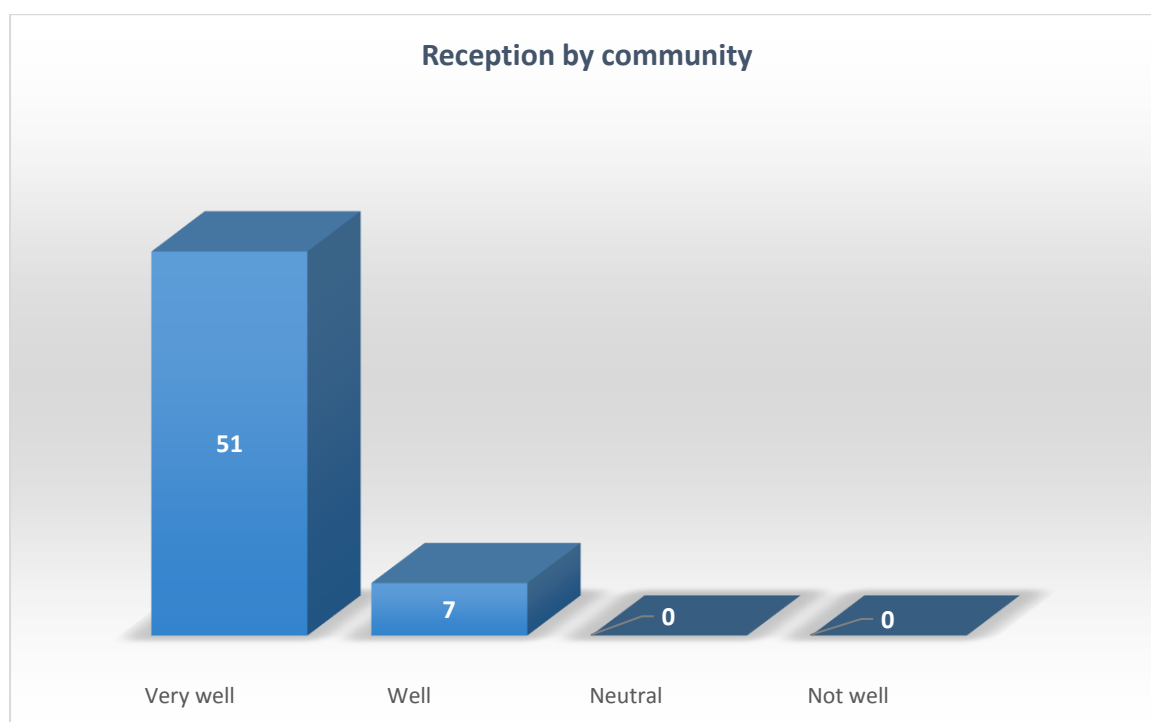
III- Narrative, main outcomes and recommendations

A- Interviews with resettled refugees

Reaction to life in Ireland / perception of Ireland/Irish society (?)

Interviewed refugees were generally very happy to be in Ireland and commented that they have been received very well by the community here: 51 participants (88%) said that they feel that they have been received “very well” by the Irish community, 7 participants (12%) answered “well”, and nobody answered with “not well”.

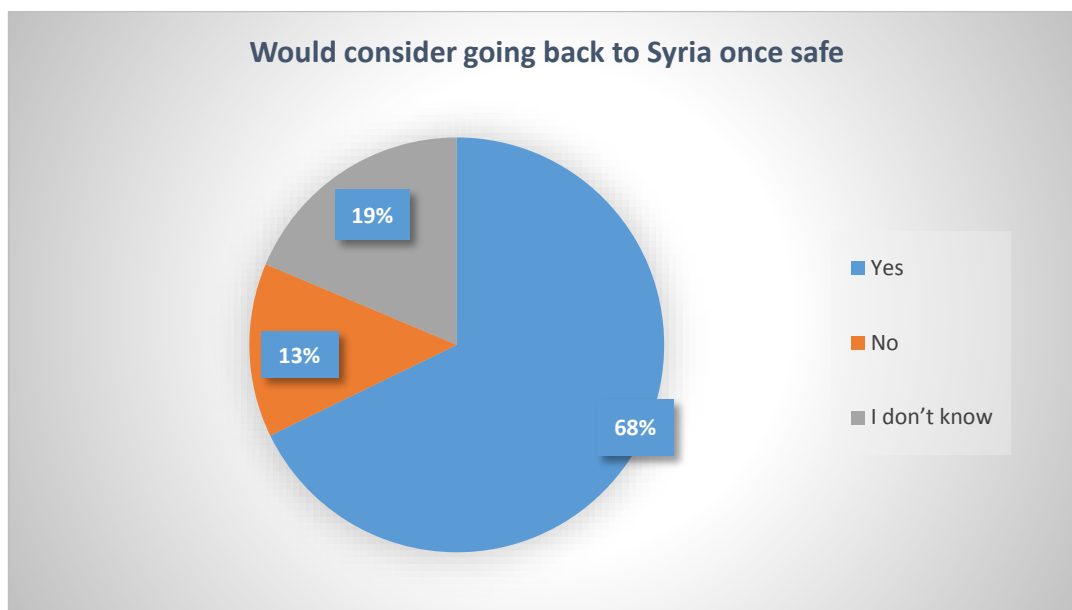
Figure 3: Graph illustrating answer to “How well do you feel you have been received by the local community?”



Participants’ main concerns generally revolved around wanting to be reunited with their family members who are still in Syria or neighbouring countries and learning English in order to facilitate access to education and the labour market. Reactions to their new life in Ireland and desire to remain here were positive. They appreciated the security, equality, access to services available in Ireland, as well as Irish people’s hospitality. 97% said they would like to pursue the opportunity of becoming Irish citizens.

When asked whether they would consider the option of going back to Syria to live there permanently once it is safe to do so, 68% of the participants said yes and 14% of the participants did not see this as a possible option and would like to remain in Ireland. 18% were unsure.

Figure 4: Graph illustrating answer to consideration of going back to Syria

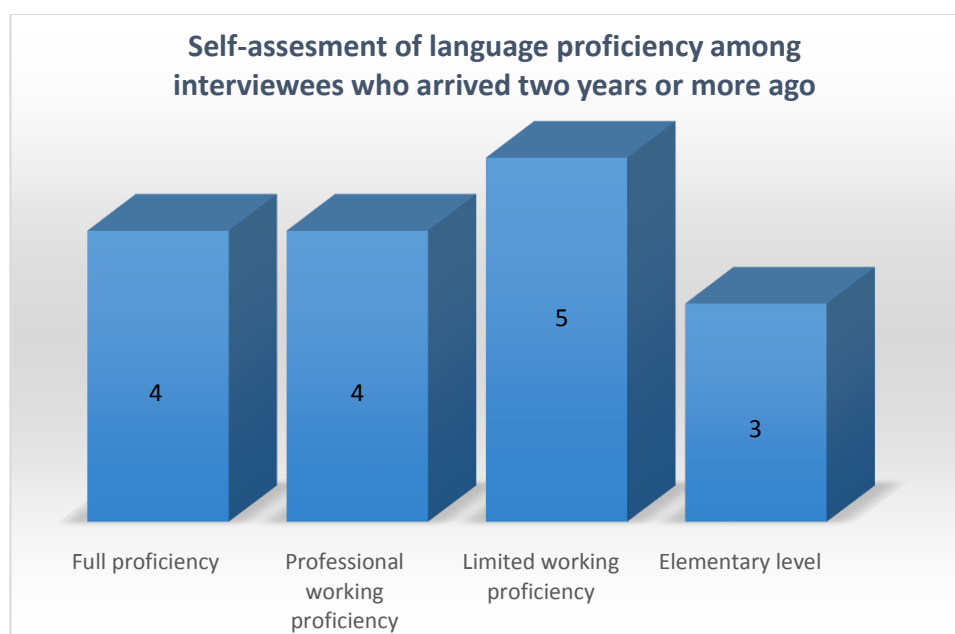


Despite generally positive overall impressions of Ireland and the resettlement process, participants also mentioned some integration challenges that they currently face. These included the following and are elaborated upon in the following sections: Language acquisition, access to the labour market and higher education, accommodation, family reunification, access to information and expectation management, and the integration process.

Language acquisition

Most refugees felt that learning English was the biggest and most important challenge to their integration in Ireland. Refugees said that people with a good level of English feel more autonomous and independent than others. UNHCR is cognisant of the fact that up to 20 hours of free English language classes are provided for resettled refugees for a period of up to 18 months after arrival in Ireland. Participation by refugees in the English language classes is very important and language learning is a two-way process.

Figure 5: Graph showing result of refugees' self-assessment for language proficiency question. Note that this graph reflects the answers of the 16 participants who have been in Ireland for 2 years or more.

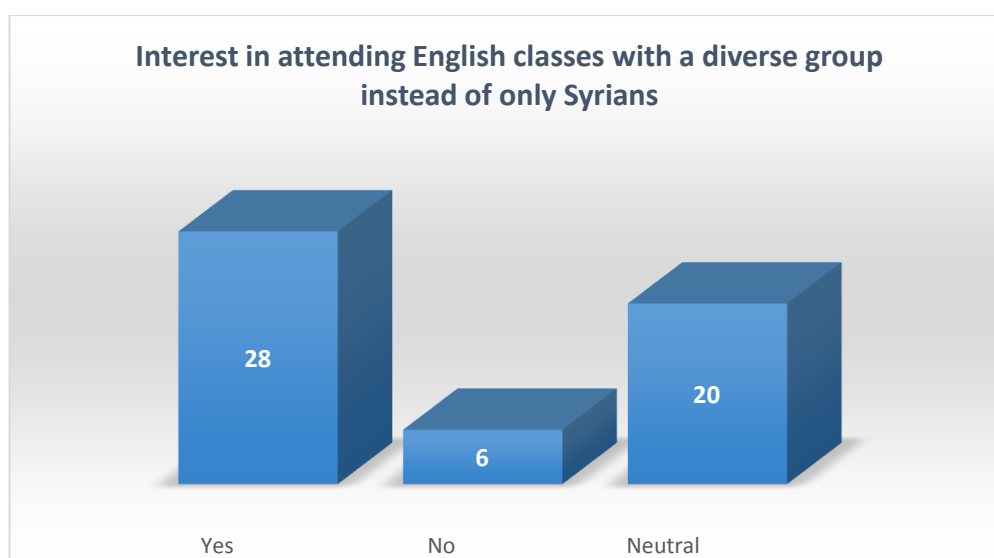


However, UNHCR observed that some refugees had little to no English language ability despite being in the country for over two years. In certain cases, there were specific reasons as to why language acquisition was particularly slow or difficult, for example, people with health problems and those who are separated from their family members who are abroad had most difficulty learning English. There were a range of other factors that also affected their ability to learn, including age:

- One woman said she began volunteering to improve her English once her son's health improved.
- One woman stated that she will stop attending English classes because she will no longer receive crèche-funding which is available for one year only. She was concerned by this as she wanted to continue learning but will now have to look after her child instead.
- Some refugees, especially those in the 18-25 years age bracket, feel their level of English is much better than the other resettled Syrians and that the level of the English classes they attend is much lower than their ability. For this reason, they stopped attending classes as they feel they are not learning and they are not a constructive use of their time. In one instance, only one level of English class was provided for a group, despite people having very different levels of competence.

- When asked whether they would like to attend English language classes with people of different nationalities or remain in a Syrian only group, the majority of refugees said that they would like to attend classes with people from different nationalities. Of the people who answered this question, 52% said yes, 37% were neutral and 11% said that they would prefer to attend classes with only Syrian students. The majority believe that interacting with other people who speak or are learning English and having regular conversations with them facilitates and enriches their learning experience. Being surrounded by Arabic speakers limits their opportunities and necessity to engage in English language conversation.

Figure 6: Graph illustrating the answers of the 54 participants who answered whether they would like to attend English classes with people of different nationalities.



- One woman was not attending English classes when she first moved to her house because she was emotionally unwell. She started attending classes later and her English began to improve. She said “how could you focus on studying a new language when all you can think of is your family members that stayed behind?” She said that it was just a matter of time until she felt ready to learn the language.

Recommendations

- Taking into consideration that in Syria and other parts of the Middle East women are generally the main carers in the household, the provision of childcare is often essential so that women can attend and participate in English classes. Encouraging refugees to attend English classes and providing them with the complementary support they need not only enriches learning but also gives them a structure in their daily lives. UNHCR is aware that OPMI have

made significant efforts in recent years to ensure that childcare, crèche services and separate classes for breastfeeding women are provided to improve the attendance of women at English classes. Further discussions with female programme refugees to understand the barriers that remain might assist in further facilitating their access to language classes.

- The low levels of English among some beneficiaries suggest that further review and evaluation of the provision of this key service may be beneficial. For example, were it possible to mix people from different nationalities in English classes with the resettled refugees, it could have a two-fold positive impact: first it would encourage participants to use English with people who do not speak Arabic as a first language, thus increasing their use of the language and encouraging them to practice more; second, it could allow people of different abilities to find classes at their level as larger numbers could help to make up more classes.
- While accepting that refugees should be encouraged to rely on themselves and become self-sufficient, interviewees expressed their desire to have additional access to an interpreter during the first year and a half of being in Ireland. They described language difficulties as a barrier to accessing services and engaging directly with service providers.

Access to labour market and higher education

- The biggest concern of some women was that their adult children could not access third level education due to the unaffordable fees that non-EU students must pay before fulfilling the residency condition for the Free Fees Scheme. Refugees wishing to pursue their undergraduate studies in Ireland must have lived for three out of the previous five years in the EU, EEA or Switzerland in order to qualify for the Free Fees Scheme. Therefore, programme refugees must wait three years from arrival to access Free Fees for undergraduate study and to avoid the often very high level of fees payable by non-EU students. As many refugees have already been forced to abandon their studies due to the war in Syria, the three year residency requirement extends the number of years they will spend outside of full time education. Some refugees would like to have received more information about access to third level education during orientation before arriving in Ireland.
- Refugees were not clear about how to have their qualifications recognized in Ireland. This was especially the case for some young men who have a university degree from Syria or a neighbouring country.

- The main barriers to employment identified by programme refugees was their level of proficiency in English and lack of references from previous employers. In some instances, if a refugee’s family member suffers from a medical condition, the refugee would be less likely to look for employment in Ireland and would choose to stay home to care for the family member instead. This was especially the case for female refugees.
- Women were generally much less interested in securing a job. Many looked after their children at home in Syria and wished to do the same in Ireland. 12 out of the 27 women who answered this question said they were a “stay at home parent” before coming to Ireland. 10 women answered “I didn’t have a job” while 5 women were employed.

Recommendations

- Review the law on the residency condition and access to the ‘free fees’ scheme as it applies to programme refugees in order to allow them to pursue their education in Ireland sooner. Doing so would improve their integration and employment prospects.
- Provide information and support as regards the verification of degrees and qualifications acquired in Syria or neighbouring countries. As recommended by UNHCR’s 2013 RICE Report, “Measures should be taken to address barriers faced by refugees, including the recognition of qualifications”¹⁵. In a recent proposal paper to the EU on better managing refugee protection, UNHCR also recommends that “[r]efugees’ skills and qualifications could be recognized through maximizing the New Skills Agenda for Europe, and revising the European Qualifications Framework”.¹⁶

Accommodation

- Due to the fact that houses in Syria are usually bigger and more spacious than those in Ireland, refugees had higher expectations regarding the houses they were provided with in Ireland.
- Many refugees raised issues related to the facilities available locally. Some of them explained that they have health problems which they feel were not taken into consideration when the house was chosen for them. Three programme refugees had medical documentation that stated that their accommodation was

¹⁵ TOWARDS A NEW BEGINNING Refugee Integration in Ireland December 2013

[http://www.integration.ie/website/omi/omiwebv6.nsf/page/AXBN-9MSN9S1816258-en/\\$File/UNHCR-RICE-Ireland.pdf](http://www.integration.ie/website/omi/omiwebv6.nsf/page/AXBN-9MSN9S1816258-en/$File/UNHCR-RICE-Ireland.pdf)

¹⁶ UNHCR December 2016, “BETTER PROTECTING REFUGEES IN THE EU AND GLOBALLY: UNHCR’s proposals to rebuild trust through better management, partnership and solidarity”, Available at:

<http://www.refworld.org/cgi-bin/texis/vtx/rwmain?docid=58385d4e4>

not suitable for them, for example, one programme refugee is a leg amputee and lives in a two storey apartment.

- It was not clear to the refugees who is in charge of their accommodation.

Recommendations

- Bearing in mind the many challenges faced in seeking to provide accommodation for refugees in the current housing context, it is important to manage expectations as much as possible before departure to Ireland and to explain the criteria according to which a house is allocated, as well as the likely size, location and facilities to avoid concerns post-arrival.
- Provide an induction / orientation to the house as soon as refugees arrive (e.g. how to avoid mould problems, managing bills etc.).
- Explain which organizations and authorities are responsible for providing accommodation to the refugees.
- Consult with and seek to take into consideration refugees' specific housing needs as much as is practicable from the outset.

Family reunification

Almost all refugees raised concerns with the long waiting time for the issuance of Family Reunification decisions.

- One woman told UNHCR “we have been informed about family reunification before coming to Ireland but it sounded like a much easier process then (...) it seemed very easy when explained in Jordan, but the reality is different. I find it extremely complicated now”.

There is a direct link between family reunification, mental health and successful integration. UNHCR is in communication regularly with refugees in Ireland who worry constantly about family members living under extremely dangerous circumstances in Syria and elsewhere.

Recommendations

- While family reunification decisions are beyond the remit of the OPMI and those working directly to resettle refugees in Ireland, it is important to highlight the impact of access to family reunification on resettled refugees. In taking policy decisions with regard to Family Reunification and individual decisions on applications, the

Department of Justice is encouraged to take into consideration the precarious conditions family members abroad are often living in and the positive effect the grant of FRU may have on the mental health and integration prospects of refugees in Ireland.

- UNHCR is aware that timelines for the processing of FRU applications have increased in the last 12-18 months and that it might not have been possible to warn of this in advance of resettling some groups. However, more detailed information should be provided to refugees before and after coming to Ireland in order to manage their expectations regarding the waiting time for a family reunification decision and upcoming changes in the law governing FRU applications under the International Protection Act 2015.

Access to information and expectation management

Although refugees interviewed by UNHCR said they were very happy to be in Ireland, several mentioned inconsistencies between their expectations and reality.

- Some refugees applied for disability allowance or a free bus card because of medical issues that affected them or family members. However, several were refused and did not understand the reasons behind the refusal.
- There is much confusion among refugees regarding the difference between family reunification and the resettlement process. They are not aware of the different roles of UNHCR and the Department of Justice and Equality, or the differences between the two legal pathways.
- Some refugees said an interpreter is available to them when they ask the Resettlement Support Worker to provide one. However, others stated that they need to bring their own interpreter or a friend who can interpret for them to medical appointments and other services, which was regularly very difficult to organise.

Recommendations

- The interviews indicated that programme refugees had some information gaps and lack of clarity on various matters, including access to social welfare supports, which could be addressed by counselling and the provision of further information in English and Arabic. UNHCR is aware that significant efforts are made to inform programme refugees and to walk them through many processes on arrival. Refresher courses on access to some key services a few months after arrival might assist programme

refugees in retaining and better understanding some of the information provided.

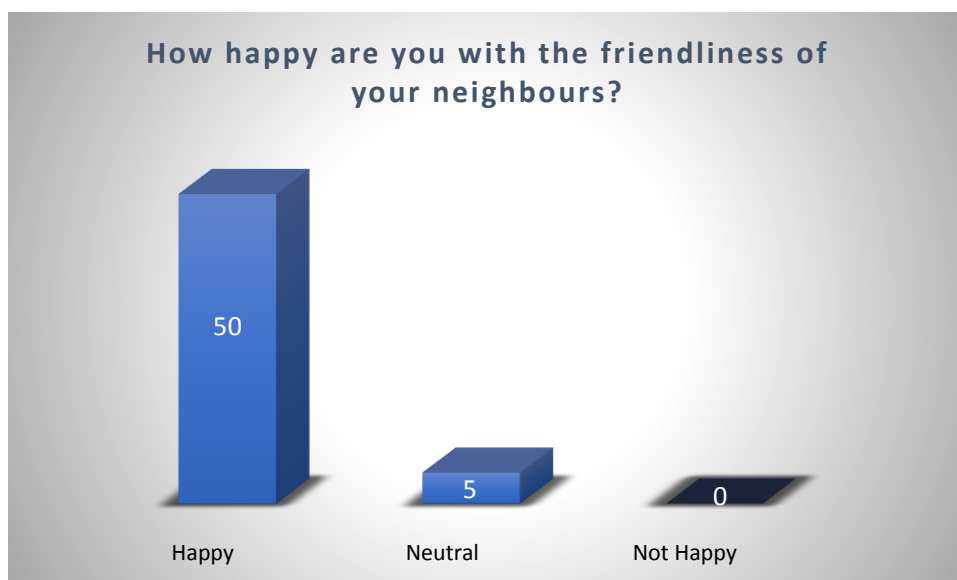
- Although the refugees interviewed were all resettled to Ireland (except for one individual who came under FRU), many of them are not aware of how the resettlement process works. UNHCR believes there could be benefits to refugees and all those involved in the resettlement process if more information is made available on the various stages of resettlement (registration, eligibility based on vulnerabilities, country of resettlement and pledges) as well as the roles of the different organizations involved (UNHCR in resettlement countries, UNHCR in Ireland, OPMI and IOM). This is to better help refugees understand the prospects of their family members also being resettled and who to ask for advice on this. Some refugees were confused about who processes FRU applications and who covers resettlement, confusing the Department of Justice and UNHCR's roles. Written information in English and Arabic might help to explain this and UNHCR is ready to assist with information provision regarding resettlement if deemed useful.

Integration process

- In one county, some women expressed concerns about their children forgetting the Arabic language because they were enrolled in English speaking schools in Ireland. They therefore decided to teach the resettled children Arabic every Sunday for two hours. They decided to rotate houses for these sessions, but the large number means they would like access to a bigger and more adequate space for these sessions.
- There were very few issues raised with regard to racism and social fragmentation. Two young refugee women told UNHCR that they experienced racist comments in their local community but more often in Dublin. They were concerned about the way people look at them as veiled women.
- Most refugees said that Resettlement Support Workers encourage them to rely on themselves and become more independent. Refugees felt more autonomous and competent as a result. However, some refugees suggested that an additional Resettlement Support Worker should be appointed because of the additional support needed.
- Although 97% of the refugees interviewed would like to become Irish citizens, some of them, especially women, became extremely emotional as soon as interviewers mentioned Syria. One of them said that “even if life was tough in Lebanon, I would rather go back there because it is at least closer to home”.
- Refugees appreciated the relationship they have with their new neighbours in Ireland while others expressed regrets about the lack of communication and

contact because of language barriers. UNHCR believes this is a good indicator of refugees' willingness to interact with the local community and integrate into Irish society.

Figure 7: Graph showing results of the participants' answers to "How happy are you with friendliness of your neighbours?". Note that out of the 59 participants who were interviewed, 4 opted out of answering this specific question.



- Refugees who were reunited with their family members in Ireland under resettlement or family reunification are extremely grateful for this and are generally doing better than other refugees. The main thing they care about is improving their English whereas refugees who are worried for their family members who they were not able to reunite with find it more difficult to focus on and prioritise improving their English, getting involved in voluntary work or interacting with the local community in general.
- A visually impaired refugee was of the opinion that he has generally been doing much better since his mother was resettled to Ireland. Although he finds it challenging, he is attending English classes because he wants to learn the language and secure employment in Ireland.

Recommendations

- Examine ways to support refugees in preserving their own culture, including their own language.
- Identify ways in which refugees can become more involved in their communities, for example by attending events, social groups and becoming part of the community.

One woman told UNHCR that the local Garda station organised a tea party. This was an excellent event, she said, especially for the children who previously were very scared of police officers in Syria. The event helped change the perceptions they had.

- One refugee suggested that the Irish authorities should keep extended family members together when they resettle them to Ireland rather than providing them with houses that are in different counties as this will allow them to support one another. This would have to be balanced against the risk that families would not make as much of an effort to link in with locals if living very close to each other.
- Prepare local communities for the arrival of refugees by sharing information and communicating with local leaders and media, for example around approximate arrival dates, numbers, family make-up, where they are coming from, generally what they have experienced, and what assistance they might need with regard to accessing local services.
- Despite the fact that each location is characterized by its own particularities, Resettlement Support Workers communicate among themselves in order to learn from one another. Resettlement Support Workers are currently retained for fixed-term contracts and as a result there is a danger that this valuable resource and institutional memory is not retained each time a contract expires. Providing a more permanent model of integration support could ensure that models of best practice are retained and further developed and help ensure that support is provided in an equal, consistent and coherent manner.

Other findings and recommendations relating to resettled refugees

- Refugees expressed their appreciation of the Irish authorities, in particular OPMI, for all they had done in bringing them to Ireland and settling them in their new communities. Individual staff members in OPMI were mentioned by a number of interviewees as having been very helpful and supportive towards them and their needs.
- Refugees also highlighted the work of Resettlement Support Workers in connecting them with the local organizations and services, integral steps in the integration process. All the examples of best practice, for example organizing meetings with the local Gardaí over tea, should be collated and shared as a handbook for Resettlement Support Workers and local authorities so that they can be replicated for all resettled groups. Such a coordinated approach would help Resettlement Support Workers, County Councils and local communities

learn from one another in how they approach the resettlement process and in finding and implementing solutions to common issues.

- The loss of expertise and experience through the temporary employment of Resettlement Support Workers should be reviewed as more permanent or long-term positions could help achieve a level of consistency and best practice sharing.
- Each project should be the subject of a formal evaluation on the experiences in each location in order to feed these learnings into future projects, as is the norm for similar local community projects managed by LEADER groups¹⁷.
- The low level of English language proficiency among many refugees suggests that the provision of English language support may need to be reconsidered. Better language acquisition in turn should assist refugees in finding employment and pursuing further education.
- Although refugees are expected to access mainstreamed services, UNHCR recommends that refugees be assisted further to access third-level education. Their effective exclusion for three years based on the residency condition that must be fulfilled in order to access the Free Fees Scheme for undergraduate studies should be reconsidered in light of the New York Declaration of September 2016, where 193 States, including Ireland, committed themselves to the promotion of “tertiary education, skills training and vocational education” for refugees.¹⁸ Additionally, under the 2030 Agenda¹⁹ states pledged that “no one will be left behind” and committed to “equitable and universal access to quality education at all levels”. As States develop national development plans based on the 2030 Agenda and the Sustainable Development Goals, Ireland is encouraged to consider improving access for refugees in Ireland to third level education.

¹⁷ <https://www.pobal.ie/FundingProgrammes/LEADER/Pages/LEADER.aspx>

¹⁸ New York Declaration for Refugees and Migrants, A/RES/71/1 at para. 82
<http://www.refworld.org/docid/57ceb74a4.html>

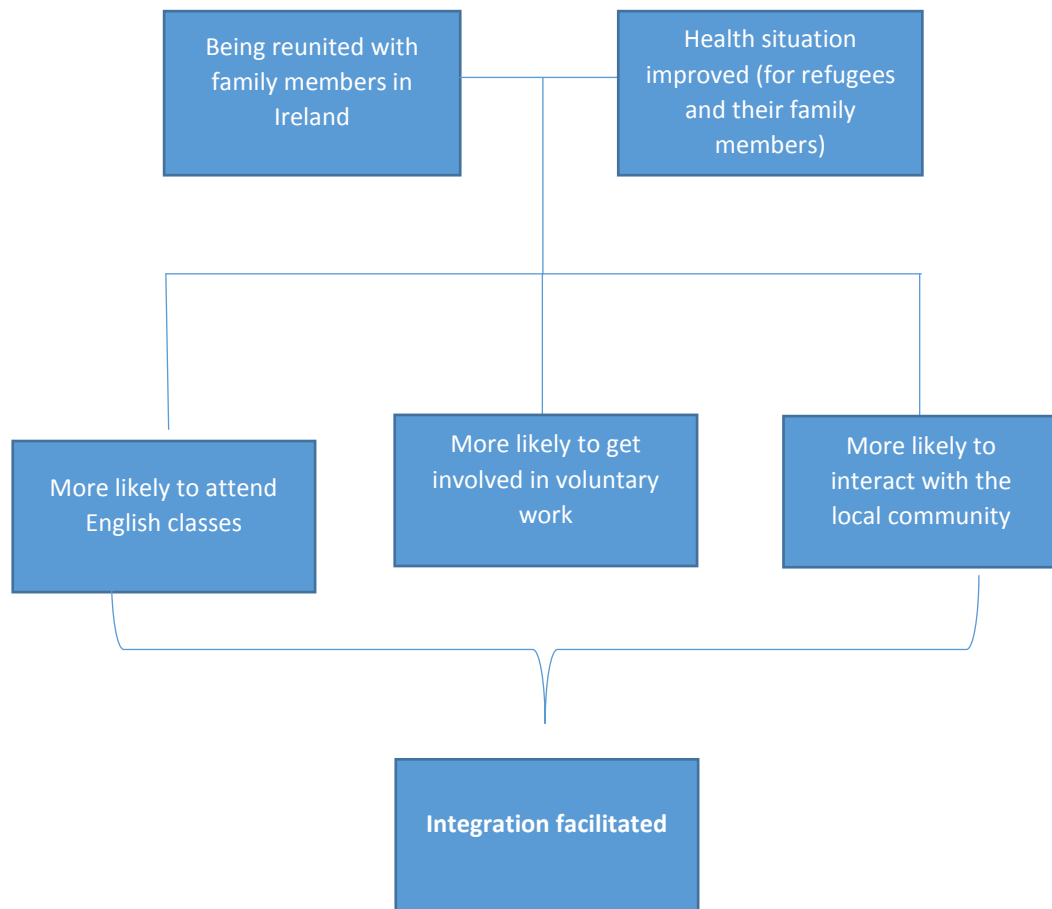
¹⁹

<https://sustainabledevelopment.un.org/content/documents/21252030%20Agenda%20for%20Sustainable%20Development%20web.pdf>

Figure 8: Factors that would affect resettled refugees' decision to stay in Ireland



Figure 9: Facilitating Integration



B- Interviews with SHAP beneficiaries

In August 2016, UNHCR interviewed 18 SHAP beneficiaries living in Dublin, Cork and Ballyhaunis, Co. Mayo. They all expressed their gratitude to the Irish government for establishing the programme which permitted them to join family members in Ireland.

UNHCR has been advocating for safe and legal pathways to Ireland, for example through private sponsorship schemes, for people in need of international protection on a continual basis in recent years. The SHAP is a very positive example of the Irish government taking the initiative to set up a much-needed humanitarian / private sponsorship entry scheme within a short period of time to facilitate safe and legal access to Ireland by Syrians with family members in the State.

UNHCR is cognisant of the fact that many²⁰ of the SHAP beneficiaries have applied for asylum since entering the State, despite undertakings by sponsors to provide for the sponsored family member. The majority have since applied for international protection in Ireland in order to enjoy the full rights of Irish citizens and to acquire a degree of certainty for the future. Most²¹ have since been recognised as refugees in Ireland. The participatory assessment with SHAP beneficiaries demonstrate the fact that two key issues drove many beneficiaries to seek asylum: the first was living expenses and greater difficulty in finding employment than expected, and the second was a lack of certainty around their futures and a fear that their residency permissions might not be renewed after the initial 2 year permission expired.

Some SHAP beneficiaries expressed the view that, although the programme allowed them to flee the war in Syria and the tough living conditions in neighbouring countries, it did not provide them with the level of support they needed after arriving in Ireland. However, other beneficiaries insisted that they did not want to apply for asylum. They wanted to live independently or with family rather than relying on the State.

UNHCR considers that schemes such as the SHAP could be structured differently in future to increase and secure the sponsorship element, reducing reliance on the State and the likelihood that beneficiaries will feel the need to apply for asylum, while simultaneously ensuring better availability of supports for the families concerned.

Some of the challenges faced by SHAP beneficiaries overlap with the ones faced by the resettled refugees outlined above. However, SHAP beneficiaries made UNHCR aware of issues which were particularly relevant to their own experience and journeys as beneficiaries of a private sponsorship scheme. UNHCR asked SHAP beneficiaries to share their experiences, highlight the relevant positive aspects and challenges and

²⁰ 15 out of the 18 SHAP beneficiaries who were interviewed had applied for asylum, as of the date of the interviews.

²¹ 11 of the 15 interviewed who had applied for asylum had received a positive decision on their application and 4 were awaiting a decision at the time of the interviews.

to come up with recommendations to address their concerns and improve their situation. All of these have been reflected in the sections below.

Accommodation

Unlike resettled refugees, SHAP beneficiaries and their sponsors are responsible for their own accommodation after arriving in Ireland. UNHCR noted that, upon arrival in Ireland, beneficiaries who were interviewed lived with the family members who sponsored them until they managed to find their own private accommodation. Most of the people interviewed found it very difficult to secure accommodation due to the housing crisis in Ireland but also because of their difficult financial situation, sole dependence on their sponsor, their lack of landlord references, which are not commonly obtained in Syria, and difficulty securing employment. Only 4 of the 18 people interviewed said that they did not have any difficulty securing accommodation.

Language acquisition

SHAP beneficiaries do not have access to the free, structured English classes that are available to programme refugees. The vast majority expressed a desire to learn the language in order to look for employment in the future, communicate with Irish people and integrate more easily into the local community. They said it was hard to find classes on their own and while some people said they attended classes for free, others commented that they had to pay a lot to attend classes because they were unaware, for example, of the fact that free classes might be available locally, how to access them or who to go to for advice.

Health

Unlike resettled refugees, SHAP beneficiaries are not entitled to a medical card. The majority of Syrians are deemed to be in need of international protection,²² but access to supports such as a medical card and the absence of other social assistance were a significant factor in the decision by some SHAP beneficiaries to apply for international protection.

Access to labour market and higher education

Accessing the labour market was very challenging for most SHAP beneficiaries due to the lack of clarity regarding their SHAP visa. Some interviewees said that they knew they had the right to work under the SHAP but that it was extremely difficult to secure a job in practice due to bureaucratic barriers. Some SHAP beneficiaries met potential employers who did not know what the SHAP was and were reluctant to hire beneficiaries as they were unclear on their permissions to work in the state. In addition, beneficiaries told UNHCR that the temporary nature of their visa made their employers reluctant to hire them or invest in them, even though they were qualified for a job.

In one instance, a SHAP beneficiary was forced to leave his job and apply for refugee status as his employer was unable to receive confirmation that his visa would be extended once the initial 2-year permission expired. Another SHAP beneficiary

²² UNHCR “International Protection Considerations with Regard to People Fleeing the Syrian Arab Republic” Update IV, available at <http://www.refworld.org/pdfid/5641ef894.pdf>

confirmed to UNHCR that the temporary nature of the visa constituted an obstacle for him in getting a permanent job. Similarly, one beneficiary noted that, although he had found an employer who offered him a job, the local social protection office would not provide him with a PPS number as they were not aware of the SHAP visa or its workings. This issue was only resolved when UNHCR contacted the Department of Social Protection. However, other SHAP beneficiaries faced no such issues in other Social Protection Offices.

SHAP beneficiaries believed that barriers to employment included the following: low level of English language proficiency, lack of documentation or references to prove work experience gained in Syria and lack of information provided to employers and officials about the SHAP and beneficiaries' legal right to work. Some people affirmed that staff members at GNIB and the Department of Social Protection did not recognize the SHAP stamp and questioned the right to work under the SHAP. This caused confusion and delays for some individuals with regard to employment.

Some SHAP beneficiaries believed that having a PPS number was needed to secure a job because many employers told them it was a prerequisite. Therefore, many applied for international protection in order to get a PPS number as they could not otherwise secure one and overcome the bureaucratic barriers to accessing employment.

Another concern raised by younger beneficiaries was their inability to access third level education due to the very high non-EU fees that they would have to pay. Many individuals wishing to pursue their studies in Ireland will have to wait three years from their date of arrival before they can attend third level courses paying EU level fees²³. Even this is not certain however, as the third-level institutions are autonomous bodies and fees are at the discretion of the institution concerned²⁴. Unlike refugees, SHAP beneficiaries would not be eligible to access the Free-Fees Scheme after three years as they will not meet the nationality and immigration requirements.²⁵ This may further incentivise SHAP beneficiaries to apply for refugee status in order to benefit from the Free Fees Scheme in the future.

Access to information

Most of the people interviewed faced difficulties either leaving their last country of residency, transiting through another country or entering Ireland due to lack of knowledge around the SHAP stamp. Immigration officers and airline staff were not aware of the SHAP and had doubts about the authenticity of the Irish entry visa. Of the 18 people interviewed, 2 had missed their flight to Ireland because their passports were investigated for hours while transiting and they believe this was due to the fact that the airport authorities were unsure about the legitimacy of the SHAP permission.

²³ http://www.icosirl.ie/eng/student_information/fees_and_grants.html

²⁴

http://www.citizensinformation.ie/en/education/third_level_education/fees_and_supports_for_third_level_education/fees.html

²⁵ <http://www.studentfinance.ie/mp9377/course-fees/index.html>

Some were accused of having a fake visa. Even though there were no major issues faced when they arrived in Dublin Airport, 13 SHAP beneficiaries told UNHCR that immigration officers at the airport did not recognize or know what the SHAP was and in two cases they had to ring their sponsor to confirm the details of the programme. While some individuals said that the process of obtaining their GNIB cards was a smooth one, others informed UNHCR that staff members at GNIB did not know what the SHAP was.

All SHAP beneficiaries said that they did not receive any information about the SHAP or their rights and entitlements before or after coming to Ireland (e.g. regarding their entitlement to a medical card). They mainly relied on information provided by their sponsor or on their personal research which was difficult due to the lack of public information available on the SHAP.

According to one family, when they went to lodge an application for international protection, they were told by officials that they were not entitled to do so because they came under the SHAP and they were already getting the support they needed in Ireland. It was only after explaining to the officials what the SHAP was that they agreed to provide them with an application form. The beneficiary told UNHCR “we had to argue with them about the right to apply for international protection for approximately 45 minutes”.

Moreover, some beneficiaries understood that in order to have their SHAP visa renewed, their file should be investigated again along with their sponsor’s file. They consider this to be inconvenient because it restricts both the SHAP beneficiary and the sponsor and ties the two together. As of 21 December 2016, there is no publically accessible information available regarding the renewal of SHAP permissions, which will begin to fall for renewal at the beginning of 2017. One individual sought to have his permission renewed by the Gardaí and was informed that they were not in a position to do so as they had no guidance as regards the renewal policy.

Lack of certainty regarding their status and in particular whether their residency would be renewed was a major factor for most people in deciding to apply for asylum.

Integration process

It must be emphasised that most interviewees were extremely grateful for the SHAP programme which offered them safety and security in Ireland. However, many also felt that the structure of the programme and absence of dedicated assistance or information made access to certain services and integration more difficult.

Recommendations

- The initiative to set up the SHAP programme is welcomed by UNHCR. However, the fact that the SHAP established a unique immigration and residency permission with a SHAP stamp that was hitherto unfamiliar to many

officials created certain delays and obstacles for many beneficiaries in accessing their rights under the programme. UNHCR would recommend that, should a private sponsorship scheme be considered in the future, it would function better if it was based on current and recognisable immigration permissions and stamps. This would ensure that all levels of the state apparatus, from immigration officers to social protection offices, will be able to efficiently and effectively assist people to integrate into society and access the services that they are entitled to access. It would also assist beneficiaries in accessing employment and educational courses and reassure employers and colleges of their residency permissions. Both the rights and obligations of beneficiaries would be clearer to them and those assisting or working with them.

- Providing all remaining beneficiaries with a Stamp 4, if and when their status is renewed in 2017, could enable them to overcome bureaucratic obstacles and remove any incentive to apply for refugee status.
- The obligation on sponsors and beneficiaries to acquire original documents was difficult for many of them to fulfil without returning to Syria or travelling to unsecure areas within the country. Beneficiaries asked that due regard be given to these conditions for applicants and potential beneficiaries should a similar scheme be initiated in the future.
- SHAP beneficiaries asked if the Irish authorities could take into consideration that it is very difficult for some Syrians to send original documents from their war-torn country to Ireland when making a SHAP application. Therefore, SHAP beneficiaries suggested that the Irish authorities be more flexible in accepting soft copies rather than original documentation only in future.
- Due to the timelines from making an application to receipt of the grant, many people waited over a year from the date of application to arriving in Ireland, during which time they lived in dangerous conditions inside and outside Syria.
- Any private sponsorship or humanitarian admission programmes that the state might consider introducing in the future should seek to ensure that adequate information about the scheme is shared with governments officials, state service providers and sponsors as most were unaware of SHAP beneficiaries' rights, entitlements and obligations in Ireland. Doing so would help to manage people's expectations and avoid information gaps and problems accessing services or complying with obligations.
- One SHAP beneficiary told UNHCR that the information written on the visa was quite worrying as it emphasized the "temporary" nature of the permission to remain in the State. The word "temporary" raised anxiety for some beneficiaries who feared they might be returned home. It also affected the views of employers and educational institutions. While the validity period must appear on the stamp, the word "temporary" could perhaps be removed.
- Consideration should be given to reviewing the nationality and immigration requirements to access the Free Fees Scheme to allow SHAP beneficiaries

to access the scheme in the same way as refugees and persons with leave to remain. Facilitating the continuation of their education would give them a chance to study, broaden their perspective and integrate more easily into Irish society.

- SHAP beneficiaries suggested that if they had the same or similar rights and responsibilities as refugees, the number of applications for international protection among SHAP beneficiaries would be lower.
- Consider steps to mitigate the tough financial situation of beneficiaries if they cannot access employment within the first 6 months, which impacts on the financial situation of the sponsor. Prolonged dependence on the sponsor with no level of access to State social welfare supports causes difficulties for both.
- SHAP beneficiaries raised the issue of the €300 fee payable upon registration with GNIB and suggested that this did not take into account their difficult financial circumstances, particularly considering the obligation on sponsors provide for family members who were dependent on them and the humanitarian nature of the scheme.
- Limited access to medical assistance would allow beneficiaries to be more independent and to reduce the burden on their sponsor.
- Permission to stay in Ireland should be extended to at least 3 years. SHAP beneficiaries feel that the current two-year validity is not enough for them to establish themselves and prepare for the future.

Positive aspects

- The SHAP programme offered a vital lifeline to beneficiaries, including some who came directly from Syria. It is a very positive example of a much-needed humanitarian / private sponsorship entry scheme, established within a short period of time, to facilitate safe and legal access to Ireland by Syrians with family members in the State.
- The establishment of a scheme such as the SHAP is an important disincentive to persons not to seek to travel irregularly to join family members in Europe, putting their lives at risk undertaking hazardous sea crossings or to put their fate into the hands of smugglers.
- The SHAP programme was open to family members and relations who would not normally be able to benefit from family reunification through other means. As such, the benefit of such a program extends not just to the direct beneficiaries of the scheme but also their families and the wider community.
- Most SHAP beneficiaries told UNHCR that life in Ireland is beautiful and peaceful and that people are very welcoming and friendly.
- They feel that people are equal in Ireland and that there are no social classes.

- They appreciate the safety, security, non-discrimination and access to basic human rights.
- One SHAP beneficiary told UNHCR that “even if the future is unknown to [her], it is at least safe. [She is] not worried anymore”.

Figure 10: Factors that would affect SHAP beneficiaries’ decision to stay in Ireland



IV - Conclusion

In light of the increase in Ireland's annual resettlement quota and the introduction of the SHAP, UNHCR Ireland undertook participatory assessments to gauge the experience of Syrians arriving and settling in the State under those programmes. The vast majority of persons interviewed are very grateful to the Irish State for offering them safety, security and the opportunity to rebuild their lives, as well as reuniting with family members in some cases. UNHCR is aware of the pressures that such programmes can place on State apparatus, particularly in the provision of services and housing. The State has made great efforts in recent years to manage a growing resettlement quota. The initiative of the government to introduce the SHAP is very welcome.

The results of the participatory assessment with resettled refugees reveals that the majority are keen to master the English language, to engage with the local community and become self-reliant through education and/or employment. Language acquisition appears to be a key issue for many refugees as it impacts on every aspect of their daily life and ability to integrate and live independently. A further review of the provision of language classes, their frequency and duration, the levels offered, the make-up and nationality of student groups and their availability for women could improve more resettled refugees' chances of becoming proficient in English. A second key issue for most resettled refugees is access to family reunification. While it is beyond the remit of the resettlement authorities, it is important to consider the impact of family reunification on people's ability to truly restart their lives and integrate more successfully. Access to third level education and the Free Fees Scheme is a priority for some young resettled refugees and their families.

The SHAP was a very positive example of a safe, legal pathway established for Syrians and is one of only a few examples of such a scheme in the EU. It provided permission to 119 people to enter and reside in Ireland with family. While it is difficult to design a perfect scheme that balances the burden of care between the State and private individuals, there are a number of points to be taken from the SHAP assessments that could assist in the design of any potential future schemes. The fact that the SHAP stamp was unknown to many officials made access to certain services difficult for beneficiaries. Employers, schools and third level institutions that were not familiar with the permission were wary of inviting beneficiaries to join them, thus delaying their integration and possibilities to become self-reliant. A more structured approach with some limited State supports, for example access to free transport for older persons, a medical card in some cases and easy access to free English language classes could ease pressures on sponsors and prolong their ability to support their family members. Equally, were such a scheme able to draw on existing mechanisms to facilitate the immigration status of beneficiaries, the problems experienced by many stakeholders due to the general lack of awareness around this novel program could perhaps have been mitigated.

It is hoped that the findings of the assessments will assist in the finalization of the pending national plan on integration. The relatively new IRPP and increased cross-departmental dialogue on resettlement and relocation provides a new structure within which the delivery of services and integration mechanisms to refugees could be managed at a national level while ensuring consistent practices across all counties and local authorities. The interviews highlighted the important role played by OPMI and Resettlement Support Workers and the large workload that many of them face. A more permanent integration structure including a team of experienced integration support workers could assist in designing support programmes for new arrivals, which would ensure efficient and consistent delivery of programmes across the state. Such programmes have the potential to benefit all refugee and private sponsorship arrivals beyond the resettlement programme.

Ireland has made significant progress in increasing its intake of persons of concern and in improving services for resettled refugees in particular, for example by ensuring childcare is available so all adults can attend English language classes. Efforts to find housing for new arrivals have been substantial. The assessments carried out by UNHCR highlight some key areas that merit further consideration as to how they might be improved and made more beneficial for all. UNHCR is ready to offer any support, advice or guidance it can in helping to design future programmes.

V – Appendices

A- Before the consultations

Appendix A: Letters sent to interviewees in English

Dear Sir / Madam,

In order to better inform UNHCR about the issues faced by newly arrived refugees in Ireland, the Agency is currently seeking to meet with people who arrived under the Irish resettlement programme since 2014.

The purpose of these voluntary meetings is to carry out structured discussions with people about the challenges they face in seeking to settle into their new homes and to hear their proposed solutions. We hope that in hearing from you, we can get a more accurate picture of the lives of people who have made Ireland home and to document positive examples with respect to the integration experience of refugees.

We will meet with each person individually and in order to ensure that all responses are kept entirely confidential, we will not share people's names or identities. We expect that each interview will take 45 minutes maximum. We will only interview people who are 18 years of age and over.

It is entirely up to you whether you would like to participate in these discussions or not. If you are happy for us to contact you please return the stamp-addressed envelope enclosed, or email or phone me at the details above.

Should you have any questions please do not hesitate to contact us.

Yours sincerely

Jody Clarke

External Relations Associate

Appendix B: Letter sent to interviewees in Arabic

حضرة السيد/ السيدة المحترمين،

يأمل مكتب المفوضية السامية للأمم المتحدة لشؤون اللاجئين (UNHCR Ireland) بالاجتماع مع الأفراد الذين وصلوا إلى أيرلندا عبر برنامج إعادة التوطين الأيرلندي منذ العام ٢٠١٤، وذلك بهدف إعلام المفوضية عن المسائل والقضايا التي يواجهونها منذ قدومهم إلى أيرلندا.

الهدف من تلك المقابلات الغير إلزامية هو إجراء محادثات منظمة مع الأشخاص المذكورين أعلاه حول التحديات التي تعترض سبلهم إلى حين استقرارهم في مساكنهم الجديدة، وكذلك للإستماع إلى الحلول التي قد يقترحونها خلال المقابلة.

نأمل من خلال التحدث اليكم بالحصول على صورة دقيقة عن حياة الأشخاص الذين جعلوا من أيرلندا وطناً ثانياً لهم، وبتوثيق الأمثلة الإيجابية بالنسبة إلى تجربة اللاجئين واندماجهم بالمجتمع المحلي.

سوف نجتمع بكل شخص على حدة، وبهدف ضمان السرية التامة، لن يتم الكشف عن أسماء الأشخاص أو هوياتهم مطلقاً. سوف نجتمع بكل شخص في سن ال-١٨ وما فوق فقط و نتوقع أن تدوم كل مقابلة لمدة ٤٥ دقيقة كحد أقصى.

المقابلات غير إلزامية واليكم الحرية التامة في المشاركة أو عدم المشاركة فيها. إذا اردتم أن نتواصل معكم، نرجو منكم بأن تعيدوا لنا المغلف المختوم والمعنون المرفق بهذه الرسالة أو أن ترسلوا لنا بريد إلكتروني أو أن تتصلوا بنا على الأرقام المدونة أعلاه.

لا تترددوا بالاتصال بنا في حال كانت لديكم أية اسئلة.

تفضلوا بقبول فائق الاحترام

جودي كلارك

مسؤول العلاقات الخارجية

Appendix C: Consent forms completed by the interviewees

If you wish to participate in the scheduled meetings with UNHCR Ireland please provide us with the below information in relation to people in your household who are 18 years of age and over.

إذا كنتم ترغبون في المشاركة في المقابلات التي سوف يجريها مكتب المفوضية السامية للأمم المتحدة لشؤون اللاجئين في أيرلندا، نرجو منكم تزويدنا بالمعلومات المدونة أدناه عن الأشخاص الذين يبلغون من العمر 18 سنة وما فوق ويعيشون معكم في المنزل.

Name		الاسم
Telephone number		رقم الهاتف
Address		العنوان

Name		الاسم
Telephone number		رقم الهاتف
Address		العنوان

Name		الاسم
Telephone number		رقم الهاتف
Address		العنوان

Name		الاسم
Telephone number		رقم الهاتف
Address		العنوان

A- During the interviews

Appendix D: Questionnaire – Interviews with resettled refugees

<p>Key Instructions before each interview: The interview is anonymous, confidential and voluntary. The information you will provide does not influence or affect assistance you will receive. The purpose of this questionnaire is to understand general patterns so we can improve response. This questionnaire is designed for participants 18 years of age and older only.</p>				<p>تعليمات أساسية قبل كل مقابلة: جميع الأجوبة خلال المقابلة ستظل سرية. الغرض من هذا الاستبيان هو فهم الأنماط العامة حتى نتمكن من تحسين الخدمات الموفرة وظروف المعيشة بشكل عام. تم تصميم هذا الاستبيان للمشاركين فوق سن الـ ١٨ فقط.</p>		
<p>To be filled before the interview</p>		Organisation	UNHCR - Ireland		UNHCR	المنظمة
		Initials of the Interviewer				الحرف الأولى من الاسم
		Country of Interview	Ireland		ايرلندا	بلد المقابلة
		Location of Interview				موقع المقابلة
		Date of Interview				تاريخ المقابلة
<p>AGD</p>		What is your gender?	Female / Male / Other		أنثى / ذكر / أخرى	ما هو جنسك؟
		How old are you?	18-25 / 26-40 / 41 - 60 / 61+		١٨-٢٥ / ٢٦-٤٠ / ٤١ - ٦٠ / ٦١+	كم عمرك؟
		What is your marital status?	Single / Married / Divorced / Separated / Widowed /		أعزب / متزوج / مطلق / منفصل / ارملة	الحالة الاجتماعية؟
		Do you have children?	Yes / No		نعم / لا	هل لديك أطفال؟
		If yes, how many?				إذا كان الجواب نعم ، كم؟

		What is your country of nationality?				ما هي جنسيتك؟
		What is your religion?				ما هي ديانتك؟
		How long have you been living in Ireland?				منذ متى وأنت تعيش في أيرلندا؟
		Which county do you live in?				في أي مقاطعة تعيش؟
		Did you know anyone in Ireland before coming here?	Yes / No		نعم / لا	هل كنت تعرف أي شخص في أيرلندا قبل قدومك؟
		At which centre did you stay before being provided with a housing?	Balseskin / Mosney		Balseskin / Mosney	في أي مركز كنت مقيم قبل توفير المسكن لك؟
		How long were you there for?				ما هي المدة التي قضيتموها هناك؟
Background and travel		Which city/part of Syria did you live in?				في أي مدينة أو منطقة كنت تعيش في سوريا؟

		Were you forced to change location within Syria before you came to Ireland due to violence /conflict/war/persecution?	Yes / No		نعم / لا	هل اضطررت للتنقل داخل سوريا قبل أن تأتي إلى أيرلندا بسبب العنف / الصراع / الحرب / الاضطهاد؟
		When did you last leave Syria?				متى تركت سوريا؟
		What was the last country of residency before coming to Ireland?				ما هو آخر بلد إقامة قبل مجيئك إلى أيرلندا؟
		Did you have a work or study permit in the country you were residing in?	Yes / No / I don't know		نعم / لا / لا أعرف	هل كان معك تصريح عمل أو تصريح دراسة في الدولة التي كنت مقيم فيها؟
		What was the main reason why you left your country of nationality / residence?	Conflict - War - Violence / Economic - Work / Education / Fear of forced recruitment / Survival essentials are not existent / Past persecution or fear of future persecution / Discrimination / Sent by my family / Reunify with family abroad		الصراع - الحرب - العنف / العمل / التعليم / الخوف من التجنيد القسري / البقاء على قيد الحياة - الضروريات ليست موجودة / اضطهاد في الماضي أو الخوف من المستقبل الاضطهاد / التمييز / ارسلت من قبل عائلتي / توحيد مع عائلاتهم في الخارج	ما هو السبب الرئيسي لترك سوريا؟

		How was your journey out of Syria mainly financed? (More than one possible answer)	Borrowing from bank / Borrowing from friend- family / Own savings / Sold assets / Worked during journey / Did not have time to take anything		الاقتراض من البنك / الاقتراض من الأسرة أو الأصدقاء / الادخار الخاصة / الأصول المباعة / عملت خلال الرحلة / لم يكن لديهم الوقت لأخذ أي شيء	كيف تم تمويل رحلتك لخارج سوريا؟ (أكثر من إجابة واحدة ممكنة)
FRU		Do you still have family members in Syria or neighbouring countries?	Children: Yes/No / Parents: Yes/No, Spouse: Yes/No / Siblings: Yes/No, whole family: Yes/No		الأطفال: نعم / لا ، الأباء: نعم / لا، الزوج: نعم / لا، الإخوة والأخوات: نعم / لا، جميع أفراد الأسرة: نعم / لا	هل لا يزال أفراد من أسرتك في سوريا أو الدول المجاورة؟
	If yes	How old are they?	Minor (-18)/ Adult 18-65) / Senior (65+)		قاصر (١٨-)/ بالغ (١٨-٦٥) / مسن (٦٥+)	كم عمرهم؟
	If yes	Have you applied for FRU?	Yes / No		نعم / لا	هل تقدمت لطلب لم شمل الأسرة؟
	If no	Are you planning to apply?	Yes / No / Don't know		نعم / لا / لا أعرف	هل تخطط لذلك؟
		What was the decision received - if applicable	Positive / Negative / Pending		إيجابي / سلبي / في الإنتظار	ماذا كان القرار؟

Rights, responsibilities & integration		Have you received information about your rights and responsibilities as a refugee upon or prior to your arrival?	Yes - Before / Yes - After / No / I don't know		نعم - قبل / نعم - بعد / لا / لا أعرف	هل تلقيت معلومات عن حقوقك ومسؤولياتك كلاجئ عند أو قبل وصولك؟
		Do you feel like you have equal access to services and enjoyment of your rights compared to Irish citizens?	Yes / No / I don't know		نعم / لا / لا أعرف	هل تشعر بأن هناك مساواة بين استعمالك للخدمات والحقوق الخاصة بك مقارنة بالحقوق المتاحة إلى المواطن الأيرلندي؟
	If no	What would you suggest can be done to enable you to better enjoy that right?				ماذا تقترح يمكن عمله لتمتلك من التمتع بهذا الحق؟
		Do you have an Irish driver's licence?	Yes / No / Pending		نعم / لا / في الإنتظار	هل لديك رخصة قيادة إيرلندية؟
		Which of these activities are you and/or children often involved in to be more involved with the Irish community?	Religious group / Meeting with friends / school where children attend / Sporting club or group / Cultural group / Community or voluntary work / Hobby group			جماعة دينية / اجتماع مع الأصدقاء / المدرسة حيث يدرس الأطفال / نادي الرياضية أو مجموعة رياضية / مجموعة ثقافية / عمل تطوعي / لقاءت للممارسة هواية مشتركة

		How well do you feel you have been received by the local community?	Very well / Well / Neutral / Not well		جيد جدا / جيد / محايد / ليس جيد	هل تلقيت معاملة حسنة من قبل المجتمع المحلي منذ وصولك الى ايرلندا؟
Language		How well do you speak, read and write English?				كيف تصف اتقانك للغة الإنجليزية؟
		Speak English Read English Write English Understand English	Very well Well Fair Not well Very well Well Fair Not well Very well Well Fair Not well Very well Well Fair Not well		جيد جدا / جيدا / لا بأس / ليس جيدا جيد جدا / جيدا / لا بأس / ليس جيدا جيد جدا / جيدا / لا بأس / ليس جيدا جيد جدا / جيدا / لا بأس / ليس جيدا	تكلم الإنجليزية قراءة اللغة الإنجليزية كتابة الإنجليزية أفهم الإنجليزية
		Are you attending English classes?	Yes/ No		نعم / لا	هل تحضر دروس اللغة الإنجليزية؟
		Do the English classes you are attending help you? If yes, how?	Help me to learn English / Help me to make friends / Help me to shop and use public transportation / Help me to find a job / Help me to learn about living in Ireland / Do not know yet			تساعدني لتعلم اللغة الإنجليزية / تساعدني على تكوين صداقات / تساعدني على التسوق واستخدام وسائل النقل العام / تساعدني في العثور على وظيفة / تساعدني على معرفة المزيد عن ايرلندا / لا أعرف حتى الآن
	Do you feel that the level you are attending is suitable for you?	Yes / No / I don't know			نعم / لا / لا أعرف	هل تشعر أن مستوى الحصص التي تحضرها مناسبة لك؟

		Would you like to be attending the English classes with people of other nationalities?	Yes / No / Neutral		نعم / لا / محايد	هل ترغب في أن تحضر دورات اللغة الإنجليزية مع جنسيات أخرى؟
Education		What is your highest level of education completed?	None /Primary / High school / University / Post graduate / other - specify		لا تعليم/ المدارس الابتدائية / الثانوية/ جامعة / تعليم عالي / آخر	ما هو أعلى مستوى من التعليم حصلت عليه؟
		Did/Do you have problems getting the qualifications / skills gained in your home country recognised here?	Yes / No / Don't know		نعم / لا / لا أعرف	هل لديك / واجهت مشاكل هنا في الحصول / اعتراف بمؤهلاتك / مهاراتك المكتسبة في بلدك؟
	If student	Have your study been interrupted?	Yes / No		نعم / لا	هل قطعت هذه الرحلة دراستك؟
	If student	What level of education was interrupted?	None / Primary / High school / University / other - specify		المدارس الابتدائية / الثانوية/ جامعة / تعليم عالي / آخر	ما هو مستوى التعليم الذي انقطع؟
Employment		What was your main area of occupation In Syria?	Didn't have one / specify _____		لم يكن لدي عمل / حدد _____	ماذا كانت مهنتك في سوريا؟

		Have you sought employment in Ireland?	Yes / No		نعم / لا	هل حاولت الحصول على عمل في أيرلندا؟
		Have you secured a job?	Yes / No		نعم / لا	هل حصلت على وظيفة حتى الآن؟
	If yes	How many hours a week do you work?	Part time / Full time / Casual		دوام جزئي / دوام كامل / متقطع	كم ساعة في الأسبوع تعمل؟
	If no	What are some of the challenges you are facing/faced that are getting in the way of finding a job?	Lack of experience / Lack of recognition of education / Language barrier / Poor health /		نقص الخبرة / عدم الاعتراف بالتعليم / حاجز اللغة / الصحة	ما هي بعض التحديات التي تواجهونها بالحصول على الوظيفة المرغوبة؟
	If yes	How long did it take before you were able to secure your employment?				كم إستغرقك من الوقت قبل أن تتمكن من الحصول على وظيفتك؟
	If yes	Is this job within your field of expertise?	Yes / No		نعم / لا	هل هذه وظيفة في مجال عملك وخبرتك؟
	If yes	Job satisfaction	Highly satisfied / Satisfied / Neutral / Dissatisfied		راض للغاية / راض / محايد / مستاء	إلى أي حد أنت راضي عن عملك؟

Appropriate housing		How happy are you with the following aspects of where you live?	Size of accommodation Close to shops Close to medical centres Safety of area Friendliness of your neighbours Close to workplace Close to public transport Close to schools / child care Close to language classes	Happy Neutral Not happy •	حجم المكان قريب من المحلات التجارية قريب من المراكز الطبية أمان المنطقة جيران ودودين قريب من مكان العمل قريب من المواصلات العامة قريب من المدارس مراكز الأطفال / رعاية الطفل قريب من دروس اللغة	إلى أي حد أنت راضي عن الجوانب التالية من المكان الذي تعيش فيه؟
		Who are you currently living with?	Close family members / Extended family member / Friends, neighbours, university colleagues/fellow students, work colleagues / alone / others		أفراد أسرتي المقربين / أفراد الأسرة الموسعة / الأصدقاء والجيران وزملاء دراسة، زملاء العمل / وحدي / آخرين	مع من تقم حالياً؟
Healthcare		Do you have a medical card?	Yes / No		نعم / لا	هل لديك بطاقة طبية؟
		Which of the following best describes your physical overall health?	Excellent / Good / Fair - ok / Poor		ممتاز / جيد / معتدل - مستقر / غير جيد	أي من هذه العبارات تصف حالتك الصحية البدنية؟
		Are you being treated for any medical condition at the present time or in the past year?	Yes / No		نعم / لا	هل تتعالج من أي حالة طبية في الوقت الحاضر أو خلال السنة الماضية؟

		If you are taking regular medication, can you manage the costs?	Yes _____ / No / I don't know		نعم _____ / لا / لا أعرف	إذا كنت تأخذ أدوية منتظمة، يمكنك دفع التكاليف؟
		Do you have any special needs? Medical	Pregnant / Lactating women / Physically disabled / Mentally disabled / Person with severe medical condition		الحوامل / المرضعات / إعاقة جسدية / إعاقة ذهنية / شخص لديه حالة طبية شديدة	هل لديك إحتياجات خاصة؟
		Special needs of persons living with you	Pregnant / Lactating women / Physically disabled / Mentally disabled / Person with severe medical condition		الحوامل / المرضعات / إعاقة جسدية / إعاقة ذهنية / شخص لديه حالة طبية شديدة	هل هناك إحتياجات خاصة للأشخاص الذين يعيشون معك؟
Access to services		Have you had any contact with one of these service providers?	Legal help / Interpreter / NGO / Garda / Mental Health Services / Health Services /		مساعدة قانونية / مترجم / المنظمات غير الحكومية / الشرطة / خدمات الصحة النفسية / الخدمات الصحية	ما هي الخدمات التي أنت أو أسرتك إستخدمتها؟
		Are you planning on going back to your home country once it is safe to go back?	Yes / No / I don't know		نعم / لا / لا أعرف	هل تفكر بالعودة إلى سوريا عندما تصبح آمنة؟
		Would you like to become a citizen of Ireland?	Yes / No / I don't know		نعم / لا / لا أعرف	تريد أن تصبح مواطنا إيرلندياً؟
		What is the main challenge you or your children are facing?				ما هو التحدي الرئيسي أنت أو أطفالك تواجهون؟

		What do you think of Portlaoise / Thurles and Ireland in general?			ما رأيك في بورتلايش / ثرلس و أيرلندا بشكل عام؟
		What would affect your decision to stay here?			ما هي العوامل التي يمكن أن تؤثر على قرارك للبقاء هنا؟
		What are your hobbies and what do you enjoy doing here?			ما هي هوايتك وماذا تحب أن تفعل هنا؟
		What places in Ireland have you visited or you looking forward to visit?			ما هي الأماكن في أيرلندا التي تتطلع لزيارة؟
		Do you have any questions or suggestions we have not covered that you would like to bring up?			هل لديك أي أسئلة أو إقتراحات لم نتكلم عنها خلال المقابلة؟
		Thank you very much for your useful contribution. As stated, all the information you gave me will remain anonymous. Your contribution will help decision-makers to better understand your situation and assist your needs in the future. I wish you all the best.			شكرا جزيلاً لمساهمته، نريد التذكير بأن كل المعلومات التي وفرتموها ستبقى مجهولة. ومساهمته ستساعد صناعات القرار على فهم وضعكم بشكل أفضل ومساعدة احتياجاتكم في المستقبل. أتمنى لكم كل التوفيق.

Appendix E: Questionnaire – Interviews with SHAP beneficiaries

UNHCR Ireland Syrian Humanitarian Admission Programme (SHAP) - QUESTIONNAIRE Interviewing SHAP beneficiaries August 2016		UNHCR Ireland Syrian Humanitarian Admission Programme (SHAP) - QUESTIONNAIRE Interviewing SHAP beneficiaries August 2016			
<p>Introduction: Interviewer informs SHAP beneficiaries about the following:</p> <ul style="list-style-type: none"> - UNHCR (globally and in Ireland) - The purpose of the interview: to carry out structured discussions with people who came under the SHAP about the challenges they face in seeking to settle in Ireland and to hear their proposed solutions. To get a more accurate picture of the journeys and lives of SHAP beneficiaries and to document positive examples with respect to their integration experience. - Anonymity, confidentiality and voluntariness of the interviews. - The person does not have to answer questions, he/she can ask to end the interview at any time. <ul style="list-style-type: none"> - People's names or identities will not be shared. - Each interview will take approximately 45 minutes. - We will only interview people who are 18 years of age and over. - Interviewer to inform the interviewee about the different sections that will be discussed. 		<p>مقدمة: إعلام الشخص الذي قدم إلى أيرلندا عبر ال-SHAP بالآتي:</p> <ul style="list-style-type: none"> - مكتب المفوضية السامية للأمم المتحدة لشؤون اللاجئين (على الصعيد العالمي وفي أيرلندا) - الهدف من المقابلة: إجراء محادثات منظمة مع الأشخاص لذين أتوا إلى أيرلندا عبر برنامج ال-SHAP حول التحديات التي تعترض سبلهم إلى حين استقرارهم في أيرلندا، وكذلك للإستماع إلى الحلول التي قد يقترحونها خلال المقابلة. نأمل من خلال التحدث اليكم بالحصول على صورة دقيقة عن رحلتكم إلى أيرلندا و حياتكم هنا و بتوثيق الأمثلة الإيجابية بالنسبة إلى تجربة إندماجكم بالمجتمع المحلي. - سرية تامة - المقابلة غير الإلزامية - لن يتم الكشف عن أسماء الأشخاص أو هوياتهم مطلقاً. سوف نجتمع بكل شخص في سن ال-18 وما فوق فقط و نتوقع أن تدوم كل مقابلة لمدة ٤٥ دقيقة تقريباً. - ليس من الضروري الإجابة عن كل الأسئلة. يمكنك إنهاء المقابلة في أي وقت. - التعريف عن كل المواضيع التي سوف نتحدث عنها. 			
Before the interview	Organisation	UNHCR - Ireland	UNHCR Ireland	المنظمة	قبل المقابلة
	Initials of the Interviewer			الاحرف الاولى من الاسم	
	Country of Interview	Ireland	ايرلندا	بلد المقابلة	
	Location of Interview			موقع المقابلة	
	Date of Interview			تاريخ المقابلة	

		Time of Interview			وقت المقابلة	
AGD		What is your gender?	Female / Male / Other		أنثى / ذكر / أخرى	ما هو جنسك؟
		How old are you?	18-25 / 26-40 / 41 - 60 / 61+		١٨-٢٥ / ٢٦-٤٠ / ٤١ - ٦٠ / ٦١+	كم عمرك؟
		What is your marital status?	Single / Married / Divorced / Separated / Widowed /		أعزب / متزوج / مطلق / منفصل / ارملة	الحالة الاجتماعية؟
		Do you have children?	Yes / No		نعم / لا	هل لديك أطفال؟
		If yes, how many?				إذا كان الجواب نعم ، كم؟
		What is your country of nationality?				ما هي جنسيتك؟
		What is your religion?				ما هي ديانتك؟
		When did you arrive in Ireland?				متى وصلت إلى أيرلندا؟
		Which county do you live in?				في أي مقاطعة تعيش؟

		What is the nature of your relationship with the person who sponsored you in Ireland?			ما هي طبيعة علاقتك بالشخص الذي كفلك في أيرلندا؟		
		What is the status of your sponsor in Ireland?	Naturalised Irish citizen of Syrian birth / Syrian national lawfully resident in Ireland		ما هو وضع الشخص الذي كفلك في أيرلندا؟ مواطن أيرلندي مجنس، من أصل سوري / مواطن سوري مقيم في أيرلندا بصفة قانونية		
		Did you know anyone in Ireland - other than your sponsor - before coming here?	Yes / No		هل كنت تعرف أحد في أيرلندا قبل مجيئك، (غير كفيلك)؟ نعم / لا		
Background and Travel		Which city/part of Syria did you live in?			في أي مدينة أو منطقة كنت تعيش في سوريا؟		الخلفية والسفر
		Were you forced to change location within Syria before coming to Ireland?	Yes / No		هل اضطررت للتنقل داخل سوريا قبل أن تأتي إلى أيرلندا بسبب العنف / الصراع / الحرب / الاضطهاد؟ نعم / لا		
		When did you leave Syria?			متى تركت سوريا؟		
		What was your last country of residency before coming to Ireland?	Syria / Lebanon / Jordan / Turkey / _____		ما كان آخر بلد إقامة لك قبل مجيئك إلى أيرلندا؟ سوريا / لبنان / الأردن / تركيا / _____		
		Did you have a work or study permit in the country you were residing in?	Yes / No / I don't know		هل كان معك تصريح عمل أو تصريح دراسة في الدولة التي كنت مقيم فيها؟ نعم / لا / لا أعرف		

				كيف كانت اوضاعك المعيشية في آخر بلد إقامة لك؟
What were your living conditions in the last country of residency?				كيف كانت اوضاعك المعيشية في آخر بلد إقامة لك؟
Did your sponsor manage to provide all the required documents for the SHAP application on time?	Yes / No / I don't know		نعم / لا / لا أعرف	هل تمكن كفيلك بتقديم كل الأوراق المطلوبة لتعبئة طلب ال-SHAP في الوقت المحدد؟
Were all the family members submitted in the SHAP application accepted?	Yes / No / I don't know		نعم / لا / لا أعرف	هل تم قبول كل أفراد الأسرة الذين شملهم الكفيل في طلب ال-SHAP؟
On what document did you travel to Ireland?	National passport / Irish Travel Document / Other Travel Document		جواز سفر / وثيقة سفر إيرلندية / وثيقة سفر أخرى	ما هي وثيقة السفر التي سافرت بها إلى إيرلندا؟
Was it easy for your sponsor to apply for the visa in respect of each beneficiary?	Yes / No / I don't know		نعم / لا / لا أعرف	هل كان من السهل على كفيلك تقديم طلب للحصول على تأشيرة سفر لكل من الأفراد الذين تم قبولهم تحت برنامج ال-SHAP؟
Did you find any difficulties getting your visa inserted into your travel document?				هل واجهت صعوبات لإدراج إدخال تأشيرتك إلى وثيقة السفر؟
Where was your visa processed?				أين تم إجراء تأشيرتك؟

		How long did it take for you to be able to depart for Ireland?			كم من الوقت استغرقك لتصبح قادراً على السفر إلى أيرلندا؟		
		Did you find any difficulties at the airport, leaving your country of residency?	No/ Yes _____		هل واجهت أية صعوبات في المطار، مغادراً آخر بلد إقامة لك؟		
		Did you find any difficulties at the airport, entering Ireland?	No/ Yes _____		هل واجهت أية صعوبات في المطار للدخول إلى أيرلندا؟		
		How was your journey to Ireland funded?			كيف تم تمويل رحلتك إلى أيرلندا؟		
Upon arrival in Ireland		What problems did you face?			ما هي المشاكل التي واجهتها؟		عند الوصول إلى أيرلندا
		Did you find any difficulties registering at the Garda National Immigration Bureau (GNIB) and obtaining a Certificate of Registration?			هل واجهت أي صعوبات فيما يتعلق بالتسجيل في مكتب الهجرة الوطني (GNIB) والحصول على شهادة تسجيل؟		
		Did you receive any assistance for addressing these problems?			هل تلقيت أي مساعدة لمعالجة تلك الصعوبات؟		

		What were the positive aspects?				ماذا كانت الجوانب الإيجابية؟		
Now		What problems do you face?				ما هي المشاكل التي تواجهها؟		الآن
		What are the positive aspects?				ما هي الجوانب الإيجابية؟		
Application for Asylum in Ireland		Did you apply for asylum in Ireland?	Yes / No		نعم / لا	هل تقدمت بطلب لجوء في أيرلندا؟		طلب لجوء في أيرلندا
	If no	Do you plan on applying for asylum in Ireland?	Yes / No		نعم / لا	هل تخطط لذلك؟	إذا كانت الإجابة لا	

		Why did you apply/ do you plan on applying for asylum?				لماذا قمت بتقديم طلب لجوء / تخطط لتقديم طلب لجوء؟		
	If yes,	When did you make the application?				متى تقدمت بطلب لجوء؟	إذا كانت الإجابة نعم	
	If yes,	What was the outcome of your application?	Grant / Refusal / Pending		إيجابي / سلبي / في الإنتظار	ما كانت نتيجة الطلب؟	إذا كانت الإجابة نعم	
		When was the decision issued?				متى صدر القرار؟		
IF THE SHAP BENEFICIARY HAS BEEN GRANTED REFUGEE STATUS					إذا كانت نتيجة طلب اللجوء إيجابية			
FRU		Have you applied for FRU?	Yes / No		نعم / لا	هل تقدمت لطلب لم شمل الأسرة؟		لم شمل

	If yes	When did you make the application?				متى تقدمت بطلب لم الشمل؟	إذا كانت الإجابة نعم
	If yes	What was the outcome of your FRU application? - if applicable	Positive / Negative / Pending		إيجابي / سلبي / في الإنتظار	ما كانت نتيجة طلب لم الشمل؟	إذا كانت الإجابة نعم
		When was the decision issued?				متى صدر القرار؟	
	If no	Do you plan on applying for FRU?	Yes / No / Don't know		نعم / لا / لا أعرف	هل تخطط للتقدم بطلب لم شمل؟	إذا كانت الإجابة لا
Rights, Responsibilities & Integration		Did you receive information about the SHAP programme and SHAP beneficiaries before or after coming to Ireland	Yes - Before / Yes - After / No / I don't know		نعم - قبل / نعم - بعد / لا / لا أعرف	هل تلقيت معلومات عن برنامج ال-SHAP وعن الأشخاص الذين تم قبولهم تحت هذا البرنامج قبل أو بعد قدومك إلى أيرلندا؟	الحقوق والواجبات والإندماج
	If yes,	How was this information received?	Individual research / NGOs / Sponsor / Other _____		بحث فردي / منظمات غير حكومية / الكفيل / آخر _____	كيف تم الحصول على تلك المعلومات؟	إذا كانت الإجابة نعم

		Do you have an Irish driver's licence?	Yes / No / Pending		نعم / لا / في الإنتظار	هل لديك رخصة قيادة إيرلندية؟		
		Are you in contact with other Syrians/ foreigners/ Irish people?	Yes / No			هل أنت على تواصل مع سوريين آخرين / أجناب / إيرلنديين؟		
		Which of these activities are you and / or children often involved in to be more involved with the Irish community?	Meeting with friends / school where children attend / Sporting club or group / Cultural group / Community or voluntary work / Hobby group		جماعة دينية / اجتماع مع الأصدقاء / المدرسة حيث يدرس الأطفال / نادي الرياضة أو مجموعة رياضية / مجموعة ثقافية / عمل تطوعي / لقاءات للممارسة هواية مشتركة	أي من هذه الأنشطة أنت و / أو أطفالك غالبا ما تشارك لتندمج أكثر مع المجتمع الأيرلندي؟		
		How well do you feel you have been received by the local community?	Very well / Well / Neutral / Not well		جيد جدا / جيد / محايد / ليس جيد	هل تلقيت معاملة حسنة من قبل المجتمع المحلي منذ وصولك الى أيرلندا؟		
Language		How well do you speak, read and write English? Speak Eng. Read Eng. Write Eng. Understand Eng.	Very well Well Fair Not well Very well Well Fair Not well Very well Well Fair Not well Very well Well Fair Not well		جيد جدا / جيد / لا بأس / ليس جيد جيد جدا / جيد / لا بأس / ليس جيد جيد جدا / جيد / لا بأس / ليس جيد جيد جدا / جيد / لا بأس / ليس جيد	كيف تصف اتقانك للغة الإنجليزية؟ تكلم الانجليزية قراءة اللغة الإنجليزية كتابة الإنجليزية أفهم الإنجليزية		اللغة

		Are you attending English classes?	Yes/ No		نعم / لا	هل تحضر دروس اللغة الإنجليزية؟		
		If yes, how often do you attend classes? (Number of classes/ week)				إذا كانت الإجابة نعم، ما هو عدد الحصص التي تحضرها؟ كم مرة في الأسبوع؟		
		If yes, how did you find out about these classes?				إذا كانت الإجابة نعم، كيف تمكنت من المعرفة عن تلك الدروس؟		
		Do you have to pay a fee to attend English classes?	Yes _____ / No		نعم _____ / لا	هل يتوجب عليك دفع رسوم لحضور دروس اللغة الإنجليزية؟		
		Do the English classes you are attending help you? If yes, how?	Help me to learn English / Help me to make friends / Help me to shop and use public transportation / Help me to find a job / Help me to learn about living in Ireland / Do not know yet		تساعدني لتعلم اللغة الإنجليزية / تساعدني على تكوين صداقات / تساعدني على التسوق واستخدام وسائل النقل العام / تساعدني في العثور على وظيفة / تساعدني على معرفة المزيد عن أيرلندا / لا أعرف حتى الآن	هل تساعدك دروس اللغة الإنجليزية؟		
Education		What is your highest level of education completed?	None /Primary / High school / University / Post graduate / other - specify		لا تعليم/ المدارس الابتدائية / الثانوية/ جامعة / تعليم عالي / آخر	ما هو أعلى مستوى من التعليم حصلت عليه؟		التعليم

		Did/Do you have problems getting the qualifications / skills gained in your home country recognised here?	Yes / No / Don't know		نعم / لا / لا أعرف	هل لديك / واجهت مشاكل هنا في الحصول / إقرار بمؤهلاتك / مهاراتك المكتسبة في بلدك؟		
	If student	Have your study been interrupted?	Yes / No		نعم / لا	هل قطعت هذه الرحلة دراستك؟		
	If student	What level of education was interrupted?	None / Primary / High school / University / other - specify		المدارس الابتدائية / الثانوية / جامعة / تعليم عالي / آخر	ما هو مستوى التعليم الذي انقطع؟		
		Are you attending a course of study in Ireland? Did you face any difficulties registering for it?				هل تحضر دورة تعليمية / دراسية في أيرلندا؟ هل واجهت صعوبات أثناء التسجيل؟		
		We are only interviewing SHAP beneficiaries who are 18 years of age and over - Would you like to comment on the education of any family members under 18?				نجري تلك المقابلات مع الأشخاص الذين قدموا إلى أيرلندا عبر برنامج ال-SHAP والذين يبلغون من العمر ١٨ سنة وما فوق - هل تريد التعليق على تعليم أي فرد من أفراد أسرتك ما دون ال-١٨ سنة؟		
Employment		What was your main area of occupation In your country of origin?	Didn't have one / specify _____		لم يكن لدي عمل / حدد _____	ماذا كانت مهنتك في سوريا؟		العمل

	Have you sought employment in Ireland?	Yes / No		لا / نعم	هل حاولت الحصول على عمل في أيرلندا؟	
	Have you secured a job as a SHAP beneficiary?	Yes / No		لا / نعم	هل حصلت على وظيفة بصفتهك شخص قدم إلى أيرلندا عبر برنامج ال-SHAP؟	
If yes	How many hours a week do you work?	Part time / Full time / Casual		دوام جزئي / دوام كامل / متقطع	كم ساعة في الأسبوع تعمل؟	إذا كانت الإجابة نعم
If no	What are some of the challenges you are facing/faced that are getting in the way of finding a job?	Lack of experience / Lack of recognition of education / Language barrier / Poor health / Other _____		نقص الخبرة / عدم الاعتراف بالتعليم / حاجز اللغة / الصحة / آخر _____	ما هي بعض التحديات التي تواجهونها بالحصول على الوظيفة المرغوبة؟	إذا كانت الإجابة لا
If yes	How long did it take before you were able to secure your employment?				كم استغرقك من الوقت قبل أن تتمكن من الحصول على وظيفتك؟	إذا كانت الإجابة نعم
If yes	Is this job within your field of expertise?	Yes / No		لا / نعم	هل هذه وظيفة في مجال عملك وخبرتك؟	إذا كانت الإجابة نعم
If yes	Job satisfaction	Highly satisfied / Satisfied / Neutral / Dissatisfied		راض للغاية / راض / محايد / مستاء	إلى أي حد أنت راضي عن عملك؟	إذا كانت الإجابة نعم

		Would you like to engage in voluntary work? If so, which?			هل ترغب في الإشتراك في عمل تطوعي؟ إذا كنت ترغب في ذلك، ما نوع العمل الذي تريد الإنخراط فيه؟			
Housing		Are you currently living with your sponsor?	Yes / No / Not anymore		نعم / لا / ليس بعد الآن	هل تسكن حالياً مع الشخص الذي كفالك؟	المسكن	
	If not anymore	How long did you live with your sponsor for?				ما هي المدة التي سكنت فيها مع كفيلك؟		إذا كانت الإجابة ليس بعد الآن
		Who are you currently living with?	Close family members / Extended family member / Friends, neighbours, university colleagues/ fellow students, work colleagues / alone / others		أفراد أسرتي المقربين / أفراد الأسرة الموسعة / الأصدقاء والجيران وزملاء دراسة، زملاء العمل / وحدي / آخرين	مع من تقم حالياً؟		
		Did you face any challenges accessing housing or getting on the housing list?	No / Yes _____		لا / نعم _____	هل واجهت تحديات للحصول على مسكن أو للوصول إلى قائمة السكن الإجتماعي؟		
Healthcare		Do you have a medical card?	Yes / No		نعم / لا	هل لديك بطاقة طبية؟	الرعاية الصحية	

	If yes	How did you go about getting one?			كيف حصلت عليها؟	إذا كانت الإجابة نعم	
		Which of the following best describes your physical overall health?	Excellent / Good / Fair - ok / Poor	ممتاز / جيد / معتدل - مستقر / غير جيد	أي من هذه العبارات تصف حالتك الصحية البدنية؟		
		Have you been in need of medical assistance? If so, were you provided with it?			هل أنت بحاجة إلى مساعدة/ رعاية طبية؟ إذا كانت الإجابة نعم، هل تم توفير تلك الرعاية لك؟		
		If you are taking regular medication, can you manage the costs?	Yes _____ / No / I don't know	نعم _____ / لا / لا أعرف	إذا كنت تأخذ أدوية منتظمة، يمكنك دفع التكاليف؟		
Access to Services		Have you had any contact with one of these service providers?	Legal help / Interpreter / NGO / Garda / Mental Health Services / Health Services /	مساعدة قانونية / مترجم / المنظمات غير الحكومية / الشرطة / خدمات الصحة النفسية / الخدمات الصحية	ما هي الخدمات التي أنت أو أسرتك إستخدمتموها؟		الحصول على الخدمات
		Do you have a PPS number (as SHAP beneficiary)?	Yes / No / Pending	نعم / لا / في الإنتظار	هل لديك رقم شخصي للخدمات العامة (رقم PPS) بصفتك شخص قدم إلى أيرلندا عبر برنامج ال-SHAP؟		
		If yes, did you find any difficulties trying to secure one?	Yes _____ / No	نعم _____ / لا	إذا كانت الإجابة نعم، هل واجهت صعوبات للحصول عليه؟		

		Are you planning on going back to your home country once it is safe to go back?	Yes / No / I don't know		نعم / لا / لا أعرف	هل تفكر بالعودة إلى سوريا عندما تصبح آمنة؟	
		Would you like to become a citizen of Ireland?	Yes / No / I don't know		نعم / لا / لا أعرف	تريد أن تصبح مواطنا إيرلندياً؟	
		What do you think of the county you are living in and Ireland in general?				ما رأيك في المنطقة التي تعيش فيها و في إيرلندا بشكل عام؟	
		What would affect your decision to stay here?				ما هي العوامل التي ممكن أن تؤثر على قرارك للبقاء هنا؟	
Suggestions and Additional Notes		What were your expectations regarding Ireland? Which aspects differed from what you expected?				ما كانت توقعاتك بالنسبة لايرلندا؟ ما هي الجوانب التي اختلفت عما توقعت؟	إقتراحات وملاحظات إضافية

		<p>If SHAP 2 was established, would you have any suggestions to improve it?</p>				<p>هل لديك أي إقتراحات لتحسين برنامج ال-SHAP، بحال تكرر؟</p>		
		<p>Questions or additional remarks</p>				<p>اسئلة أو ملاحظات إضافية</p>		