



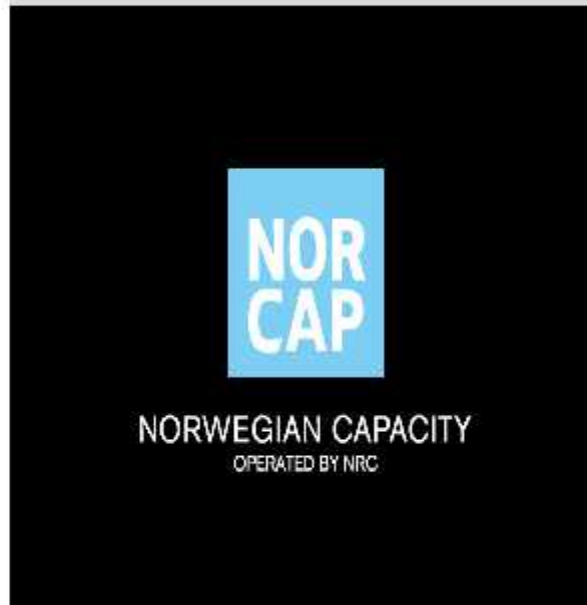
# The Norwegian integrated reception service management

Ketil A. Blinge  
 Reception facilities expert NORCAP  
 Athens 15 December 2016

# Advocacy

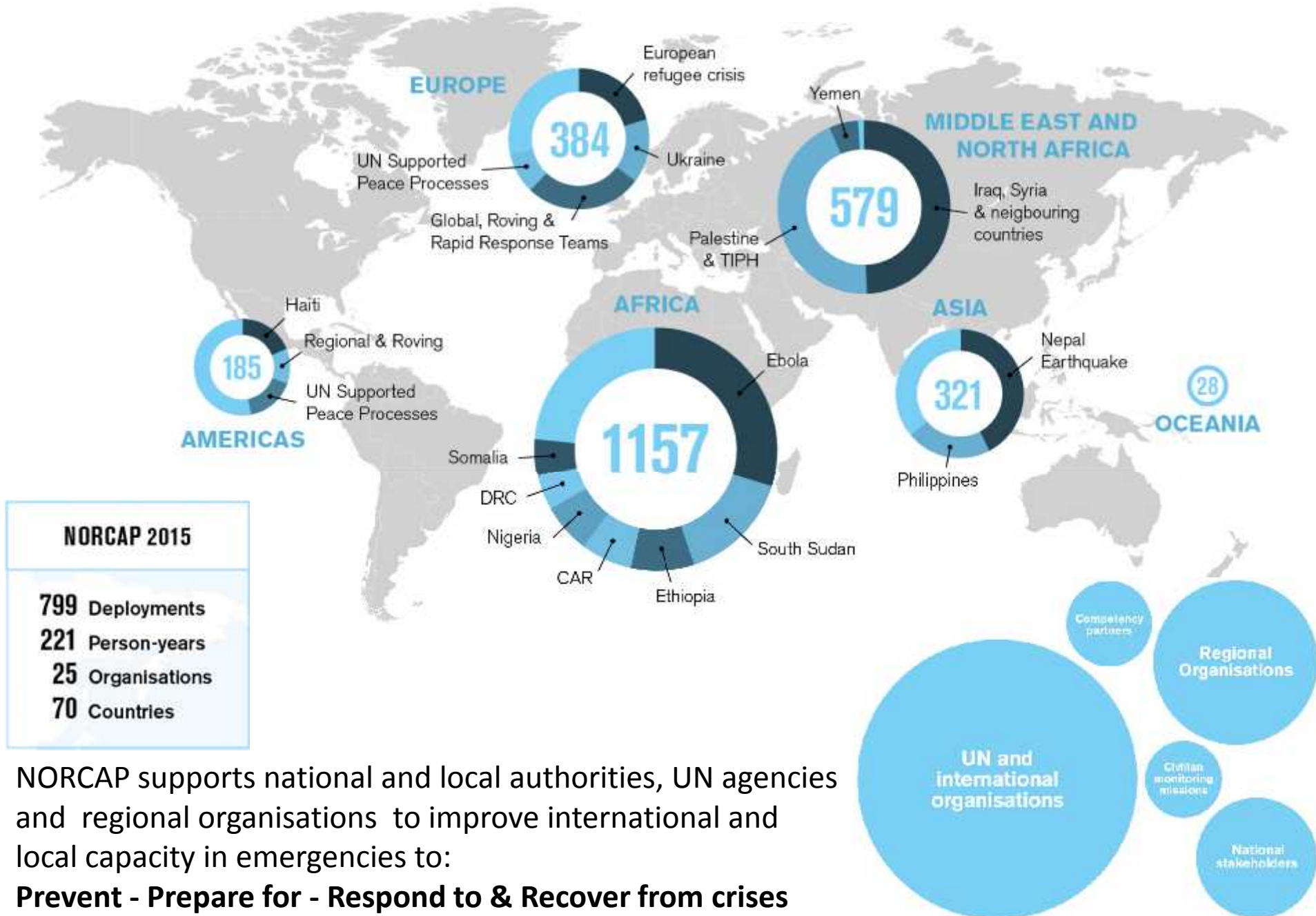


# Expert Deployment



# Humanitarian aid





NORCAP supports national and local authorities, UN agencies and regional organisations to improve international and local capacity in emergencies to:

**Prevent - Prepare for - Respond to & Recover from crises**

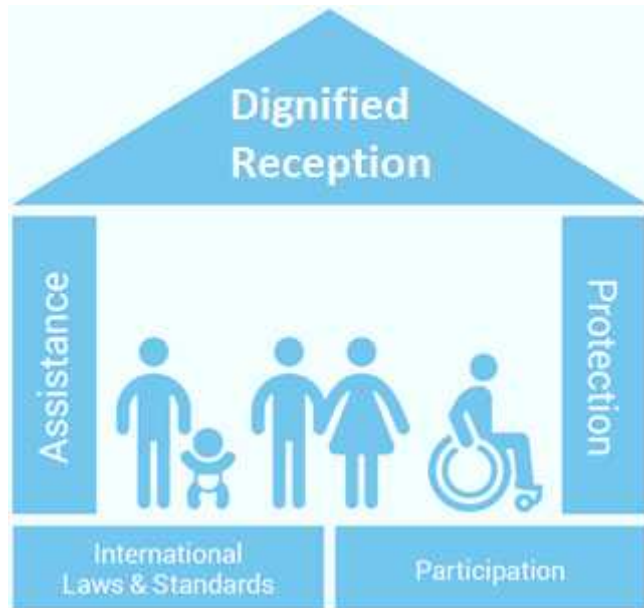
# NORCAP-RIS partnership:



- Partnership and joint project with (then) First Reception Service (FRS) officially as of January 2016
- Aim: Enhance reception preparedness and capacity of RIS as the main mandated Greek authority for first line reception
- NORCAP support to RIS:
  - Deployments for operational support and capacity building
  - Additional capacity building activities
- January 2015 – April 2017: Funded by EEA Grants



NORCAP developed these essential guidelines to ensure **Dignified Reception in Countries of Destination** of refugees and asylum seekers in Europe. Trainings and collaboration with Norwegian, Swedish and German authorities is ongoing and we are in dialogue with additional countries to start up new initiatives



*“these guidelines will help decision-makers, national authorities, humanitarians, immigration officials, politicians and the general public incorporate understanding and to be better placed to relate and engage in the opportunities and challenges countries of destination meet when facing new displacement patterns.”*



- Interim assessment: April 2016:
  - Strengthen support to RICs and enhance operational capacity of staff through development of a Staff Manual and Induction Training
  - Provide support to operational and capacity building needs through additional deployments, including to the Central Office
  - Particular objectives for the support to Moria and Fylakio RICs
  - Strengthen exchange of best practices between Norway and Greece



# Norway




## structure – immigration authorities

- The Norwegian ministry of justice
- UDI – the Norwegian directorate of immigration
- PU – the Norwegian immigration police
  
- UDI and PU are funded by the ministry of justice, based on prognosis



# UDI

- 6 regional locations responsible for evaluation and monitoring of reception centers
  - Procurement through tenders in the various locations
  - Procurement procedures according to EU standards
  - Procurement ensures delegated responsibility to service provider
  - Mutual economic commitment
- 



# Service providers

- Any entity can participate in a tender procedure
- Competition on equal terms
- Service providers are typically:
  - NGOs
  - Municipalities
  - Commercial service providers
- UDI accepts and allocates contract based on price, quality and security

# Service providers

- Responsible for all aspects of the operations
- Enter subcontracts if/when necessary
- Coordinaties activites and assistance from voluntary individuals, organisations and NGOs
- One point of contact and contract with UDI
- Contracts with fixed and variable capacity ensures flexibility

# UDI circulars

- 40 circulars regulates all aspects of the operations of reception centers, according to international standards
- Examples:
  - Housing facilities
  - Qualifications of staff
  - Activities
  - Cooperation with local communities
  - Residents participation and residents council

# Stakeholders

- UDI
- Municipal health service
- Municipal child care service
- County office (legal guardian)
- Municipality and social welfare office (NAV)
- Emergency medical service
- Norwegian Organization for Asylum Seekers (NOAS)
- Immigration police
- Local police
- PST (police security service)
- Other reception centers
- Save the children
- Schools and universities
- RWTS –RWTO – RWTN (refugees welcome-groups)
- Norwegian Red Cross
- Refstad Vel (neighborhood committee)
- Local supermarket
- Aker sykehus (hospital)

# Reception center structure

- Arrival center (48 hours)
  - Police registration and security screening
  - Mandatory health check
  - Information from NOAS, rights and duties as an asylum seeker
  - Distribution of clothes, linen, hygiene articles
  - Personal clothes and luggage frozen to prevent bedbugs
  - Cafeteria with 3-4 meals per day
  - Staffed 24/7

# Reception center structure

- Transit reception centers (2-8 weeks)
  - Located in the greater Oslo area
  - Centralized housing facilities
  - Follow up on specific health issues
  - Awaiting asylum interview with UDI
  - Cafeteria with 3-4 meals per day
  - Staffed 24/7
  - Separate locations for UAM (unaccompanied minors)
  - Capacity 140 - 850

# Refstad transit reception center

NOR  
CAP






# Reception center structure

- Ordinary centers
  - Located all over Norway, in cities and villages
  - Centralized and decentralized housing facilities
  - Reception centers for UAMs staffed 24/7, otherwise weekdays 08.00 - 15.30
  - Self catering
  - Norwegian language class for residents with residence permit, awaiting settlement in a municipality
  - Capacity 140 - 200

# Conflict preventive measures

- Cooperation with PU and local police
  - Staff with multicultural background and knowledge of the English language
  - Separate facilities for single women and single women with children
  - Communication via walkie talkie
  - Access control of visitors
  - Very few riots and serious incidents
- 

# Monitoring and evaluation

- Yearly structured supervision by UDI
- Regularly supervision by other authorities, i.e fire safety, food safety, electric safety, labour authority etc.
- All supervision reports and necessary measures implemented are reported to UDI

# Flexibility

- Any contract can last upto 6 years
- Any contract can be terminated with 3-6 months cancellation notice
- Capacity is based on:
  - Fixed capacity
  - Variable capacity
  - Option for additional capacity
- Staff is service providers responsibility

# Flexibility

- UDI can up- and downscale reception center capacity with relatively short notice
- Example fall 2015:
  - All time high number of asylum seekers
  - Capacity increased by 15 000 within months
  - Capacity winter 2017 reduced to 17 000
  - Largest service provider increased staff from 600 to 1500, with remaining 800 winter 2017
  - Fall 2016; all time low number of asylum seekers

Thanks for your time

