

Input by civil society to the 2021 EASO Asylum Report

Fields marked with * are mandatory.

D e a r

C o l l e a g u e s ,

The production of the *EASO Asylum Report 2021* is currently underway. The annual [Asylum Report series](#) present a comprehensive overview of developments in the field of asylum at the regional and national levels.

The report includes information and perspectives from various stakeholders, including experts from EU+ countries, civil society organisations, UNHCR and researchers. To this end, we invite you, our partners from civil society, academia and research institutions, to share with us your reporting on developments in asylum law, policy or practice in 2020 (and early 2021) by topic as presented in the online survey.

Please note that the EASO Asylum Report does not seek to describe national systems in detail but rather to present key developments of the past year, including improvements and challenges which remain. Your input can cover practices of a specific EU+ country or the EU as a whole. You can complete all or only some of the sections.

All submissions are publicly accessible. For transparency, 2021 contributions will be published on the EASO webpage. Contributions to the 2020 EASO Asylum Report by civil society organisations can be accessed [here](#), under 'Acknowledgements'. All contributions should be appropriately referenced. You may include links to supporting material, such as analytical studies, articles, reports, websites, press releases or position papers. If your organisation does not produce any publications, please make reference to other published materials, such as joint statements issued with other organisations. Some sources of information may be in a language other than English. In this case, please cite the original language and, if possible, provide one to two sentences describing the key messages in English.

The content of the EASO Asylum Report is subject to terms of reference and volume limitations. Contributions from civil society organisations feed into EASO's work in multiple ways and inform reports and analyses beyond the Asylum Report.

Your input matters to us and will be much appreciated!

Nina Gregori - EASO Executive Director

*Please complete the online survey and submit your contribution to the 2021 EASO Asylum Report by **Thursday, 25 February 2021**.*

Instructions

Before completing the survey, please review the list of topics and types of information that should be included in your submission.

For each response, only include the following type of information:

- New developments and improvements in 2020 and new or remaining challenges; and
- Changes in policies or practices, transposition of legislation or institutional changes during 2020.

Please ensure that your responses remain within the scope of each section.

Contributions by topic

1. Access to territory and access to asylum procedures (including first arrival to territory and registration, arrival at the border, application of the non-refoulement principle, the right to first response (shelter, food, medical treatment) and issues regarding border guards)

The University of Nicosia in collaboration with the research organisation CARDET and the Cyprus University of Technology implements the Action entitled: Migrant Info-Centre (CY/2019/AMIF/SO2.NO2.1.3/4). The Action is co-funded by the European Asylum, Migration and Integration Fund (90%) and the Republic of Cyprus (10%).

(<https://mihub.eu/en/>)

MIC fill a huge 'gap' on the integration services available and make a positive impact on the lives of thousands of foreign people who live in Cyprus. MIC supports the access to services and resources that meet migrants' needs and gives emphasis on building new skills towards harmonically adjustment to the Cypriot cultural and social environment.

2. Access to information and legal assistance (including counselling and representation)

The services utilize advanced communication technologies and management information systems to promote collaboration with various governmental NGOs and voluntary services. Services for migrants include assistance to access the labour market, as well as to cover accommodation, educational and health needs. In addition this project incorporate an innovative element, a mobile unit that will offer psychosocial services in rural areas. Through this practice we are initiating an effort to diminish social isolation and exclusion of vulnerable individuals. Main areas/sectors of services provision:

SOCIAL SUPPORT

JOB FINDING ASSISTANCE

ADVOCACY

MOBILE PSYCHO-SOCIAL SUPPORT

PSYCHOLOGICAL SUPPORT

TEMPORARY ACCOMMODATION SHELTER (MIHUB – SHELTER)

3. Provision of interpretation services (e.g. introduction of innovative methods for interpretation, increase/decrease in the number of languages available, change in qualifications required for interpreters)

Yes. miHUB provides interpretation services.

It begins with its portal which provides all the necessary info in 10 languages. then, each regional office can offer their services in about 5-8 languages, as a number of different interpreters are employed on ad-hoc basis.

4. Dublin procedures (including the organisational framework, practical developments, suspension of transfers to selected countries, detention in the framework of Dublin procedures)

Those cases are handled exclusively by Asylum Service. In case an applicant may come to the office, a referral is made to Asylum Service.

5. Special procedures (including border procedures, procedures in transit zones, accelerated procedures, admissibility procedures, prioritised procedures or any special procedure for selected caseloads)

Those cases are handled exclusively by Asylum Service.

6. Reception of applicants for international protection (including information on reception capacities – increase/decrease/stable, material reception conditions - housing, food, clothing and financial support, contingency planning in reception, access to the labour market and vocational training, medical care, schooling and education, residence and freedom of movement)

Yes, miHUB provides information and additional supporting services as well as explanation about the current procedures and advocacy to the above mentioned population

7. Detention of applicants for international protection (including detention capacity – increase /decrease/stable, practices regarding detention, grounds for detention, alternatives to detention, time limit for detention)

NO

8. Procedures at first instance (including relevant changes in: the authority in charge, organisation of the process, interviews, evidence assessment, determination of international protection status, decisionmaking, timeframes, case management - including backlog management)

For specific cases only, a psychosocial report may be prepared and sent to the Asylum Service as additional support evidence to be attached the case record

9. Procedures at second instance (including organisation of the process, hearings, written procedures, timeframes, case management - including backlog management)

10. Availability and use of country of origin information (including organisation, methodology, products, databases, fact-finding missions, cooperation between stakeholders)

Yes, for specific cases. A report may also include details and additional evidence following a thorough research about COI. However, the most common procedure is to prepare a vulnerability report based on the International standards (i.e. UNHCR toolkits).

11. Vulnerable applicants (including definitions, special reception facilities, identification mechanisms/referrals, procedural standards, provision of information, age assessment, legal guardianship and foster care for unaccompanied and separated children)

Yes, it is part of daily practice. A detailed methodology has been developed to capture the necessary personal details, to proceed to screening assessment and construct an intervention plan, based on short, medium and long-term goals.

Among the services providing is also the ability to provide a short term accommodation - 7 days, until the public services will provided a more permanent solution.

age assessment, legal guardianship and foster care for unaccompanied and separated children are not provided.

12. Content of protection (including access to social security, social assistance, healthcare, housing and other basic services; integration into the labour market; measures to enhance language skills; measures to improve attainment in schooling and/or the education system and/or vocational training)

the above range of services are provided on daily basis, you may refer to the portal for more details: www.mihub.eu

13. Return of former applicants for international protection

Information provision for each case is provided, there is a close collaboration with Asylum Service which will undertake and review the case to re-open the case.

14. Resettlement and humanitarian admission programmes (including EU Joint Resettlement Programme, national resettlement programme (UNHCR), National Humanitarian Admission Programme, private sponsorship programmes/schemes and ad hoc special programmes)

In past, it was kindly requested by CRMD and Asylum Service to find appropriate houses for a number of resettled refugees and support them towards their integration to the local society.

15. Relocation (ad hoc, emergency relocation; developments in activities organised under national schemes or on a bilateral basis)

Emergency relocation services are also provided in extreme conditions which are related to family violence in collaboration with other NGOs. The short-term accommodation may be used to protect victims of family violence.

16. National jurisprudence on international protection in 2020 (please include a link to the relevant case law and/or submit cases to the [EASO Case Law Database](#))

NO

17. Other important developments in 2020

References and sources

18. Please provide links to references and sources and/or upload the related material in PDF format

19. Feedback or suggestions about the process or format for submissions to the EASO Asylum Report

Please upload your file

The maximum file size is 1 MB

cc634b79-17f0-4dde-af42-fa20a963f3b5/MiHub_BestPractice_Sheet.pdf

Contact details

* Name of organisation

University of Nicosia / Migrant Information Centres - miHUB

Name and title of contact person

Dr. Stefanos Spaneas

* Email

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I accept the provisions of the EASO [Legal and Privacy Statements](#)

Useful links

[EASO Asylum Report 2020 \(https://easo.europa.eu/asylum-report-2020\)](https://easo.europa.eu/asylum-report-2020)

[Executive Summary -EASO Asylum Report 2020 \(https://easo.europa.eu/sites/default/files/EASO-Asylum-Report-2020-Executive-Summary.pdf\)](https://easo.europa.eu/sites/default/files/EASO-Asylum-Report-2020-Executive-Summary.pdf)

[Bibliography for the EASO Asylum Report 2020 \(https://easo.europa.eu/sites/default/files/easo-asylum-report-2020-bibliography.pdf\)](https://easo.europa.eu/sites/default/files/easo-asylum-report-2020-bibliography.pdf)

[Summary of legislative, institutional and policy developments in asylum in EU+ countries in 2019 \(https://easo.europa.eu/sites/default/files/easo-asylum-report-eu-developments.pdf\)](https://easo.europa.eu/sites/default/files/easo-asylum-report-eu-developments.pdf)

[Online database with data and latest asylum trends \(https://easo.europa.eu/asylum-trends-easo-asylum-report-2020\)](https://easo.europa.eu/asylum-trends-easo-asylum-report-2020)

[Online database for EU+ developments \(https://easo.europa.eu/eu-developments\)](https://easo.europa.eu/eu-developments)

Contact

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Good Practice General information	
Title	Migrant Information Centres (MIC) – ‘MiHUB’
Country, (region and municipality of implementation)	Cyprus
Organisation	University of Nicosia, Cyprus University of Technology and CARDET Ltd
Timeframe (start date, end date or ongoing)	01/12/2016 – ongoing
Level of implementation (local/regional/national/transnational /other)	The action is implemented in four (4) major cities across the country (National)
Webpage or other online info (link)	www.mihub.eu
Contact Details	Email: info@mihub.eu Tel.: 00357 22 080 350 Fax : 0035722 842 222
Brief description (max 500 characters)	<p>The University of Nicosia in collaboration with the research organisation CARDET, and the Cyprus University of Technology implements the Action entitled: Migrant Info-Centre (CY/2016/AMIF/SO2.NO2.1.3). The Action is co-funded by the European Asylum, Migration and Integration Fund (90%) and the Republic of Cyprus (10%).</p> <p>MIC is going to fill a huge ‘gap’ on the integration services available and to make a positive impact on the lives of thousands of foreign people who live in Cyprus. MIC supports the access services and resources that meet migrants’ needs and gives emphasis on building new skills towards harmonically adjustment to the Cypriot cultural and social environment</p>



Good Practice Analytical description

Summary:

-main objectives
-challenge and goals
-activities
(max 1000 characters)

The aim of the project is the provision of psychosocial and information services to migrants and refugees that reside in Cyprus, in order to achieve their social inclusion in the local society. The centers operate in Nicosia, Larnaca, Limassol and Paphos and amongst other offer informational services on migrants' rights and obligations, translation and interpretation services, job and accommodation assistance, opportunities for learning courses and referrals to other organizations.

The provision of services is implemented under a range of different methodologies such as: social and psychological support and use of technological advancement, direct and indirect communication with governmental and other services.

The main pillars of the provision of services are the following:

- Job finding assistance
- Referral to Language Courses
- Referral to Health Services
- Social Support

The Centres' working hours are from 10:00 until 18:00 and in Sunday from 10:00 until 17:00. They work with individuals, families and community groups to identify their needs and provide information on a range of options available to them. They support them to access services and resources that meet their needs and build new skills to adjust harmonically to the Cypriot cultural and social environment. Properly trained and qualified personnel, based on a person-centred approach, respond to migrants' general and more specific needs. The Centers' comprehensive approach covers many issues related to the settlement and integration of new and emerging communities.

Problems which aims to tackle

(max 1000 characters)

Each group of migrants differ regarding the difficulties they face living in Cyprus, which is mainly based on their legal status. The common problems all groups face derive from the existence of institutional racism and social exclusion. The Cypriot society is not prepared yet to accept the meaning of diversity and explore the mechanisms and channels which can transform it into an equal and fair society for all human beings. Thus, it is noted that although basic provisions for health, work, accommodation and education are



Good Practice Analytical description	
	<p>institutionalized migrants have limited access or they do not enjoy the full potential because of unfair treatment by public servants or because simply they are aware of their rights. In that respect the Centres' professionals intervene by utilizing advocacy skills aiming to ensure their client has been treated fairly. This problem concerns all migrant groups irrespectively of their status.</p> <p>People who belong in the group of asylum seekers and international protection beneficiaries face some specific problems related to their financial situation. The restrictions regarding the labour market for asylum seekers has been a major deterioration for them. The first six months of their staying are not allowed to work at all which immediately makes them unable to claim any opportunities for a better quality of life. In this case the Centres respond by immobilizing community and NGOs resources in order to cover basic needs of food, accommodation etc. They also provide translation services, CV writing and training on basic work search skills. Apart from the above the Centres also provide psychological support for traumatized people who have escaped from war zones or been trafficked and exploited. Another major difficulty which the Centres are called to respond to is housing. Finding appropriate and cheap accommodation is a serious challenge for most of the migrant groups. Social benefits are limited regarding this field so the Centres' professionals working constantly in finding accommodation to people with a great variety of needs such as families, single parents, young people etc.</p>
<p>Target groups (max 500 characters)</p> <p>-short description of target population -expected coverage of the programme in terms of the number of persons reached</p>	<p>The Centres provide their services to the following groups of migrants:</p> <ul style="list-style-type: none"> • Refugees • Beneficiaries of International Protection • Asylum Seekers • Resettled Refugees • Economic Migrants • Third Country Nationals
<p>Promotion</p>	<p>Oral, Printed, Online, Mobile</p> <p>Language: English and native language of migrants service users: all text have been translated ten different languages that represent the main groups of migrants who live in</p>



Good Practice Analytical description	
	Cyprus. a large number of interpreters are also employed to support the daily needs of interpretation in the centres.
Methods of language/content teaching	Informal personal sessions
Elements of innovation (max 500 characters)	The innovation of this project relies mainly to its immediate responsiveness to people's problems and practical difficulties. Utilising a flexible management approach and Information Systems as tools for achieving results it has avoided bureaucratic delays and malfunctions. Additionally, located in the 4 major cities has assisted and improved access to services even for people leaving in remote rural areas. This was also achieved with the use of a van which has been transformed into a mobile office reaching rural areas and small villages.
Accessibility:	Costs: free of charge Obligatory: no Eligibility criteria: all types of migrants (Non-EU citizens) have access to services.
Results achieved (max 1000 characters)	The 4 Migrants Information Centres have achieved the following results: <ol style="list-style-type: none"> 1. 6000+ people were informed about its services 2. 5600+ people received social and/or psychological services
How could this intervention be improved? (max 500 characters)	Migrant Information Centres could be improved and offer more specialized services which would lead to integration into the local societies if there was a strategic change in the way policy and practice about migration is formulated. The Centres' improvement of current services is also dependent on how public administration responds to migrants needs. It is thus imperative to work in improving public services infrastructure and provisions for the specific group so as the efforts of non-governmental organisations, such as the Centres do not go to vain.



GP transferability	
<p>Prerequisites for the adoption / implementation of GP (what are the specific elements or conditions that must be present to allow the implementation of the GP; Would this action work well in another European context? What local / national conditions should be met to allow the transfer?) (max 700 characters)</p>	<p>The specific action is fully transferable to other countries. the philosophy behind it is to provide information, advocacy and support to various categories of migrants and refugees. Definitely the national conditions, legislation, procedures and rights need to be taken under consideration for the development of such Centres in the other countries. In addition to that, critical elements for the successful implementation of similar centres are:</p> <ol style="list-style-type: none">a) Clear vision, mission, purpose and objectives.b) Administrative procedures.c) Selection of appropriate staff.d) Provision of comprehensive training.
<p>Assessment Indicators to secure quality of services provided</p>	<ul style="list-style-type: none">• Staff/personnel attitude;• Level of provision of information;• Satisfactory explanation of procedures;• Advocacy;• Psycho-social support;• Any other kind of support (accommodation, employment, health, social inclusion);• Level of quality of services' satisfaction.