



EMN Annual Conference

Irregular Migration and Return in the EU  
and Austria

21 September 2015

Vienna

Irregular migrants not in contact with  
the authorities – reaching out with  
information on return

Experiences and study findings from  
Norway

## Why focus on this group: The Norwegian rationale

- Credibility of immigration policy
- One of the main groups subject to return measures for 2015
- The migrant's perspective – vulnerable status, concern for fundamental rights



## Irregular immigration

## TARGET GROUP

### PROFILE:

- Former asylum seekers (most information available, by June 2015 – 6723)
  - Visa/ residence overstayers
  - Immigrants who have never been in contact with the authorities (illegal entry and stay; victims of trafficking)
- Estimate: 18 100 ( to 56 000)

## Main challenges in reaching target group with information on return:

- Irregular migrants have little interest in information about return
- Establishing contact difficult
- Difficult to design information that reaches target group; which channels work ? and which don't?
- Gaining and keeping trust
- Multitude of languages
- Some sub groups more difficult to reach

## Legal framework :

- Ministry of Justice and Public Security  
- responsibility for formulating and coordinating government's refugee and immigration policy
- Government determines budget, UDI allocates funds to relevant organizations which set targets for outreach projects.

# Entities that provide information about return to the target group:

- The Norwegian Directorate of Immigration (UDI) implements government's policy on (voluntary\*) assisted return. (main actor)
- Others that have a formal role in dissemination of information:
  - The Immigration Appeals board
  - Police

In addition entities that ( can) play a role in the dissemination of information

- Health and education authorities
- Municipality based ( Pro Center, Street patrol)
- National Labour and Welfare Services

## Entities that provide information about return to target group:

- Information provided throughout asylum process by –
  - case workers ( asylum),
  - reception centers,
  - legal counsellors,
  - advocacy organisations,

# Entities that provide information about return to the target group: (also after closed asylum procedure):

- IOM is the main partner in implementing the information program
- UDIs assigned specially for the task caseworkers
- Interest organisations: numbers of project partners has increased since 2007 –
  - Legal aid organisations,
  - Immigrant organisations
  - Faith based organisations ( Caritas, Salvation Army, imams ( on occasional bases)



## Approaches, tools and methods in use:

- Yearly campaigns; public spaces / transport ( do campaigns work?)
- Webpage(s)
- Leaflets. Stories of return (IOM)
- Drop in clinics, f2f consultations
- Meetings in coffee shops
- Radio, newsletters; media and its role
- Festivals
- Training of trainers sessions

## The UniRokkan study:

- Improve knowledge base on current information work towards the target group
- Illuminate challenges
- Evaluate opportunities to reach target group

[http://www.udi.no/globalassets/global/forskning-fou\\_i/retur/out-reach---informasjon-om-frivillig-retur-til-irregulare-migranter-utenfor-mottak.pdf](http://www.udi.no/globalassets/global/forskning-fou_i/retur/out-reach---informasjon-om-frivillig-retur-til-irregulare-migranter-utenfor-mottak.pdf)

# Main findings

1. Trust issues

2. Target group not interested

3. Little difference in knowledge and access to information on AR between:

- those irregular migrants who live in and
- those who live outside reception centres.

4. Migrants' access to information can pose challenges:

- Fragmented and ambiguous.
- Complex process, variety of actors involved and that can lead to differing answers.

# Main findings

Trust issues

Target group not interested

Little difference in knowledge and access to information on AR between:

- those irregular migrants who live in and
- those who live outside reception centres.

Migrants' access to information is a challenge:

- Fragmented and ambiguous.
- Complex process, variety of actors involved and that can lead to differing answers.

# Degree of comprehension dependent on:



- Social network,  
Employment/unemployment/  
integration
- Living conditions ( the  
health and housing  
factors)
- Age and education  
Irregular migrants  
frequently perceive  
information differently  
than intended.

## Main findings

The information design is not always well-suited to the recipient:

- migrants' feel their situation is not taken seriously,
- migrants' view AR program solely as a commodity with a money focus,
- Information providers lack (updated) knowledge about country of return; this may contribute to inability to address these issues.

## Main findings

The migrant ( former asylum seeker) will be more motivated to discuss return options if:

- They understand the basis for the asylum rejection:
  - Why was an asylum application rejected?
  - What are the realistic possibilities of a change in the government's decision?

## Main findings

Unfortunate that message about forced returns often presented at the same time as information about AVR.

Potential risk that information on AVR is too strongly linked to forced return

Providing AR information very early in asylum process can cause concern about how their application is being treated. On the other hand is proven important.



## The way forward

- Better coordination and information exchange between information providers
- Capacity building of staff who provide information and among NGOs/ other entities
- Web portal with updated and comprehensive information on return (administrated by NGOs)
- Update and improve website service and easier access to return information on UDI website
- Stress dissemination of accurate and updated information on post return





Public Libraries internet

Expand  
network  
/cooperation /  
new places for  
disseminating  
information

Information  
Информация  
Macluumaad

معلومات  
زانیاری

بازگشت توام با کمک  
همین حالا درخواست کنید  
بعد از اول سپتامبر مقررات  
جدید وضع میشود

[www.udi.no](http://www.udi.no)

**UDI** Utlendingsdirektoratet  
Norwegian Directorate  
of Immigration

**JCDecaux**



Nationaltheatret

Nationaltheatret

5 min

Information  
معلومات  
معلومات  
معلومات

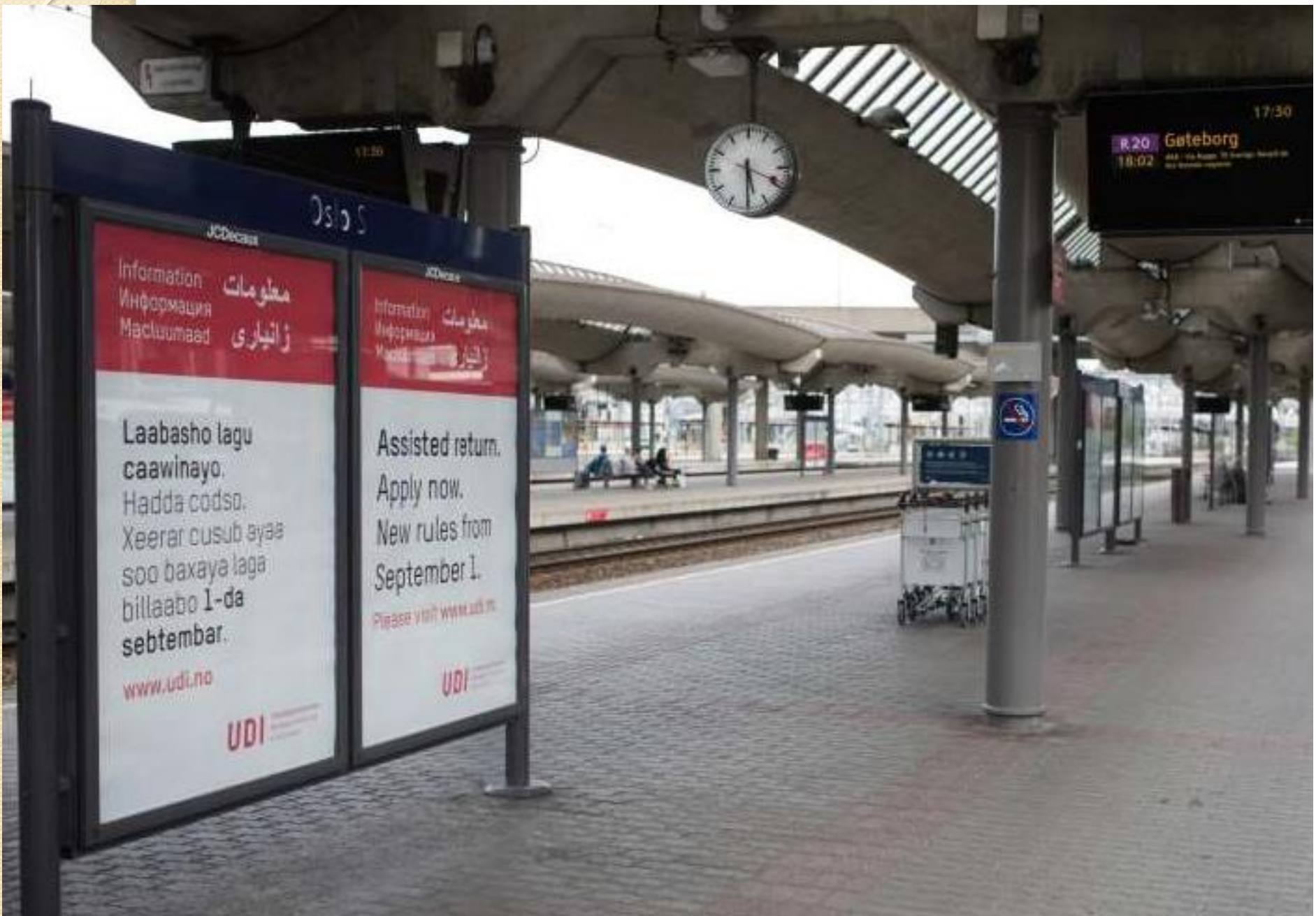
Помощь с  
эвакуацией  
на родину  
Подвигите  
заявление сейчас  
Новые правила с  
1 сентября  
[www.udl.no](http://www.udl.no)

UDI

Man with red shopping bag walking

People sitting on bench under shelter





JCDicauw

Information معلومات  
Информация زانیاری  
Machlumaad زانیاری

Laabasho lagu  
caawinayo.  
Hadda codso.  
Xeerar cusub ayaa  
soo baxaya laga  
billaabo 1-da  
sebtembar.

[www.udl.no](http://www.udl.no)

**UDI**

JCDicauw

Information معلومات  
Информация زانیاری  
Machlumaad زانیاری

Assisted return.  
Apply now.  
New rules from  
September 1.

Please visit [www.udl.no](http://www.udl.no)

**UDI**

17:30

R 20 Gateborg  
18:02