



AD HOC QUERY ON 2020.29 SI EMN NCP AHQ - Role of cultural mediators as a support in procedures between illegally staying migrants and law enforcement agencies

Requested by Adolfo SOMMARRIBAS on 10 May 2020

Compilation produced on 28 July 2020

Responses from Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Slovakia, Slovenia, Sweden plus Norway (23 in Total)

Disclaimer:

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1. Background information

The Slovenian Police would like to study a common practice in EU member states regarding the role of cultural mediators as a support mechanism in procedures dealing with illegally staying migrants and their interaction with law enforcement agencies. The Slovenian Police would like to obtain information (challenges and best practices) on how Member States integrate cultural mediators in their procedures and in the overall migration and system.

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These is the reason why EMN Slovenia will like to ask the following questions:

2. Questions

1. Do you use the services of cultural mediators as a support mechanism between law enforcement agencies and irregular migrants crossings border (including airports, sea ports) or illegally staying migrants?

Available choices: Yes, No, We are considering implementing them

2. At what moment of the procedure do you use the support of cultural mediators?

Available choices: During initial interviews, when irregular migrant is detected, Detention, Return procedures, Other, N/A

3. How are the cultural mediators integrated into your system:

Available choices: They are a part of law enforcement agency, They are a part of governmental agency, As a part of non-governmental agency, Other, N/A

We would very much appreciate your responses by **28 May 2020**.

3. Responses

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		Wider Dissemination ²	
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¹ If possible at time of making the request, the Requesting EMN NCP should add their response(s) to the query. Otherwise, this should be done at the time of making the compilation.

² A default "Yes" is given for your response to be circulated further (e.g. to other EMN NCPs and their national network members). A "No" should be added here if you do not wish your response to be disseminated beyond other EMN NCPs. In case of "No" and wider dissemination beyond other EMN NCPs, then for the Compilation for Wider Dissemination the response should be removed and the following statement should be added in the relevant response box: "This EMN NCP has provided a response to the requesting EMN NCP. However, they have requested that it is not disseminated further."





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	EMN NCP Austria	Yes	1. No We are not aware of such a practice in Austria at federal level. There are some initiatives at provincial level but there are not targeted specifically to irregular migrant: - e.g. the Viennese Magistrate for Integration MA 17 used cultural mediators to relay information in refugees housing units during the Covid-19 crisis). There are also other initiatives with other thematic focus:- Education, such as mobile intercultural team https://www.oezpgs.at/was-machen-wir/integrationstopf-projekte - Health (https://www.volkshilfe-ooe.at/erwachsene/bildung/migrantinnen-fuer-gesundheit/) 2. N/A 3. N/A
	EMN NCP Belgium	Yes	1. Yes 2. 3. 2020.029_si_emn_ahq_on_the_role_of_cultural_mediators_-_answer_be.docx
	EMN NCP Bulgaria	Yes	1. No 2. N/A 3. N/A



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	EMN NCP Croatia	Yes	<ol style="list-style-type: none"> 1. Yes 2. Detention 3. As a part of non-governmental agency
	EMN NCP Cyprus	Yes	<ol style="list-style-type: none"> 1. No 2. N/A 3. N/A
	EMN NCP Czech Republic	Yes	<ol style="list-style-type: none"> 1. No 2. 3.
	EMN NCP Estonia	Yes	<ol style="list-style-type: none"> 1. No 2. N/A 3. N/A



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	<p>EMN NCP France</p>	<p>Yes</p>	<p>1. Yes The French office for immigration and integration (OFII) has a mission of accompanying and preparing to departure the foreign nationals detained in retention centers. 56 mediators are present in 24 retention centers all over the territory (including overseas departments). The OFII mediator organizes interviews and provides reception and information actions as well as a moral and psychological support during interviews with detainees. They can also organize an assessment of the detainee's vulnerability in order to adapt their retention condition. In parallel, they also assess the detainee's situation and needs in order to launch the process required for organizing from a material standpoint their removal from France: necessities, money orders, cash withdrawals, closure of bank account, luggage recovery and wage claims, gift of clothes.etc.</p> <p>2. Detention in retention centers in the framework of return procedures</p> <p>3. They are a part of governmental agency The OFII (French office for immigration and integration) is an operator of the Ministry of the Interior.</p>
	<p>EMN NCP Germany</p>	<p>Yes</p>	<p>1. Yes</p> <p>2. There are no officers in the federal police who act exclusively as cultural mediators between authorities and migrants. However, regular training courses on the subject of "intercultural competence" take place within the Federal Police. We are not aware of whether and to what extent cultural mediators are used in the different state police of the Länder. (Source: Federal Police Headquarters)</p>




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			3. N/A
	EMN NCP Greece	Yes	<p>1. Yes it is obligatory for the competent authorities of reception, identification and asylum procedures, to provide interpretation services to the applicants of international protection. These services are provided either by employing interpreters or by collaboration with NGOs who provide such service</p> <p>2.</p> <p>3. As a part of non-governmental agency Other: It is the intention of the Greek Ministry for Migration and Asylum to institutionalize the job of the intercultural mediator in order to enforce its credibility and to improve the quality of services provided by workers in this field. Therefore the Social Integration Directorate has elaborated, in collaboration with experienced agencies and social partners (General Federation of Employees, Hellenic Confederation of Professionals, Craftsmen and Merchants), the job profile of intercultural mediator which is expected to be approved by the competent organization. Moreover, it should be noted that Greek Ministry for Migration and Asylum acknowledging the very important role of intercultural mediators in all fields of integration has planned and is currently taking steps in order for the project "Enhancement of intercultural mediation services in Migrant Integration Centers and Community Centers" to be implemented. Also, since April 2019 a mapping of the people working as intercultural mediators in Greece has begun, through a questionnaire, in order to gather information on their profile (skills and competences) and to better plan and implement projects and programmes on intercultural mediation. Up to this day 167 Intercultural Mediators have been recorded.</p>
	EMN NCP	Yes	1. No




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	Hungary		<p>2. N/A</p> <p>3. N/A</p>
	EMN NCP Italy	Yes	<p>1. Yes 2020.029_si_emn_ahq_on_the_role_of_cultural_mediators.docx</p> <p>2. Other 2020.029_si_emn_ahq_on_the_role_of_cultural_mediators.docx</p> <p>3. Other 2020.029_si_emn_ahq_on_the_role_of_cultural_mediators.docx</p>
	EMN NCP Latvia	Yes	<p>1. No</p> <p>2. N/A</p> <p>3. N/A</p>
	EMN NCP Lithuania	Yes	<p>1. No</p> <p>2. N/A</p>


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			3. N/A
	EMN NCP Luxembourg	Yes	1. No 2. N/A 3. N/A
	EMN NCP Malta	Yes	1. Yes 2. Other 3. They are a part of governmental agency It should be noted that cultural mediators, who are employed by the agency responsible for the reception of asylum seekers, are requested to assist on an ad hoc basis. The services of mediators may be requested in relation to initial interviews, when the migrants are in detention as well as in connection with the return process.
	EMN NCP Netherlands	Yes	1. No 2. N/A


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			3. N/A
	EMN NCP Poland	Yes	<p>1. Yes The Border Guard has prepared a pool of cultural mediators within the Border Guard. In the recent years there have been trainings conducted by external cultural mediators with the support of experienced police negotiators, in the field of communication with foreigners and intervention in difficult situations during the organization of forced returns as well as in the field of solving conflict situations in the relationship between an officer and a foreigner in a multicultural environment. After the stage of trainings and preparation of the Border Guard staff to perform the tasks of a cultural mediator on their own had been completed, external cultural mediators - supervisors began to support the appointed Border Guard's cultural mediators through the possibility of using supervision, exchange of experiences, common analysis of sources of difficulties, searching for the essence of the problem, finding new solutions. The burden of cultural mediation therefore lie with dedicated Border Guard staff.</p> <p>2. Detention In June 2014 the Border Guard received document name intra-institutional model of resolving conflicts occurring in the relations between an officer and a foreigner in the multicultural environment of the Border Guard” prepared by an entity composed of academic staff of the university and experienced external cultural mediators. The aims of the project were, among others, to identify current ways of dealing with conflict situations and to popularize knowledge on how to solve conflict situations by using the role of cultural mediators. Taking into account the fact that conflict situations most often occur in the Detention Centres for Foreigners, on the basis of the mentioned above document, the Border Guard developed the "Algorithm of proceedings of the Border Guard in case of emergencies in detention centres for foreigners". The updated algorithm approved by the Deputy Commander-in-Chief of the Border Guard has been in force since 2016. The procedure assumes the possibility to use external mediators in a situation when the staff of the detention centre is not able to resolve the conflict with the use of their own abilities. As a result, in all detention centres there have been established Intervention Teams - groups of people directly involved in conflict</p>




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			<p>resolution, each time including cultural mediators of PBG. From the beginning of implementation of the algorithm, the assumption was to create a pool of employees / officers within the Border Guard who would be able to perform such a task independently.</p> <p>3. They are a part of law enforcement agency In accordance with the procedure set out in the implemented "Algorithm of proceedings of the Border Guard in case of emergencies in detention centres for foreigners", a cultural mediator of the Border Guard is a person who has undergone training in the field of solving conflict situations in the relations between an officer and a foreigner in a multicultural environment of the Border Guard and shows predispositions in this respect. Support, in the form of supervision, is implemented through projects co-financed from the Asylum, Migration and Integration Fund. In addition, the PBG training centre is currently working on development of a programme the refresher course, called "Management of crisis situations in Guarded Centres for Foreigners and Arrests for Foreigners".</p>
	EMN NCP Portugal	Yes	<p>1. Yes UHSA, a SEF detention centre in the North of Portugal, already uses cultural mediators by establishing a protocol with an NGO. SEF is assessing the possibility of using the services of cultural mediators in other detention centres.</p> <p>2. Detention Cultural mediators are also used at the Portuguese Immigration and Borders Service (SEF)'s contact centre, to provide information on legalisation procedures and requests, and also to schedule on-site appointments. Also working on-site, directly with applicants.</p> <p>3. As a part of non-governmental agency</p>


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	EMN NCP Slovakia	Yes	<p>1. No Slovak republic does not have an institut of a cultural mediator. It is not currently considered to be implemented due to the fact that a similar function is carried out by social workers working in the detention facility. These workers intervene when there are problems related to detention. Apart from this, there is also cooperation with lawyers providing counselling to detainees.</p> <p>2. Detention See comment in 1.</p> <p>3. As a part of non-governmental agency</p>
	EMN NCP Slovenia	Yes	<p>1. No</p> <p>2. N/A</p> <p>3. N/A</p>
	EMN NCP Sweden	Yes	<p>1. No</p> <p>2. N/A</p> <p>3. N/A</p>

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	EMN NCP Norway	Yes	1. No 2. 3.
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