



## **EMN Ad-Hoc Query on Support provided to asylum seekers**

Requested by Zane ROZENBERGA on 9th February 2016

### **Protection**

Responses from Austria, Belgium, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, Germany, Hungary, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Slovak Republic, Slovenia, Sweden, United Kingdom, Norway (20 in total)

#### *Disclaimer:*

*The following responses have been provided primarily for the purpose of information exchange among EMN NCPs in the framework of the EMN. The contributing EMN NCPs have provided, to the best of their knowledge, information that is up-to-date, objective and reliable. Note, however, that the information provided does not necessarily represent the official policy of an EMN NCPs' Member State.*

### **Background information:**

Currently in Latvia national guidelines are being developed on types and amounts of support provided for asylum seekers. In Latvia asylum seekers who reside in Accommodation Centre and who don't have sufficient means of subsistence receive EUR 2.15 per day. This money is paid once a week in cash after reviewing the application of asylum seeker (within 2 working days after receiving the application from asylum seeker the Office of Citizenship and Migration Affairs takes the decision). Additional packages (food, hygiene) are not foreseen in the State budget.

There for we would like to ask you following questions:


### **Summary**



See the attached file



### **Questions**



1. Do you provide welcome packages (food and hygiene) for asylum seekers?
2. If yes, what is the content of these welcome packages (what products/items are provided in these packages, also taking into consideration expiry date of the food items)?
3. Do you provide welcome packages (food and hygiene) for asylum seekers if they arrive in the accommodation centre during the night time, at times when food stores are already closed or when it is not possible to prepare food?




### **Responses**


	<b>Country</b>	<b>Wider Dissemination</b>	<b>Response</b>
	Austria	Yes	<ol style="list-style-type: none"><li>1. In general, no.</li><li>2. N/A.</li><li>3. N/A.</li></ol>




	Belgium	Yes	<p><b>1.</b> Yes. Concerning food, this is not really a 'package'. Every asylum seeker is entitled to a meal when arriving in the reception facility. This can be a hot, reheated or cold meal depending on the reception facility and the time of arrival of the asylum seeker.</p> <p><b>2.</b> The reception center provides a package with personal hygiene products for each asylum seeker. This package contains: soap, shampoo, comb, tooth brush and tooth paste, deodorant and body lotion. And according to the personal needs of the asylum seeker: shaving foam and razor blade and sanitary towels / tampons. If the asylum seeker has a baby he/she is also entitled to: (liquid) baby soap or cleansing lotion for babies, disposable or washable diapers and wet baby wipes. All these products are distributed regularly in terms of reasonable consumption. If the asylum seeker resides temporarily in a residential structure (e.g. a hospital), the reception center also ensures that he/she has the necessary products at his/her disposal. The asylum seekers have free access to condoms in the reception center. In case the asylum seekers have babies/small children they will receive an one-off package with additional items such as: a baby bath (per family with child up to the age of 18 months), a thermometer (per family with child up to the age of 5), a set of cutlery adapted to the child's age, a baby carriage or buggy appropriate for the child's age, etc... Concerning food, this is not really a 'package'. Every asylum seeker is entitled to a meal when arriving in the reception facility. This can be a hot, reheated or cold meal depending on the reception facility and the time of arrival of the asylum seeker. Cold and/or hot drink are also provided at that time. Drinkable water is available 24 hours a day in the reception facilities.</p> <p><b>3.</b> Yes, every arriving asylum seeker will receive a hygiene package and is entitled to a meal. When the kitchen is closed this will not be a hot meal (except in cases where for example soup is served to be reheated in the microwave oven), but rather bread or sandwiches with various toppings. Cold and/or hot drinks will be available. Drinkable water is available 24 hours a day in the reception facilities.</p>
	Croatia	Yes	<p><b>1.</b> Yes. Asylum seekers residing in the Reception Centre for Applicants receive a welcome package containing hygiene products. Food is provided in the form of 3 meals per day at the Center.</p>

			<p><b>2.</b> 2. Basic hygiene package includes: soap, shampoo, toothpaste, toothbrush, shaving cream, razor, sanitary towels, underwear, T-shirt, track suit, slippers, and socks. Monthly package supply contains: dish soap, toilet paper, diapers, disinfectants, sponges, mops, garbage bags and liquid glass.</p> <p><b>3.</b> 3. Yes, the package is provided anytime they arrive at the Center. When the kitchen is closed there will not be a hot meal, it that case will be served sandwich. Cold and/or hot drinks will be available. Drinkable water is available 24 hours a day in the reception facilities.</p>
	Cyprus	Yes	<p><b>1.</b> Yes. Asylum seekers residing in the Reception and Accommodation Center receive a welcome package containing hygiene products, cutlery and linen. Food is provided in the form of 3 meals per day at the Center.</p> <p><b>2.</b> Regarding the products contained in the package: Hygiene items: shampoo, shower gel, toothbrush and toothpaste, soap, sanitary panty liners (for women), diapers and baby milk (for children) Linen: sheets, blanket, 2 towels (face and body), pillow and pillow cases Cutlery*: plate, fork, spoon, teaspoon, glass and cup *no knife is provided for safety reasons</p> <p><b>3.</b> The package is provided anytime they arrive at the Center. Regarding provision of the meals, the Catering company needs to be notified at least 3 hours before in order to prepare extra meals for the new asylum seekers that arrive.</p>
	Czech Republic	Yes	<p><b>1.</b> Not in the sense of the question. But: According to § 42 of Act No. 325/1999 Coll., on Asylum, asylum seekers while in the asylum centre are entitled to following: accommodation, food, personal hygiene and pocket money (defined in the § 42a), psychological, health, social and other necessary services. However, asylum seekers are not provided with a welcome package in the sense of the question. Each applicant after lodging an application for international protection is obliged to arrive to the reception facility. Asylum seekers are provided there with food 3 times a day – breakfast, lunch, dinner. Additional information: In a reception centre/accommodation centre asylum seekers are entitled to pocket money of 30 CZK/day (app. 1 EUR).</p>


			<p><b>2.</b> As specified in the first question. Asylum seekers are also provided with hygiene items. The content of these packages differ in connection to which person it is meant for – males, females, or children. The expiry date of food and hygiene items are regularly checked and taken into consideration.</p> <p><b>3.</b> As already mentioned in the first question, food is provided three times a day. When arriving at night, there is a so called waiting room open 24/7, especially when arrivals are expected, there are some supplies of water etc. available.</p>
	Estonia	Yes	<p><b>1.</b> In Estonia there are no fixed welcome packages for asylum seekers. In general while arriving to accommodation center the asylum seekers receive promptly monetary allowances to buy the necessary products for themselves. But in case this is not possible the accommodation center offers essential commodities (toothbrush, toothpaste, soap, etc.), basic food products and clothing for people in need.</p> <p><b>2.</b> N/A</p> <p><b>3.</b> See answer to question no 1.</p>
	Finland	Yes	<p><b>1.</b> Upon arrival at the reception centre asylum seekers receive a welcome package that will provide for their basic needs until they receive their reception allowance. All asylum seekers, apart from those who are employed, are entitled to a reception allowance. The amount of the allowance depends on whether there is meal service at the reception centre or not, and whether the person is a child, an adult, or for instance a single parent:  <a href="http://www.migri.fi/asylum_in_finland/reception_activities/the_reception_allowance">http://www.migri.fi/asylum_in_finland/reception_activities/the_reception_allowance</a></p> <p><b>2.</b> At reception centres where meals are provided, the welcome package includes bed linen, towel, soap and possibly some other hygiene products. The majority of reception centres in Finland have meal service. If meals are not provided, the welcome package will also include some cooking utensils as well as basic food products.</p>


			3. As mentioned above, basic welcome packages are given to all asylum seekers upon arrival.
	France	Yes	<p>1. NO</p> <p>2. NO</p> <p>3. NO However, local associations can provide first aid package on a case by case basis if the asylum seeker is in serious need (for example a mother with her baby with no milk or layers). This first aid is proposed in accommodation centers but also during the first contacts with asylum seekers. The amount of the daily allowance varies from 6.80 euros for one person to 37.40 euros for a ten-member family if the asylum seeker has accepted the proposal in an accommodation center. This allowance is paid once a month on the asylum seekers' bank account, until the final decision regarding the asylum application is taken.</p>
	Germany	Yes	<p>1. Yes</p> <p>2. The applicants receive according to § 3 AsylbLG (Act on Benefits for Asylum Seekers) the necessary demand for food, housing, heating, clothing, health care, and household goods at a placement in reception centers.</p> <p>3. Supply of food is basically on arrival at the reception centre, no matter if day or night. In addition, applicants are provided with a bag of hygiene articles such as shower gel and toothpaste</p>
	Hungary	Yes	<p>1. Yes, both food and hygiene welcome packages are provided. Upon arrival bed sheets, bed sheet covers and a towel is also provided. These items are in inventory so when leaving the centres must be returned.</p> <p>2. 1 plastic plate, 1 plastic cup, 1 pack of plastic cutlery (knife, fork, spoon, tea spoon) For families: 2 pieces of soap, 3 dl of shampoo (or 5 dl of body wash) 1 toothbrush per person 1 toothpaste 3 rolls of toilet paper 0,5 kg washing powder (except where the centre does the washing) For single men/women: 1 piece of soap, 1 dl shampoo (or 3 dl body wash) 1 toothbrush 1 toothpaste 1 roll of</p>




			<p>toilet paper 0,25 kg washing powder (except where the centre does the washing) For men: 1 razor, 1 shaving foam For women: 1 pack of tampons or panty liners For babies: 1 pacifier, 1 top for nursing bottle, 1 baby soap, 1 tube of baby cream, 10 pieces of diapers Food packages contain canned food and bread. (content value is 1/3 of a regular days ration value, currently 250 HUF)</p> <p><b>3.</b> All welcome packages are provided by either social assistants or the security personnel, who first come in contact with the asylum seekers upon arrival. Most reception facilities have 24 hour social assistance service, but where this is only provided in office hours the security guards provide the packages to the newly arrived. Social assistants are employees of the centres who have access to storage areas where the packages are stored. Security guards are employees of a contracted security company who may receive a certain stock of packages, which is well documented and its stock is kept track of daily.</p>
	Italy	Yes	<p><b>1.</b> Yes.</p> <p><b>2.</b> A “welcome kit” for asylum seekers must be distributed by all reception centres that are operational on national territory. All reception kits contain the same personal care items (toothbrush, bath foam, toothpaste and shampoo) and clothing (slippers and clothes suitable for the season in which the TCN is admitted in the centre). In addition, all asylum seekers are given a daily allowance of € 2.50, which is handed out to all applicants for their personal needs, usually on a weekly basis. The way in which food items are provided depends on whether the reception centre is a central facility with a canteen service, or it is organised in supervised flats equipped with kitchens. In the first case, since a high number of meals must be provided every day (3 meals a day per person), a canteen service is arranged with dedicated staff. In the second case, the guests in the reception centre may organise themselves under the supervision of the staff. So a sum of money is handed every week (ranging from € 20.00 to € 30.00 per person), allowing the guests of a small flat to do their own shopping and cook their meals using private kitchens.</p> <p><b>3.</b> Yes. The “welcome kits” are distributed at all times, and the distribution of meals is arranged as soon as a reception centre is notified that asylum seekers are about to arrive, including during the</p>

			night. When asylum seekers arrive during the night, the sums for food shopping are handed out starting from the next morning.
	Latvia	Yes	<ol style="list-style-type: none"> <li>1. No</li> <li>2. NA</li> <li>3. NA</li> </ol>
	Lithuania	Yes	<ol style="list-style-type: none"> <li>1. Yes. Asylum seekers are provided rations in border control points (according to provision of Commander of the State Border Guard Service) or get rations and most necessary hygiene items from Asylum, Migration and Integration fund.</li> <li>2. The ration usually includes: water, canned fish or chicken, tea, dried fruits, etc. All products are in good condition and proper to use. Depending on project, asylum seekers are provided such hygiene items as: shaving needs, diapers for babies, etc.</li> <li>3. Adults, who are accommodated in the Foreigners Registration Center, are provided food 3 times per day, minors - 4 times per day. Moreover, foreigners have an option to prepare food themselves. Additional food or hygiene packages are not provided.</li> </ol>
	Luxembourg	Yes	<ol style="list-style-type: none"> <li>1. Yes. It is not really a „food package." In the reception centers of first arrival, as in any other structure, the international protection applicant has the right to 3 meals per day. In the reception centers of first arrival, there is always food in reserve that can be offered to newcomers at their request. The manager of the center ensures that the reception center always has in reserve prepared meals which are provided by an external caterer.</li> <li>2. It goes without saying that all the food is consumable and that the deadline for consumption of the food provided has not yet expired. Concerning the personal hygiene products package, the latter contains a bath towel, 2 bottles (300 ml) of shower gel, a hand soap, 2 toothbrushes, a tube of</li> </ol>



			<p>toothpaste (125ml), 5 disposable razors, 3 containers (6ml) of shaving foam and 2 tablets for the washing machine.</p> <p><b>3. 3.</b> Every newly arrived international protection applicant has the right to a hygiene kit on arrival at the center. It is ensured that there is always a reserve of prepared meals to be able to distribute them to international protection applicants who arrive during the night.</p>
	Netherlands	Yes	<p><b>1.</b> Concerning food, we do not really provide a 'package'. At locations where residents cannot cook for themselves, meals are distributed twice a day. 1 for lunch and 1 for dinner (warm-meal). The content of the meal-packages differs daily. In regular asylum centers, there is no distribution of meals, because the migrants are receiving living expenses here. In certain occasions, a so-called emergency food package can be provided for 1 or 2 days for residents who for whatever reason cannot itself provide meals (mostly because he/she arrives late at a location and the shops are closed; for more information see question 3) We do provide a personal standard equipment concerning hygiene.</p> <p><b>2.</b> Regarding the hygiene, besides disposables (soap / toothpaste / toothbrush/ shampoo, detergents/ toilet paper/ cleaner/ little bag of washing powder) also cutlery, plate, cup and bowls are provided in a personal standard equipment. The equipment is only awarded on the Central Reception Centers and Procedural Reception Centers. The equipment can be carried by the resident when they transfer to a regular asylum center. Within the personal standard equipment; sanitary napkins, diapers and a padlock can also be obtained optionally.</p> <p><b>3.</b> For people who, for whatever reason, arrive late or may not have taken a meal, some lunch and warm up meals are available (this consists of meals that are not picked up by other residents). This emergency food packets are stored in a refrigerator as emergency supply. This is not the policy, but some sort of a practical solution. The contents of these emergency packages are ad hoc and randomly assembled with food that happens to be present on location. Often these emergency supplies on location consists of from knack bread, coffee, biscuits, instant cup-a-soup / noodles soup, tea or coffee, and butter/jam. Food with a long shelf life.</p>

	Slovak Republic	Yes	<p><b>1.</b> Yes. Asylum seekers are accommodated in asylum facilities (accommodation / reception centres) of the Ministry of Interior. They are provided meals three times a day – breakfast, lunch and dinner and a package of toiletries - see 2.</p> <p><b>2.</b> Men Monthly: Soap (100g) 1pce Toilet paper 3 pcs Hair shampoo (100 ml.) 1 pce Tooth paste (min. 100 g) 1 pce Laundry detergent (min. 500 g) 1 pce Disposable razor 5 pcs Quarterly: Tooth brush 1 pce Shaving foam 1 pce Women Monthly: Soap (100g) 1 pce Toilet paper 3 pcs Hair shampoo (100 ml.) 1 pce Tooth paste (min. 100 g) 1 pce Laundry detergent (min. 500 g) 1 pce Sanitary napkins 2 packs Quarterly: Tooth brush 1 pce Child up to 1 year Monthly: Baby soap (100g) 1 pce Baby hair shampoo (100 ml.) 1 pce Baby laundry detergent (min. 500 g) 1 pce Baby body oil (min. 100 ml) 1 pce Daily: Napkins as necessary 5 pcs (min.) Child up to 3 years Monthly: Baby soap (100g) 1 pce Baby hair shampoo (100 ml.) 1 pce Baby laundry detergent (min. 500 g) 1 pce Baby body milk (min. 100 ml) 1 pce Tooth paste (min. 100 g) 1 pce Toilet paper (unless the child uses napkins) 1 pce Daily: Napkins as necessary (unless the child uses toilet paper) 5 pcs (min.) Quarterly: Child tooth brush 1 pce Child from 3 up to 18 years Monthly: Soap 100g 1 pce Toilet paper 3 pcs Hair shampoo (100 ml.) 1 pce Tooth paste (min. 100 g) 1 pce Laundry detergent (min. 500 g) 1 pce Sanitary napkin (according to the need of a girl) 2 packs Disposable razor (according to the need of a boy) 5 packs Quarterly: Tooth brush 1 pce Shaving foam (according to the need of a boy) 1 pce</p> <p><b>3.</b> Yes. If asylum seekers arrive at the accommodation centre during the night time, at times when food stores are already closed or when it is not possible to prepare food, they are provided these packages.</p>
	Slovenia	Yes	<p><b>1.</b> YES.</p> <p><b>2.</b> After the accommodation in Asylum home applicant is entitled to the accommodation package, which consists of hygiene supplies, clothing and footwear.</p> <p><b>3.</b> If the asylum seeker arrives in the accommodation centre during the night time he is entitled to a lunch package (in addition to the accommodation package).</p>

	Sweden	Yes	<p><b>1.</b> In Sweden, a welcome package is provided if the required items are not available at the reception center. In other words it differs depending on where the asylum seeker is accommodated. Food is provided at the accommodation.</p> <p><b>2.</b> In many cases the asylum seeker is provided with a welcome package containing bedding and hygiene products. More specifically it contains: quilt, pillow, duvet, sheets, pillowcase, tooth brush, tooth paste, two towels (one smaller and one bigger), toilet paper, shampoo.</p> <p><b>3.</b> As stated in question 1 what is provided in the welcome package is mostly depending on the type of reception center and what is provided there. Food is always provided at the reception center if the asylum seeker does not have the possibility to cook himself or until that possibility is available.</p>
	United Kingdom	Yes	<p><b>1.</b> Yes</p> <p><b>2.</b> Asylum seekers who require immediate housing are admitted to an accommodation centre where they are provided with food, toiletries and other assistance on site. After their eligibility to support is fully assessed they are usually moved to longer term accommodation and provided with a weekly cash allowance to buy food, toiletries and other essential items.</p> <p><b>3.</b> See above.</p>
	Norway	Yes	<p><b>1.</b> We provide hygiene packages and cafeteria with free meals in centers for recently arrived asylum seekers. In addition residents receive NOK 390 per month. Centers for asylum seekers whose applications are being processed, has no free meals or hygiene packages. Residents receive basic allowance NOK 2340.- per month. Additional support for necessary health care can be provided- application process.</p> <p><b>2.</b> Hygiene packages: • 1 toiletry • 120 ml shampoo • 50 g toothpaste • 1 toothbrush • 100 ml soap, dispenser • 1 mug • 1 tea spoon</p> <p><b>3.</b> Yes</p>

