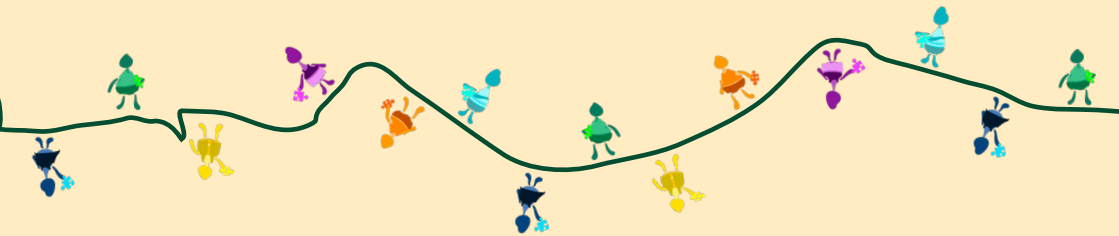# WHAT MATTERS MORE?

Exploring the Norwegian asylumsystem

What Matters More?

Exploring the Norwegian asylumsystem

The Oslo School of Architecture and Design
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"(...) for people who have fled war and conflict, and are waiting for a residence permit in a new country, the journey is not at all the destination."

(Semb & Kjørholt 2019:125)@@

Abstract

What Matters More? is a service design project exploring the services within the Norwegian asylum system.

The Norwegian asylum system can be a polarising topic in the public eye. The eternal debate on how to treat refugees seeking asylum in Norway, and what resources should be used to ensure the protection of their human rights and humanitarian needs, is constantly being discussed by politicians as well as civilians.

UDI (The Norwegian Directorate of Immigration) are responsible for everyone who applies for asylum in Norway, and they lay the guidelines for how this service is to be offered. They say that the service should be offered in a responsible and justifiable way.

But through both traditional media and social media, stories regularly emerge about situations, environment, facilities etc. that do not meet the minimum requirements for justifiable conditions.

With this project, the goal has been to design something that helps improve the experience of applying for asylum in Norway.

Summary

Through research, ideating and development, the focus of the project was put on asylum reception centers, more specifically voluntary work in asylum reception centers.
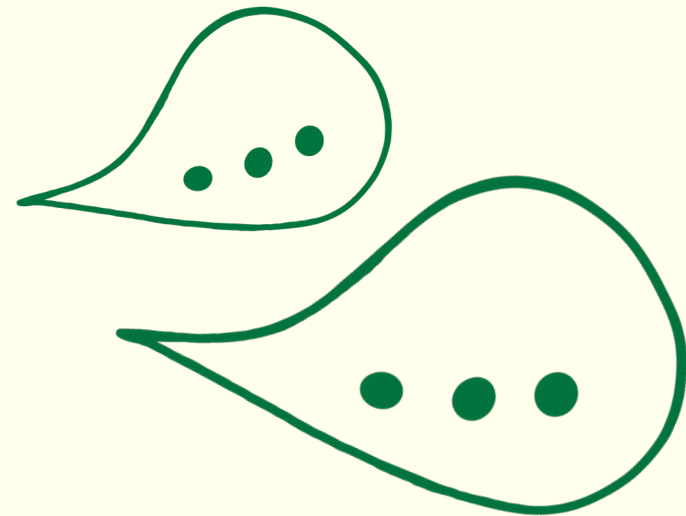
The voluntary work that takes place at asylum reception centers today has great value for everyone involved. It consists of e.g. language courses, food festivals and game nights etc.

Nevertheless, it turns out that the asylum system is closed off and difficult to get into. Therefore, many opportunities, resources and plans are wasted. There are people and organizations who so desperately want to contribute with a service, but have no idea where to begin. Even if they know where to begin, there are many steps before you can initiate the project, since the system is not designed to be open to the public.

The solution proposal in this project is called Handlingsrom (Room for Action) and is a service belonging to the UDI that will make it easier for the UDI to facilitate, and actively follow up, voluntary work in the asylum reception centers, and the impact it has on the residents' everyday lives.

Glossary

Asylum

Protection from persecution, conflict, violence, or other circumstances that have seriously disturbed public order. Seeking asylum is a human right

The dublin regulation

Agreement between the EU countries, Iceland, Switzerland, Liechtenstein and Norway. Each asylum seeker shall have their application considered in only one of the countries participating in the cooperation.

NGO

Non-governmental organization

UDI

The Norwegian Directorate of Immigration

PU

The National Police Immigration Service

INTRODUCTION

MOTIVATION
BACKGROUND
APPROACH
TIMELINE
THE SYSTEM EXPLAINED
MAN WITHOUT LAND

Motivation

The motivation for this project is for the most part personal. Growing up, I lived in a municipality with an asylum reception center, and I can only remember two cases where I participated in an organized activity with people who lived in the reception center. One time was through school, the other was through a local branch of a national NGO.

Otherwise, I never had any meetings with the people who lived in the reception center, people who lived in the same, small municipality as me. That reason this never happened more often is something I have wondered about many times.

In my six years in Oslo, I have made several friends who have previously lived in asylum reception centers. I have heard many stories about longing, loneliness, poor conditions and poor treatment. But I have also heard funny stories about fun meetings with Norwegian society and with people from all over the world. These are the stories I want to hear more of. More stories about good and valuable moments from this period of a person's life.

Background

In the autumn of 2020, I worked on a project at AHO, where my group investigated the asylum system. That was the first time I got to know how the system actually works.

I noticed that there were a lot of things in the system I wished were different, and already at that time I thought that this might be something I could work on in my diploma.

For the next year and a half, until now, I got more into the system and heard more stories from both friends and the media. I only became more confident that there is a lot of potential for improvement in the Norwegian asylum system, and that design could help improve it.
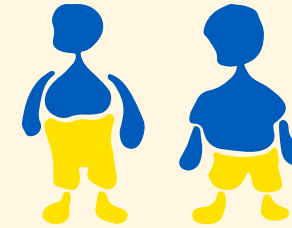
The war in Ukraine

This project is not about people from Ukraine seeking asylum, but UDI's reaction to the situation has been relevant to the project

February 24th this year, Putin invaded Ukraine, forcing millions to flee their home country Ukraine. The devastating war became the focus of all media in Norway, and both the UDI and thousands of Norwegians have offered to help the Ukrainian refugees. Everything from driving half of Europe to bring people to Norway, donating money, clothes and food to inviting refugees into their own homes for a safe place to live.

This project has been all about understanding the system and how it works, mainly outside large refugee flows. Therefore, there has been no greater focus placed on refugees from Ukraine than those coming from other countries.

There have been debates in the media regarding differences in treatment of refugees from Europe and refugees from other parts of the world, which could have been a diploma project in itself. Without going further into the debate, it can be stated that the UDI's, as well as the private individuals', actions have shown that increasing the use of resources and increasing efforts to better the service is in fact possible. There is hope for an asylum system and a Norwegian society that has room for many more of the millions of people forcibly displaced worldwide, and of course finding a balance between the situation in crisis, and the situation before the war in Ukraine broke out.

The hope with this project is to be able to improve the experience of seeking asylum in Norway for everyone, no matter where they have fled from.

Approach

In order to find out what in the system that could be improved, I had to understand the entire structure of the system.

Therefore, this project started very openly. Throughout the research phase, it was important to see the service from as many angles as possible. Mainly to understand why things are done in a specific way, and investigate the possibilities of doing things differently to improve the experience for those seeking asylum.

This required many interviews, meetings, report studies, seeing the connections and the cooperation (or lack of cooperation) between the various actors who contribute to the asylum system.

In the beginning of the project I didn't know if the project would result in a service or an entire project understanding and mapping the system. The asylum system is very complex, and changing aspects of the complexity can, and will, create new problems and challenges. I spent a lot of energy understanding the structures, and then picking a focus that had enough potential to change the experience, but not too much risk of structural collapse.
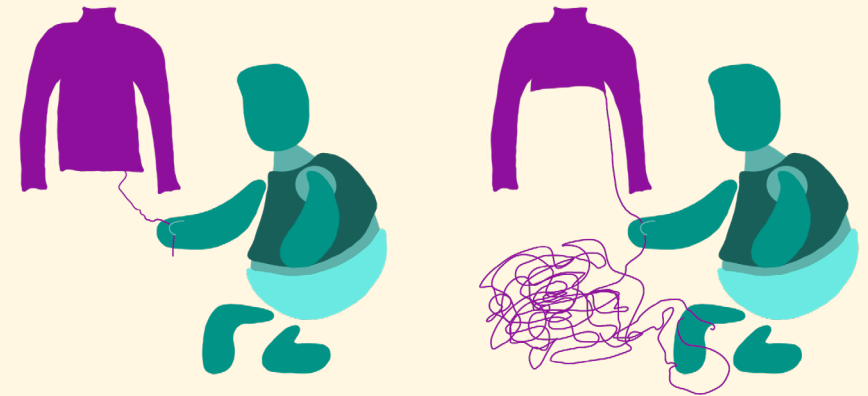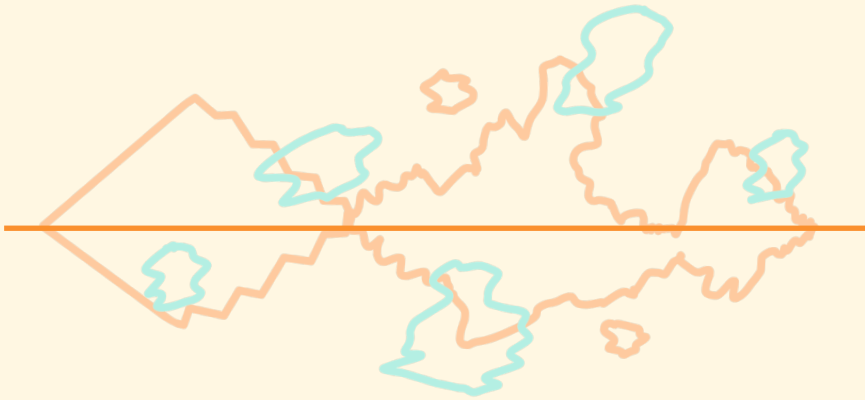
The desire from the beginning of the project was to improve the system, or at least a part of it. But embarking on the complexity of the system was overwhelming, it felt like the more I learnt, the less I understood.

It's like when you have a loose thread in your sweater, and you just want to yank it out, but then it never stops. Before you know it, you have lost half your sweater. Even though I lost half a sweater, I have learnt a lot from pulling the thread.
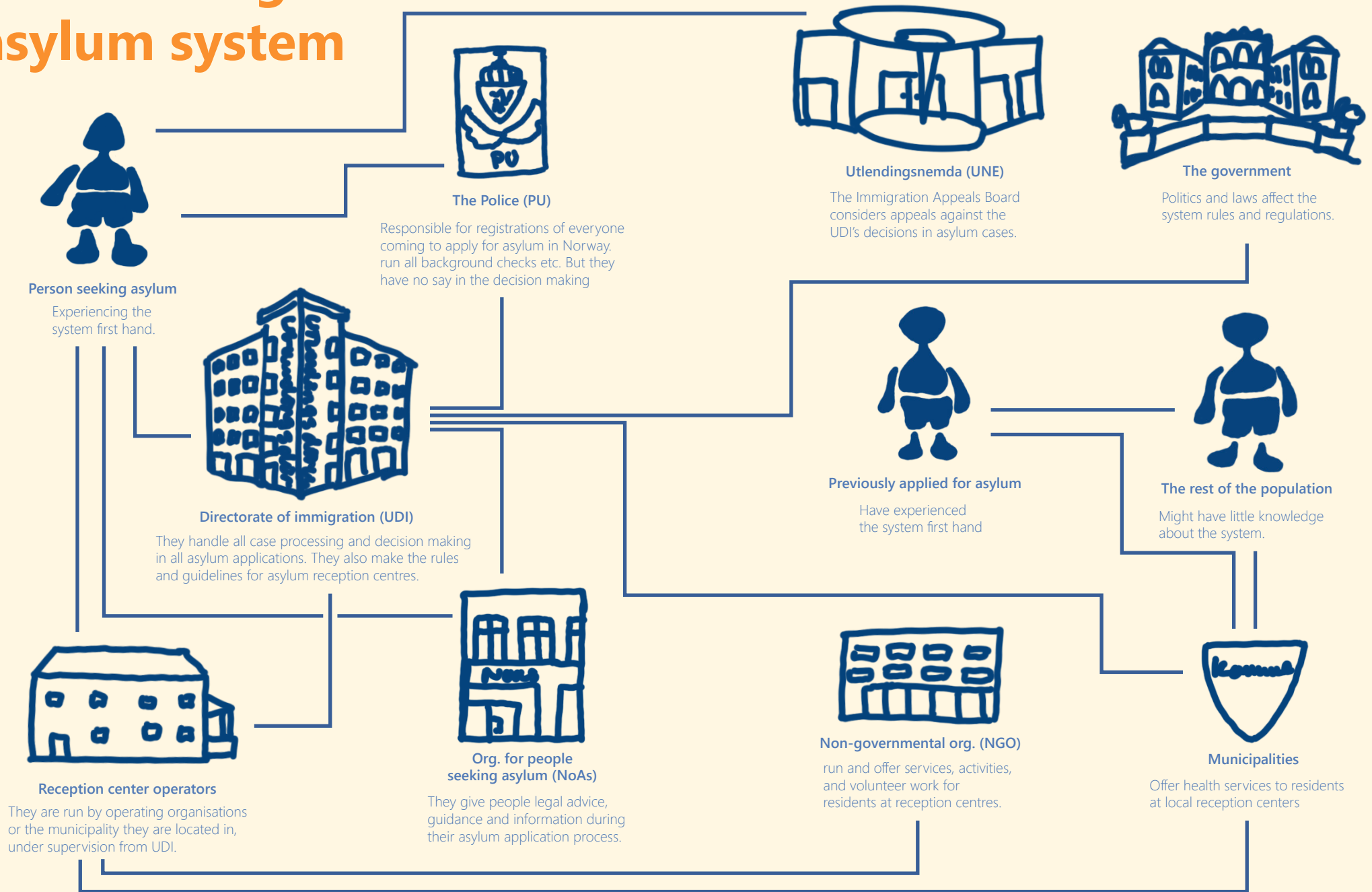
Timeline

My process has been anything but linear. I did expect to be a bit all over the place, and it was really interesting learning about the whole asylum system. It is huge, and ever changing, hard to understand, hard to design for, and it is somehow connected to basically every public agency in Norway. And a lot of private ones as well.

Research and exploring   Define findings   Ideate   Choosing concept   Testing and iterating
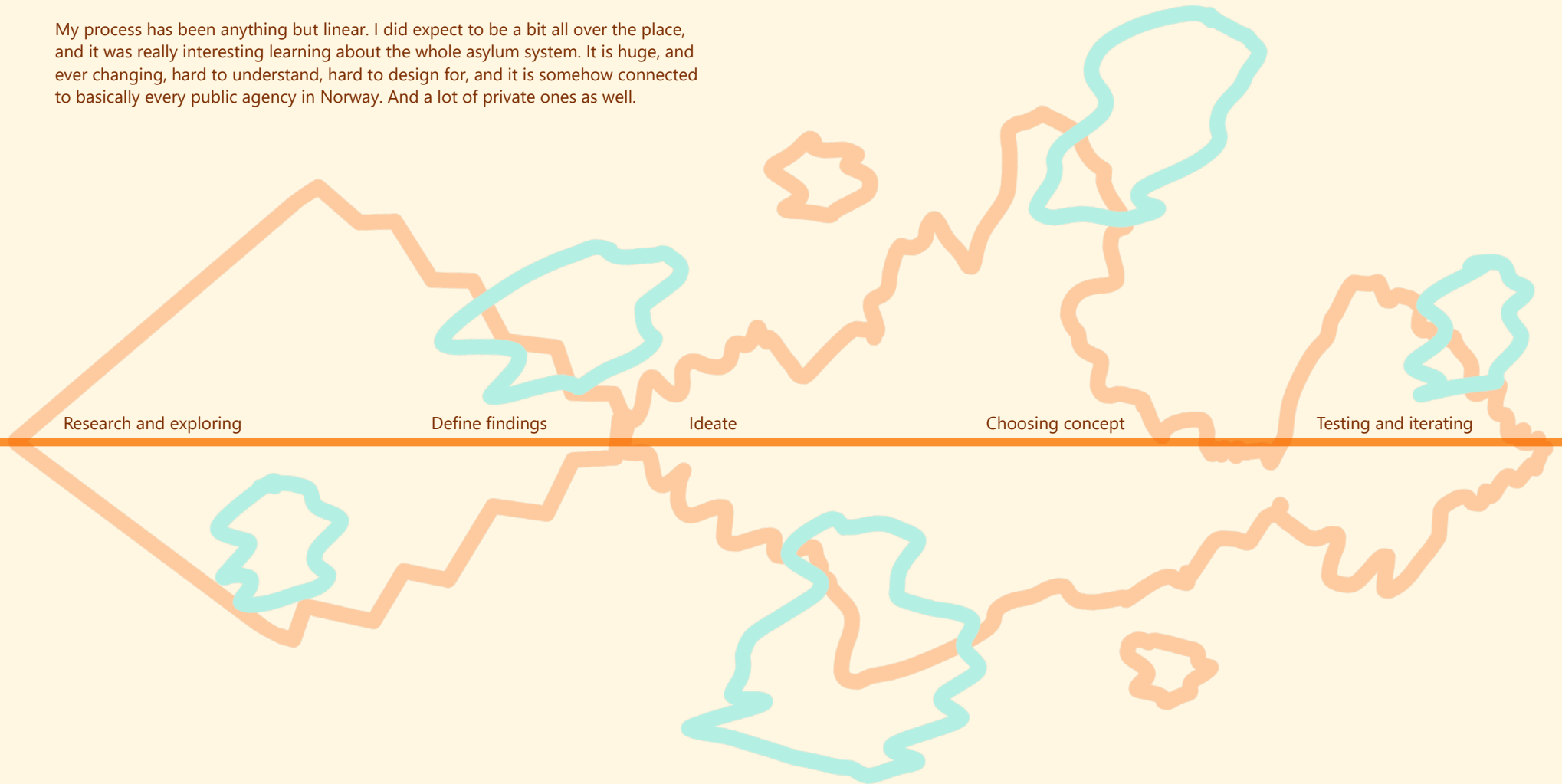
I had an idea of what I wanted to learn, but I let the process lead me, for better or worse. Sometimes I could have made decisions a bit quicker, or not spent as much time reading reports about very niche topics, but all in all I have learnt a lot more than I had ever imagined was possible in 4 months.

Thank you for reading my report. It's probably coloured by the process itself, and might be overwhelming, but I hope you enjoy it and that you learn a thing or two

The Norwegian asylum system

Person seeking asylum

Experiencing the system first hand.

The Police (PU)

Responsible for registrations of everyone coming to apply for asylum in Norway. run all background checks etc. But they have no say in the decision making

Utlendingsnemda (UNE)

The Immigration Appeals Board considers appeals against the UDI's decisions in asylum cases.

The government

Politics and laws affect the system rules and regulations.

Directorate of immigration (UDI)

They handle all case processing and decision making in all asylum applications. They also make the rules and guidelines for asylum reception centres.

Previously applied for asylum

Have experienced the system first hand

The rest of the population

Might have little knowledge about the system.

Reception center operators

They are run by operating organisations or the municipality they are located in, under supervision from UDI.

Org. for people seeking asylum (NoAs)

They give people legal advice, guidance and information during their asylum application process.

Non-governmental org. (NGO)

run and offer services, activities, and volunteer work for residents at reception centres.

Municipalities

Offer health services to residents at local reception centers

Man without land - Ali Alameri

Man without a land is a story about Ali Alameri who had to flee from Iraq after Al-Qaida gained control of his home country, and posed a threat to his life. His family rejected Saddam Hussein's regime, and he had worked for the American military forces, which made him a target.

In 2011, the American military pulled out and left I

2011

2005

2014
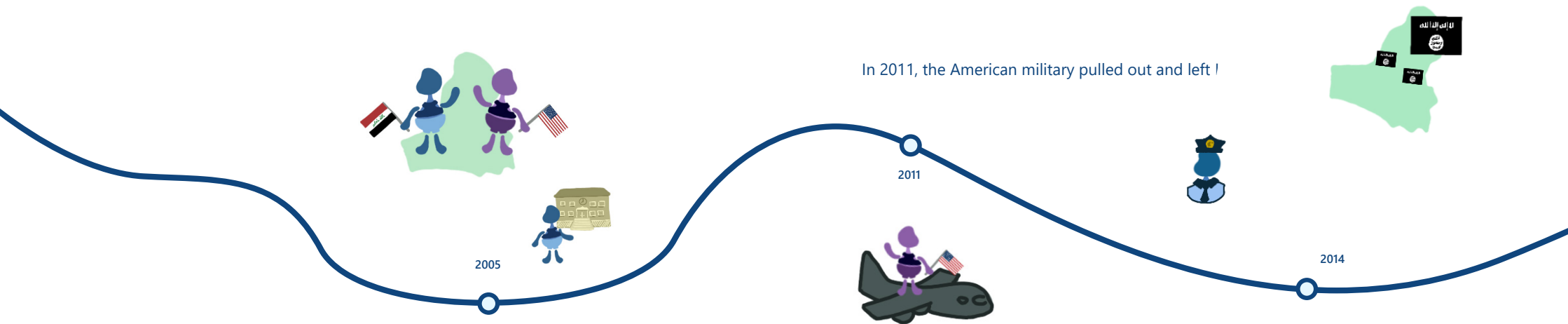
Ali grew up in Iraq in a family who rejected Saddam Hussein's regime.

In 2003, American military forces invaded Iraq, and two years later Ali started working as a translator for the American military.

Jihadist group Al-Qaida Iraq (now ISIS) gained more and more control the following years. In 2014 the civlil war was declared.

In September 2015, Ali recieved a phone call from his boss.

"You have to run, they are gonna kill you"

2015

He went in a packed boat to Greece and further north.

The goal was Finland, but along the way he heard about Norway. He heard that Americans and Norwegians have close ties, and that Norway had had soldiers in Afghanistan.

He thought this would be his chance at protection, since he had worked with the Americans. Norway was part of that war.

While waiting for their application to process, people often have a very passive daily life at the reception centers. Without work or studies, there is not much to fill the days with, except waiting, longing, worrying and wondering how long they have to wait, living like this. Occationally, depending on the center location, time and other factors, NGOs will arrange activites.

After a dangerous, expensive and tiresome journey, Ali arrived in Norway. He applied for asylum.

After two years of waiting, Ali's application was declined.
The Norwegian government did not believe he needed asylum

2017

2019

He tried to apply again, giving even more reasons as to
why he needed asylum

Then followed another uncertain amount of time waiting
for the application to process, with a passive daily life

After two more years of processing,
his application was declined

Agreement between the EU countries, Iceland, Switzerland, Liechtenstein and Norway. Each asylum seeker shall have their application considered in only one of the countries participating in the cooperation.

He even tried going to Iceland to seek asylum there, but due to the Dublin regulation, he was returned to Norway.

No work permit   No right to live the life he dreams of   No doctor

Read full story on Kirkens bymisjon's website: https://historier.kirkensbymisjon.no/2021-03-mann-uten-land

RESEARCH

METHODS
PEOPLE INVOLVED
THE INTERVIEWS
REPORTS
MEDIA
SOCIAL MEDIA
STATISTICS

Methods

In-depth interviews

Interviewing experts and users to get insight from all perspectives

Reports

Reading reports from previous and existing projects and research

Semi-structured interviews

Less structured than in the in-depth interviews

Feedback sessions

Confirm, evaluate, and get inspiration

Visualising

For inspiration and for communicating insights and ideas.

Giga-mapping

Visualising the system, locating challenges and opportunity areas

User journeys

Visualising the experience for what exists and what could be designed

Follow-up conversations

Confirm understanding and consult project

Workshops

Confirm findings, ideate, co-create and get input on progress

Instagram account

Spreading info, creating interest, recruiting people

Mock-ups

Simple prototyping to communicate ideas and touchpoints

Testing

Evaluating ideas, development and design choices

People involved

39
Total

14 Previously applied for asylum

4 Coordinators of asylum reception centers

5 Employees in NGOs

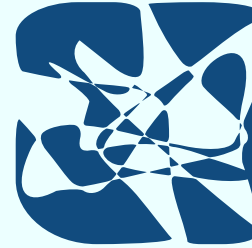**3** Employees at reception centers

5 Employees in UDI

1 Employee in PU

7 (Potential) Volunteers

UDI/NGOs/project

Contacting UDI and NGOs to be guided towards the right people to get involved.

Contacting writers and project managers from reports and other material from desktop research

Contacting reception centers and other employees in the system

(Social) media

Posting in social media groups like "Welcome Refugees Norway", "Language café" etc.

Making an instagram account to inform, contact and be contacted by relevant people/NGOs

Contacting people who have been mentioned in the news

My own network

Asking people I know to help by using their networks to put me in touch with relevant people

Asking relevant people I know to evaluate and give feedback on my work along the way

People helping by sharing posts from the instagram account
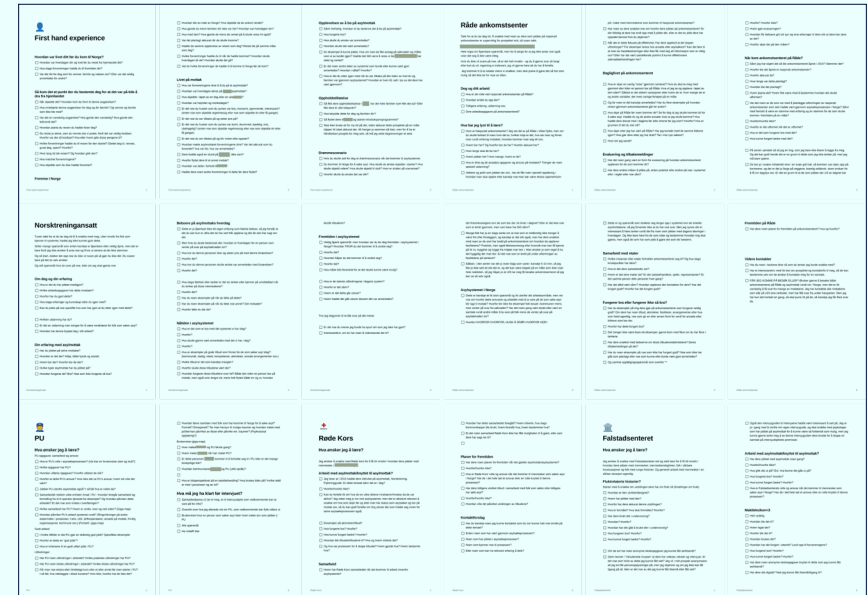
The interviews

Who was interviewed?

To get a good overview of the system I needed to talk to people early on. It was also important that I interviewed people with different outlooks on the system, and who had experience from different perspectives.

Why were they interviewed?

The system has a lot of actors and groups of actors and users. Within these groups, there are alo a lot of variables. For example, there are a lot of people working in UDI, with lots of different motivations, values and attitudes towards the system they work in. Another example is the people seeking asylum. They are people coming from all over the world, with varying cultures, values and lifestyles.

Even though it would be impossible to interview everyone, it was important to try to get as many perspectives as possible during the interviews.

Some of the interview guides from the interviews

What were they asked about?

People were asked about their own experience with the Norwegian aslum system, either through having applied for asylum, or worked with the system.

I also made sure to ask about topics others might have mentioned. That way I could be more certain that the experiences would represent different perspectives on the same topics. Either confirming the experience across different perspectives, or confirming that there is a difference in experience between people with different perspectives.

How did the interviews affect the project?

Without the interviews, both with first-hand experiencers of seeking asylum and with second- and third hand experiencers, the project would not have been possible. The interviews are important for high quality checking that the insights' are relevant and certain.

The interviews have contributed directly to the findings in the research phase, and indirectly to ideation, prioritisation and further development later in the phases of the project.

Reports

Excerpts from some of the reports

What kind of reports?

There are thousands of reports done on asylum systems, both in Norway and in other countries. The most interesting ones I have read during the project are on voluntary work in asylum reception centers, on museums and inclusive design, reports from creative writing workshops organised for people seeking asylum, reports from Halogen's projects about digital services and welfare services for people seeking asylum.

Why were they valuable?

These reports and their content is produced by skilled and experienced researchers, designers and professors, and are a high quality source of insight from a third party perspective. Some of the reports are comissioned by UDI themselves, and most of the reports have lists of suggestions for imporvement.

Both the suggestions and a lot of the insights from the reports match what I have found in my own interviews and workshops, which adds a value of confirmation.

How did the reports affect the project?

With the confirmation of my own insights and early ideas, and the suggestions for improvement, the reports helped shape the direction of the project. They were a foundation to lean on when making decisions later.
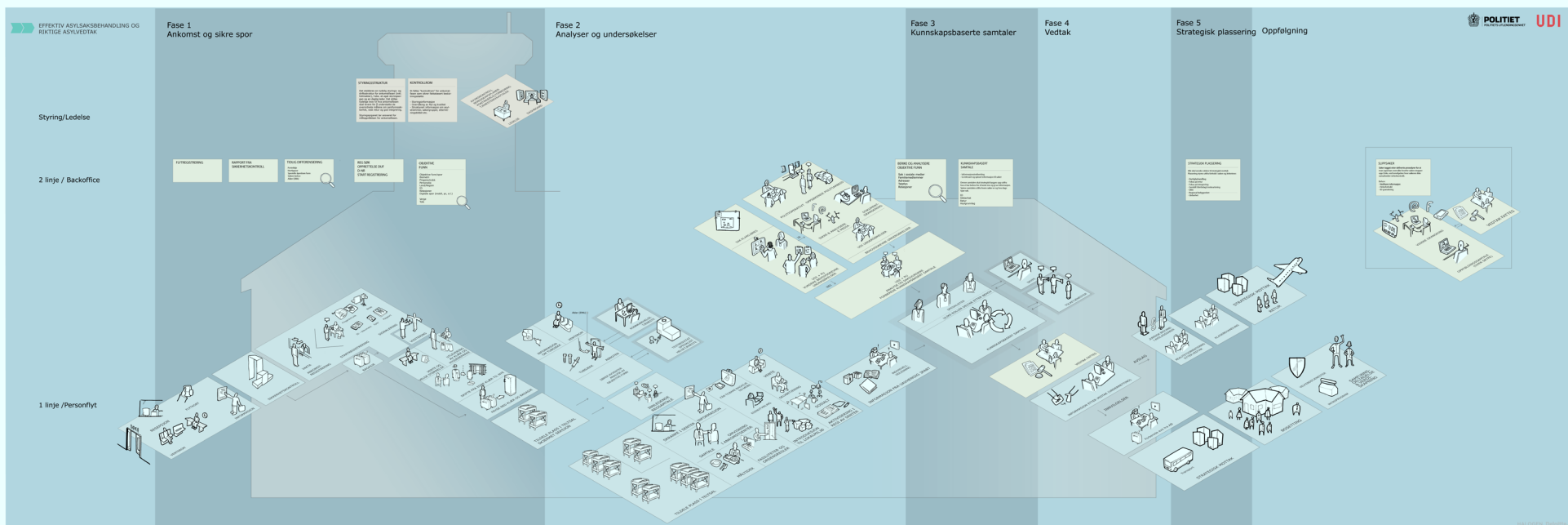
STATUS: PUMAPROSESSEN PÅ AØ

Simulering viser at pumaprosessen på AØ teoretisk sett fungerer

SIMULERING AV PUMA-PROSESSEN

STATUS PR FASE: OPPNÅELSE AV TO-BE

Fase 1 Ankomst og sikre spor	Fasen er i stor grad implementert og evaluert, men har usikkerheter knyttet til særskilt til skaleringsplaner, samt nye system og lovverk.	
Fase 2 Analyser og undersøkelser	Fasen er delvis implementert og evaluert, men har usikkerheter knyttet særskilt til roller og ansvarsfordeling mellom etatene i fasens prosessteg.	
Fase 3 Kunnskapsbaserte samtaler	Fasen er i noen grad implementert og evaluert, men har usikkerheter knyttet til roller og ansvarsfordeling mellom etatene.	
Fase 4 Vedtak	Fasen er i noen grad implementert og evaluert, men det gjenstår et betydelig arbeid knyttet til et av prosesstegene.	
Fase 5 Strategisk plassering	Fasen er i stor grad implementert og evaluert, men det knyttes noe usikkerhet til kvaliteten av gjennomføringen.	

PROSESSTEG	FORKLARING: GAP MELLOM AS-IS OG TO-BE	TILTAK
Skrive ut flyktkort	Prosessteget er uendret, men nytt system utvikles. Steget blir flyttet til tidlig i prosessen.	Videre utvikling av Flytsystemet mtp prosesskrav og ankomstvolum
Sikkerhets-kontroll	Prosessteget er tilnærmet likt som i dag, men vil være noe krevende krav på tid ved høye ankomsttall.	Vurdering og definering av skaleringsplaner tilpasset ankomstantall
Ankomst-registrering	Prosessteget vil være krevende ved høye ankomsttall, hvilket vil kreve gode oppbemannings-planer.	Automatisering av registrering, kontroll og deling av data. Tilrettelegge for effektiv bruk av fjerntolk.
Start	Stabilitet, teknologi og beslutning rundt veiledning	Prosessteget er under arbeid i separat prosjekt.
Signalering	Prosessteget er evaluert og implementert.	Kan effektiviseres ytterligere ved: Felles finger-avtrykk til Eurodac og NORVIS. Håndholdt enhet til fingeravtrykk. Enklere fotografering
Visitering	Prosessteget er uendret, men utvikling av nytt hjemmsnsverk skaper noe usikkerhet.	Ingen tiltak
Kles- og bagasje-håndtering	Prosessteget er uendret.	Sikre at flyten gjør at tidskravet kan overholdes
Tildele teltplass Skjermet del	Prosessteget er i all hovedsak uendret, men er ikke testet for fremtidig rom-løsning.	Beskrivelse må formaliseres iht til ny flyt og nye krav
Innledende registrerings-samtale	Tidskravene blir meget krevende ved høye ankomsttall. Krever god opptrappingsplan for å kunne møte kravene.	Utvikle teknisk løsning for lagring og formidling av samtale. Utnytte data fra Start. Automatisering av registrering og deling av data
Tub-undersøkelse	Prosessteget er likt som i dag. Krever god koordinering med sykehus ved høye ankomsttall. Vurdere om 48t skal innlemmes	Helse-undersøkelse i PUMA skal omtales som lovpålagt tuberkulose-undersøkelse. Dette må skilles fra den virksomhet som kommunehelse-tjenesten driver
Tildele teltplass Åpen del	Prosessteget er evaluert og implementert.	Ingen tiltak
Info til søkere	Prosessteget er evaluert og implementert.	Evaluering av ordningen med NOAS-samtaler, mtp kostnad og nye informasjons-metoder
Vurdere behovsdrevne undersøkelser	Usikkerhet rundt avklaring av ansvarsfordeling mellom etatene, samt rolle- og prosess-beskrivelse.	Detaljert prosess-beskrivelse som inneholder roller og ansvars-beskrivelse. Analyse av behov og effekt ifm testen. Beslutningsstøtte i fagsystem
Behovsdrevne undersøkelser	Prosessteget krever få endringer.	Evaluere flyt mellom fase 2 og 3. Se sammen-heng med vurdere behovs-drevne. Detaljert prosess-beskrivelse som inneholder roller og ansvars-beskrivelse
Analysere og saksvurdering	Usikkerhet da det er uklarhet i mandat, roller og ansvar. Det er mange ansvarsskift i forkant av steget.	Teste TO-BE. Detaljert prosess-beskrivelse
Forberede kunnskaps-basert samtale	Prosessteget mangler en avklaring i roller og ansvar.	Avklare formål med samtalen. Detaljert prosess-beskrivelse som inneholder roller og ansvars-beskrivelse
Gjennomføre kunnskaps-basert samtale	Prosessteget er tidsoptimistisk, men uendret fra dagens praksis.	Teste TO BE, spesifikt overgangen mellom fase 2 og fase 3. Detaljert prosess-beskrivelse som inneholder roller og ansvars-beskrivelse
Fatte asylvedtak	Prosessteget er uendret fra dagens praksis.	Teste TO-BE
Informasjon etter vedtak	Prosessteget har en god del jobb som gjenstår. Trenger ressurser og krever kost-nader.	Definere samtalen. Utrede krav etter nye lover. Lage krav til minimums- og grundigere under-retting. Detaljert prosess-beskrivelse med roller og ansvars-beskrivelse
Advokatsamtale	Tilnærmet likt dagens praksis, men krevende å få advokatbistand på kort tid til Råde. Kan kreve ny konsesjon-sordning.	Beskrivelse av ønsket involvering av advokaten i prosessen. Avklare advokatens rolle. Oppdatere retningslinjene. Oppdatere tjenestekonsesjon
Strategisk mottaks-plassering innvilgelse	Prosessteget vil kunne løses innen tidskravet, utenom for de som er syke. Usikkerheten er i det kvalitative innholdet i plasseringen.	Definering av "strategisk". Nye styrings-dokument. Implementering. Innføre MOT. Tidlig info om sann-synlig utfall. Datadeling med ImDI
Strategisk mottaks-plassering avslag	Prosessteget vil kunne løses innen tidskravet, utenom for de som er syke. Usikkerheten er i det kvalitative innholdet i plasseringen.	Definering av "strategisk". Nye styringsdoku-ment. Implementering. Innføre MOT. Tidlig info om sann-synlig utfall

EFFEKTIV ASYLSAKSBEHANDLING OG RIKTIGE ASYLVEDTAK

Fase 1 — Ankomst og sikre spor · Fase 2 — Analyser og undersøkelser · Fase 3 — Kunnskapsbaserte samtaler · Fase 4 — Vedtak · Fase 5 — Strategisk plassering · Oppfølging

Styring/Ledelse · 2 linje / Backoffice · 1 linje /Personflyt

POLITIET · UDI

System map by Halogen

سلام

حال همه ما خوب است. سلام ای دوست! مرا یادت هست
لیاقت؟ من همان خدادادم که ساعت‌شب بیدارم کردی که
بروم از نانوایی سنگک‌نان بخرم جتم لی دلت هست!

تو نماز خواندی و چای دم گذاشتی. و من هنوز خواب بودم.
یادت هست لیاقت؟ من خدادادم. می دانی لیاقت چقدر از تو
دورم؟ می دانی چه روزها و شب‌های زیادی فاصله داریم از
هم؟

من این روزها در کمپ "اوتلیرا"ی نروژ منتظر جواب اقامتم
هستم. لیاقت، همیشه آرزو می کنم که سالم و موفق باشی.

لیاقت جان، دوست ندارم بگویم که چقدر بدون تو تنهایم.
دوست ندارم از تنهایی بگویم. چون تو همیشه با منی و
در قلب منی. امیدوارم که یک روز، دوباره با هم و کنار هم
باشیم.

خداداد یاری

Hi,

We are all doing well. Hi my friend,
Liaghat, do you remember me? It's me,
Khodadad, who you once woke up at twelve o'clock
at night, so I could go to the bakery and
buy Sangak-nan. You probably remember.
You prayed, and you made tea, but I continued to
sleep. Do you remember, Liaghat? I'm Khodadad. Do
you know how far away from you I am, Liaghat? Do
you know how long evenings and days the distance
between us is?

I spend my days in a camp, waiting for a response to
my application for a residence permit. I wish that you'll
always be healthy and happy.

Dear Liaghat, I do not like to say how lonely I am
without you. I do not like to talk about loneliness.
Because you will always be with me, in my heart. I
hope that we one day can be together again.

Best regards Khodadad

Khodadad Yari

Hi,

Now we are all fine
I remember the days I went to school with you, Hakim.
I think we were both 11 years old. Kunduz was at war.
It burned and we were thinking of happy days when the war would end.
The war did not end, but I was separated from my country, my city, my family,
and you, Hakim, my best friend
I never thought that one day I would be so far away from you that we would
talk to each other by letter. You were like my brother. A big brother who always
worried about me and my future. You always wished me the best.
And I, writing this letter to you from Norway today,wish that you will be
healthy and your future bright.

Abdul from Norway

Abdul Ghafoor Hamdard

سالم
حال همه ما خوب است
یاد روزی هستم که با تو حکیم به مکتب (مدرسه) می رفتیم.فکر می کنم هر دو 11ساله بودیم.
قندوس (Kunduz) در آتش جنگ می
سوخت و ما به روزهای خوشی فکر می کردیم که جنگ تمام شود.
جنگ تمام نشد ولی من از کشورم و شهرم و خانواده ام و از تو، حکیم، بهترین دوستم جدا شدم
هرگز فکرش را هم نمی کردم که روزی از تو آنقدر دور باشم که با نامه با هم حرف بزنیم. تو مثل
برادرم بودی. برادر بزرگتری که همیشه
نگران من و آینده من بود. تو همیشه بهترین آرزوها را برایم داشتی. و من که امروز این نامه را از
نروژ برایت می نویسم آرزو می کنم که
سالم باشد و آینده ات درخشان.

عبدل از نروژ

عبدل الغفور همدرد

Media

What kind of media?

As part of the desktop research I read a lot of news articles and debate posts in newspapers. Generally they mention either facilities below standards, employees without the necessary skills and ompetence, incidents of poor treatment or the lack of good service for the reception center's residents.

I also read the google reviews on all the reception centers. These are reviews that could have been written by anyone, so I wouldn't use them alone, but they did match a lot of the experiences I heard about in the interviews.

Why were they valuable?

The amount of news articles and debate posts shows that the asylum system is far from flawless. The articles from ten years ago and those from recent times are for the most part telling the same stories, for different people. Which also shows that both the UDI, the state and the rest of the actors in the system need to develop the service, and offer a better experience for people seeking asylum.

How did this affect the project?

The media research I did confirms my findings from interviews and other reports, and the quantity of news articles and debate posts suggests that the challenges and problems identified in this project is representative for a lot of people with experience from the system. It helped narrow down the focus and helped build a foundation for decisions made throughout the project.

Social media

What kind of social media?

In addition to reading people's personal views in posts and comments, I used Instagram and Facebook to inform and recruit people

Why were they valuable?

Most of the people I talked to who have experienced applying for asylum in Norway, I met through Instagram or Facebook. This is also where I met a lot of people who are working in the system as well. And it was the only place I could reach people who are working as volunteers, or want to start working as a volunteer, at asylum reception centers in Norway.

How did this affect the project?

The (seemingly) endless reach social media has in 2022 is what gave me access to a lot of different people and perspectives in the asylum system. I also hang physical recruitment posters around Oslo, with no luck. Social media, including e-mailing, was no doubt the most effective way of recruiting people into this project.

Statistics
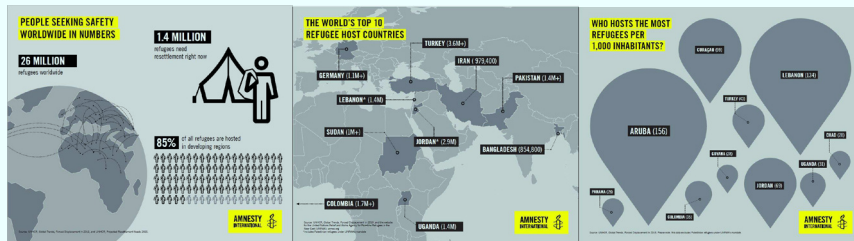
Tallenes tale

En asylsøker bor nå i gjennomsnitt 1647 dager på mottak i Norge.

I november 2015 var tallet til sammenligning 289 dager. Dette var den under den såkalte flyktningkrisen, da det kom uvanlig mange asylsøkere til Norge.

Den gjennomsnittlige botiden i asylmottak har økt kraftig de siste årene.

Gjennomsnittlig botid i asylmottak

Antall beboere i asylmottak
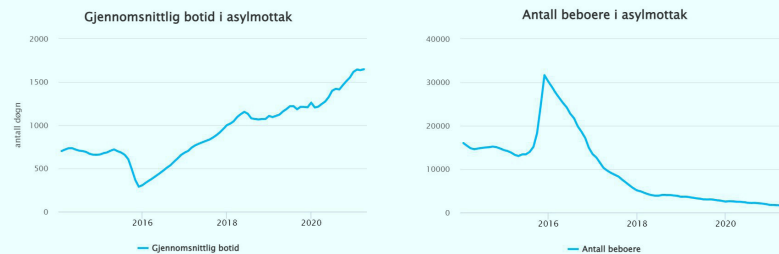
Norge | Asyl

Rekordlavt belegg på norske asylmottak

Det bor nå under 3.000 personer på asylmottak i Norge. Det er det laveste tallet på mer enn 21 år. Nå kan flere mottak bli lagt ned.

Belegg i mottak hver mandag 2017

UKE	Dato	Totalt	Transitt	Ordinære	Tilrettelagte	EMA-transitt	EMA-plasser
52	25.12.2017	5 170	327	4 453	70	29	291

Beboere i asylmottak hver mandag 2022

Uke	Dato	Totalt	Transittmottak	Integreringsmottak	Ordinært mottak	EMA-transitt	EMA-mottak
1	03.01.2022	2 048	256	190	1 454	34	45

What kind of statistics?

Internationally, Norway is not huge when it comes to recieving refugees. Of course, Norway is a small country, but even our natioonal statistics show that the flow of refugees coming to Norway has dropped a lot.

There are several factors that play a role in the flow, for example where people are fleeing from, development in conflicts and wars, national and international politics. The corona pandemic also slowed the refugee flow.

Why were they valuable?

The statistics show that Norway now (before the war broke out in Ukraine) has the lowest amount of people seeking asylum in over 20 years. That suggests that we should be in a controlled situation when it comes to developing the service, getting feedback from first-hand experiencers and spending the resources well to create a good service.

Yet, people share stories of poor treatment and poor service, as if the system is overloaded and out of control.

How did this affect the project?

This is another pillar to hold the foundation for decisions made throughout the project. It shows that there is a need for improvement of the system, and it shows that the system is not overloaded, and the service should only have been better and more resourceful than it is.

Adding this to the rest of my research, I started to understand I would have to design something that utilises, in a better way, the resources that already exist. The design should also place more emphasis on UDI's responsibility for ensuring that all actors provide a better service.

FINDINGS

GAP BETWEEN INTENTION
AND EXPERIENCE

COMMUNICATION,
COMMUNICATION,
COMMUNICATION

STRICT RULES
AND MISTRUST

SLOW AND STEADY
DOESN'T WIN THE RACE?

BUDGET AS LIMITATION
OR BUDGET AS EXCUSE?

Gap between intention and experience

1

When it comes to the experience of the asylum reception centers in Norway, there is often a gap between the system's positive outlook on the service offering and the people seeking asylum's actually lived experience.

Communication, communication, communication

2

The (lack of) communication/information flow across departments, organizations and agencies causes a lot of challenges. Neglect of important tasks, difficulty keeping a good overview of the system, spending more time than necessary etc.

The ones who end up paying the biggest price for this are the people the system is supposed to help - people seeking asylum.

Strict rules and mistrust

3

Norway seems to have one of the most strict laws of immigration (in Europe). The strict laws and regulations are there to stop people from exploiting the system, but they also affect the people who need the system.

Slow and steady doesn't win the race?

4

Both UDI and the applicants want the case processing to move a long quickly. The problem arises when this doesn't happen.

There doesn't seem to be anything specifically designed for when things (for various reasons) stray from the plan. The result is more work for the case processor(s) and more waiting time for the applicant.

Budget as limitation or budget as excuse?

5

Budget is an overarching theme to a lot of the main findings.

Sometimes the budget creates limitations, but throughout my research it seems like some people working in the system put even tighter limitations on themselves and uses the budget as an excuse.

1

Gap between intention and experience

When it comes to the experience of the asylum reception centers in Norway, there is often a gap between the system's (leaders) positive outlook and the people seeking asylum's actually lived experience.

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Communication, communication, communication

The (lack of) communication/information flow across departments, organizations and agencies causes a lot of challenges. Neglect of important tasks, difficulty keeping a good overview of the system, spending more time than necessary etc.

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Strict rules and mistrust

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Budget as limitation or budget as excuse?

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Man

Cooperation

Understanding

Self reflection/openness

Problem solving/prepration

Competence

These findings are mainly affected by people. Often due to lack of communication and a proper information flow.

Machine

Rules/regulations

Budget

Requirements

Resources

These findings are mainly affected by the system itself. The challenges within this category would require a lot of resources and time to improve. They are also harder to predict, since shifts in politics may affect future rules and regulations.

Intention and experience

The requirements from UDI to the facilities at an asylum reception center is that it should be simple and safe. Even though the requirements to the standard aren't really high, a lot of employees in UDI have intentions of offering something that exceeds the minimum requirements.

These intentions, however, do not match the lived experience of a lot of the people who have lived in asylum reception centers. It seems like UDI doesn't follow up the actual lived experience of the requirements they have set for asylum reception centers.

How can we ensure that the experience of seeking asylum is as well as intended?

Time is money

Both the UDI and the applicant want the case processing to move as quickly as possible, but a lot of times it takes several months or even several years to process a case.

The waiting time for the applicant causes a lot of challenges, like stress, decreased social interaction, low income, decreased work experience, decreased participation in society, decreased motivation in general, and more.

Which again can lead to difficulities later in life, like getting and holding a job, mental and physical illnesses, difficulities buliding a social network, and more.

How can we make the time spent waiting more valuable to the person seeking asylum?

IDEATION

WORKSHOP 1.0
DEFINING
PROBLEM STATEMENT
WORKSHOP 2.0

Workshop 1.0

I did this workshop twice, and it was a one-on-one workshop, with two people who have previously applied for asylum in Norway.

I made three tasks, where the first one was a quick association task. This was to get the participant thinking, and also to get used to writing and drawing on the papers hung up on the walls.

The second task was to both confirm and visualise the process journey. I had a simple timeline with the touchpoints I knew of and asked the participants to fill in their experience with each touchpoint. After they had filled it in, I asked them to walk me through it, while I took notes, and then asked if my notes were a correct understanding before adding them to the wall.

The last task was a dream scenario task. I asked them to imagine that Norway had the best possible asylum system, and that they had applied for asylum and were now waiting for the answer to their application. I made stationary paper and gave the task of writing a letter as if it was written for someone dear to explain how they were doing, how they were living, and how they spent their days waiting. I also made a set of questions they could lean on if they got stuck or got writer's block.
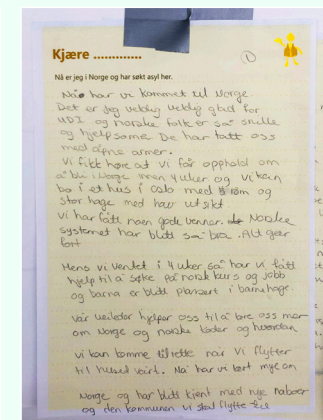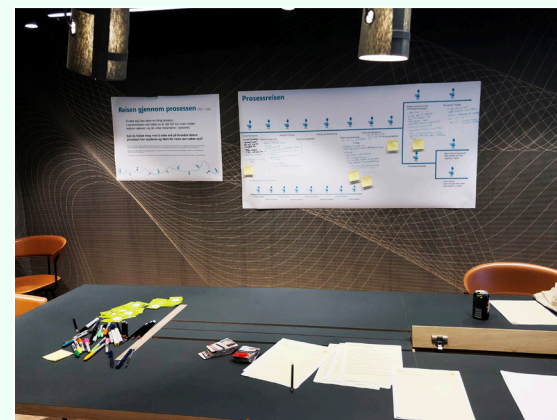
I got a lot of confirmation on a lot of my findings, and it also became clear where I could put my focus moving on

In Ali's story, I mentioned he waited two years for each case processing. And in addition to these 4 years, and his life is still on hold indefinitely.

This is the case with almost every single person I have talked to or read about. Their life is put on hold for an uncertain amount of time, they have nothing to do on a daily basis, they have no ownership to their own everyday life, and though they might have hopes for their future, they have no guarantee that it will come true. Being in this state for months or years can become very harmful for a person and can affect their health long term.

Defining

11 Months of waiting

4 Years of waiting

9 Months of waiting

4 Years of waiting

5 Years of waiting

3 Years of waiting

8 Months of waiting

4 Years of waiting

1 Years of waiting

4 Years of waiting

6 Years of waiting

4 Years of waiting

5 Years of waiting

4 Years of waiting

9 Years of waiting

14 Months of waiting

5 Years of waiting

4 Years of waiting

3 Years of waiting

4 Years of waiting

4 Years of waiting

7 Years of waiting

4 Years of waiting

8 Years of waiting

Luckily there are lots of people who are aware of the passive waiting time in reception centers. These are just some of the NGOs that do voluntary work within the system,. The activities and service offerings through these organisations are appreciated and create a lot of value, from building network, learning and teaching to just having something else than their case to think about.

Røde Kors

Mennesker i limbo

Caritas Norge

NRC FLYKTNINGHJELPEN NORWEGIAN REFUGEE COUNCIL

kia

KNS

MiRA

NORGES FRIVILLIG SENTRALER

AMNESTY INTERNATIONAL

KIRKENS BYMISJON

skeiv verden

frivillig.no
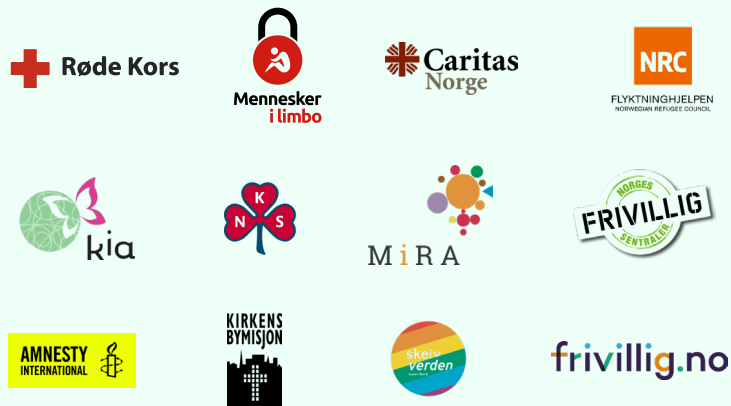
But through my research it seems like a lot of the existing services today are either very local, meaning you only get the offer if you're lucky with your location, or it can be something that is a one-time event, annual event, which doesn't really help with the rest of the 364 days of the year.

Having something on a regular basis, something to fill your everyday life with, seems to create the most value.
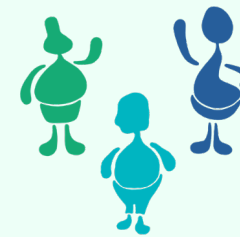
"In our consideration, a more active follow-up of the cooperation agreements can make them more relevant. **In the UDI's own assessment, this is an area where more resources and efforts can be exerted.**"

On following up agreements and implementation of voluntary services

- The UDI should facilitate information dissemination between the groups of actors. **There is room to find and collect** ideas, solutions and examples in a more systemic fashion, and subsequently **share these between regions.**

- The UDI should challenge the NGOs (non-governmental organizations) on **how they collaborate and coordinate themselves.**

Problem statement

The main actors in the waiting time are UDI, who is processing the case. The reception center operators, who provide facilities, housing and information during a resident's stay. NGOs, who are offering services to the residents. And of course the residents themselves.

Based on all the research and the first rounds of workshops, I formulated a new problem statement to help in the further development of a concept and solution.

Utlendingsdirektoratet (UDI) **Reception center operators** **Non-governmental org. (NGO)** **Person seeking asylum**

How can **UDI facilitate for, and actively follow up on, information dissemintation, collaboration and inspiration** between actors, and across regions, when it comes to volunteer work in reception centers?

Workshop 2.0

In this workshop there were 12 participants. Some had knowledge and experience from the system, others had no knowledge or experience. To give an insight into the system, I started by introducing Ali's story.

Task 1a
Gathering people's knowledge and experience from voluntary work at reception centers. The degree of knowledge varied a lot, and a lot of the participants mentioned that it's hard to find information about this.

Task 1b
I introduced an idea of gathering all information in one place, and asked what needed to be accessible in that space. A lot of people mentioned things that would make the space both informational and actionable. Somewhere to learn and to contribute. Pictures and videos of existing voluntary work could engage and make it interesting and inviting.

Task 2
The final task was the problem statement of how UDI can facilitate for voluntary work. People agreed that a digital space would be nice for information, but that physical events and meetings would be engaging and inspirational to keep people interested and active.

Frivillig arbeid i asylmottak i Norge

Utlendingsdirektoratet (UDI) Reception center operators Non-governmental org. (NGO) Person seeking asylum

How can **UDI facilitate for, and actively follow up on, information dissemination, collaboration and inspiration** between actors, and across regions, when it comes to volunteer work in reception centers?

HANDLINGSROM

UDI'S FACILITATION FOR, AND ACTIVE
FOLLOW-UP ON, VOLUNTARY WORK IN
ASYLUM RECEPTION CENTERS AND THE
AFFECTS ON RESIDENT'S DAILY LIFE

CORE OFFERING
GOAL AND VISION
CONCEPT
TOUCHPOINTS
MVP
IN CONTEXT
VISUAL PROFILE
GIVE AND GAIN

Core offering

Handlingsrom offers UDI tools to actively follow up on the daily life in asylum reception centers, and tools for making the system more accessible and open to new actors, resources and opportunities

Goal

Improve the experience of seeking asylum in Norway through facilitating for more voluntary work in asylum reception centers and better follow-up by UDI

Vision

The Norwegian asylum system will inspire other countries to up their standards of asylum systems and treatment of people seeking asylum

Handlingsrom

Today, there is no collection of information on voluntary work in asylum reception centers across regions, organisations and various reception centers. If you want information about this, want to register as a volunteer or, as an organisation, want to offer services for residents at a reception center, you must find your way through a complex system and often times you will have to contact several people for the same thing, and go through the same steps multiple times.
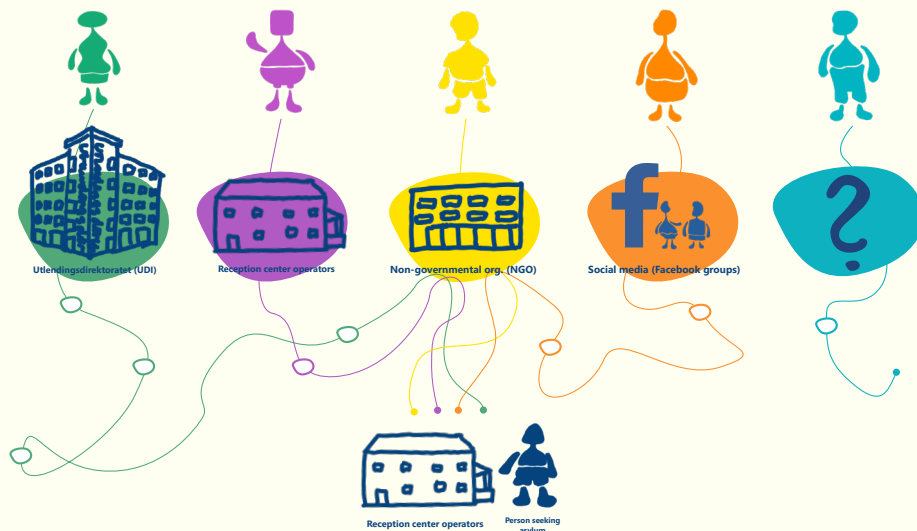
Handlingsrom will be a space to collect and share information and inspiration. A space for interaction between organisations, actors and regions. It's also a space where people can get involved in the work.

It will replace the endless chaos of actively looking up opportunities and the endless chaos of information regarding voluntary work in reception centers.

The service will make it easier for UDI to facilitate voluntary work in the reception centers, as well as actively follow up agreements and offers that are given to residents. In this way, UDI has an opportunity to improve the lives of the residents without needing a much larger budget or more resources than they already have.

Handlingsrom will make information accessible to everyone who seeks out information about voluntary work in asylum reception centers. The residents, the reception operators, NGOs and the civil society.

Utlendingsdirektoratet (UDI) Reception center operators Non-governmental org. (NGO) Social media (Facebook groups)

Reception center operators Person seeking asylum

Handlingsrom

Reception center operators Person seeking asylum

Touchpoints

These are the most important touchpoints in Handlingsrom. One point represents a meeting between different actors or an action performed via Handlingsrom. None of the points exist (in this way) in the system today.

Collective report back to UDI
about NGOs and voluntary work happening at the reception center

Who: Reception center manager (responsible), employees, residents, NGOs and volunteers

Why: Give all actors opportunity to see eachothers perspective, systematically providing each actor the opportunity to give feedback

How: UDI provides a tool for the involved actors to use in a required feedback meeting. The feedback is sent to UDI

Recident is informed
about Handlingsrom at arrival to the reception center (included in existing welcome info)

Who: Residents at reception centers, reception center manager (responsible)

Why: Give the resident information on how to give feedback, make wishes for activites/services, read about and get inspired by other centers/regions

How: Information about Handlingsrom is added to the existing welcome information for people arriving at reception centers

Finding Handlingsrom
and be introduced to possibilities within voluntary work in the asylum system

Who: People wanting to become a volunteer, residents at reception centers, NGOs, employees at reception centers, people interested in learning about the system

Why: To open up for opportunities, ideas, people and NGOs to improve the experience of living at a reception center in Norway. Making the system more transparent

How: UDI will have a visable, and easy to find, way in to Handlingsrom on their website. It should also be a top search hit when googling "UDI + volur

NGOs sign up
to offer voluntary work at reception center(s)

Who: NGOs

Why: Lower the threshold for (smaller/local) NGOs to initiate a collaboration with one or several reception centers

How: On Handlingsrom's website there is a tool/portal for signing up. There are filters for regions, types of projects etc. The tool presents a standard NGO+UDI agreement, which gives a foundation to quickly make a custom agreement for each NGO

Recident gives feedback
individually to UDI about the offers and life at the reception center

Who: Residents at reception centers

Why: Give the resident the opportunity to give feedback individually on a regular basis. A way for UDI to actively follow up on both voluntary work and the reception center operation, securing the resident's perspective

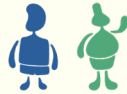**How:** UDI provides a tool for the NGOs and/or volunteers to log their daily life (in their own language) in a report tool that is sent to UDI every 6 months

Reading about Handlingsrom
and what projects and NGOs are active within the system, what is happening in which regions etc.

Who: People wanting to become a volunteer, residents at reception centers, NGOs, employees at reception centers, people interested in learning about the system

Why: Be able to read about projects/activities/services offered in the reader's local region and field of interest.

How: On Handlingsrom's website people can read about the active NGOs in reception centers, information about becoming a volunteer, examples of active/previous projects in different centers, general information about reception centers and the system itself etc. The information can be filtered based on region and reception centers to make the information relevant for the readers location.

Signing up as volunteer
to work for an NGO/association in a reception center

Who: People wanting to become a volunteer

Why: Lower the threshold for everyday people to engage with the asylum system and be able to contribute in a productive and sustainable way

How: On Handlingsrom's website there is a tool/portal for signing up. There are filters for regions, types of commitments etc.
The portal sends registrations to NGOs, not UDI

Contacting local NGOs
about cooperation for offering services to the recidents of reception centers

Who: Reception center manager

Why: To initate collaborations with small/local NGOs and associations and evolving/improving the service offered the residents at the center

How: UDI provides manager with tools/templates that can help and encourage managers to reach out to local NGOs and associations

Arrange meetings/conferences
across regions, actors and NGOs

Who: UDI (responsible), reception center manager, resident representative(s), NGOs

Why: To create a physical meeting space where different actors can share experiences, inspire solutions, exchange knowledge etc. This can increase people's cometence on the field, understanding perspectives, initiate collaborations etc.

How: UDI organizes gatherings at least once a year. They invite people from all different actor groups, regions and reception centers. The gatherings can have workshops, educational talks/lectures, social network building etc.

NGO/volunteer gives feedback
individually to UDI about how the volunteer work is going

Who: NGOs/volunteers in NGOs

Why: Give the NGO/volunteer the opportunity to give feedback individually on a regular basis. A way for UDI to actively follow up on voluntary work, securing the NGO's/volunteer's perspective

How: UDI provides a tool for the NGOs and/or volunteers to log their activities in a report tool that is sent to UDI every 6 months

Log the value and affects
of the services provided through volunteer work (or lack there of)

Who: Reception center manager

Why: Gives UDI a way of actively following up on the service offered the residents at the center, both voluntary work and the center operation

How: UDI provides a tool for the reception center manager to log the daily life in a report tool that is sent to UDI every 6 months

The touchpoints do not necessarily occur in a particular order, but works as a cycle, which means every touchpoint occurs regularly.

At this point I had 4 feedback sessions. One with UDI, one employee in an NGO, one with someone who has previously applied for asylum and one with someone who has no knowledge of the asylum system.

Touchpoints in Handlingsrom

Touchpoints in Handlingsrom

Log the value and affects
of the services provided through volunteer work (or lack thereof)

NGO/volunteer gives feedback
individually to UDI about how the volunteer work is going

Recident gives feedback
individually to UDI about the offers and life at the reception center

Collective report back to UDI
about NGOs and voluntary work happening at the reception center

Arrange meetings/conferences
across regions, actors and NGOs

Signing up as volunteer
to work for an NGO/association in a reception center

NGOs sign up
to offer voluntary work at reception center(s)

Reading about Handlingsrom
and what projects and NGOs are active within the system, what is happening in which regions etc.

Recident is informed
about Handlingsrom at arrival to the reception center (included in

Finding Handlingsrom
and be introduced to possibilities within voluntary work in the asylum system

The circle does not represent a given time period, but rather the fact that all the touchpoints will happen over and over in a loop.

Based on the feedback sessions I chose 4 aspects to focus on in the furter development. The feedback tools and system, information dissemination, signing up and the physical gatherings

Feedback tools and system
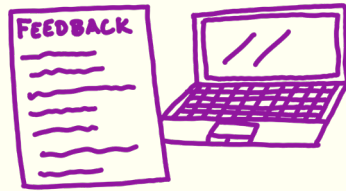
What?

These touchpoints consist of templates for feedback surveys that UDI will give to the actors involved in voluntary work in reception centers. In addition, there are tools for distributing information and reminders to the users, which UDI will be responsible for.

How does it work?

Anyone can go on www.handlingsrom.udi.no and give feedback. In the form, you fill in your actor role and location, which will automatically categorise it for UDI to see feedback filtered by actor role and location. But UDI will have responsibility to make sure all actors are informed about Handlingsrom. Where they see fit, they can delegate the responsibility to the reception center operators, and actively follow up by asking for feedback on information dissemination of Handlingsrom.

How is it designed?

The surveys are designed to be distributed both digitally and physically. The digital through www.handlingsrom.udi.no, the physical will be available to print from the same website. The surveys templates can be used as they are, or they can me customised. It is most important that the questions in the surveys are well thought through and formulated, and it is important that UDI know what kind of feedback they want, and at the same time are open to any feedback they didn't ask about. Therefore, the templates also come with guidelines for when creating new questions.

Collective report back to UDI
about NGOs and voluntary work happening at the reception center

Who: Reception center manager (responsible), employees, residents, NGOs and volunteers

Why: Give all actors opportunity to see eachothers perspective, systematically providing each actor the opportunity to give feedback

How: UDI provides a tool for the involved actors to use in a required feedback meeting. The feedback is sent to UDI

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Who: Residents at reception centers

Why: Give the resident the opportunity to give feedback individually on a regular basis. A way for UDI to actively follow up on both voluntary work and the reception center operation, securing the resident's perspective

How: UDI provides a tool for the NGOs and/or volunteers to log their daily life (in their own language) in a report tool that is sent to UDI every 6 months

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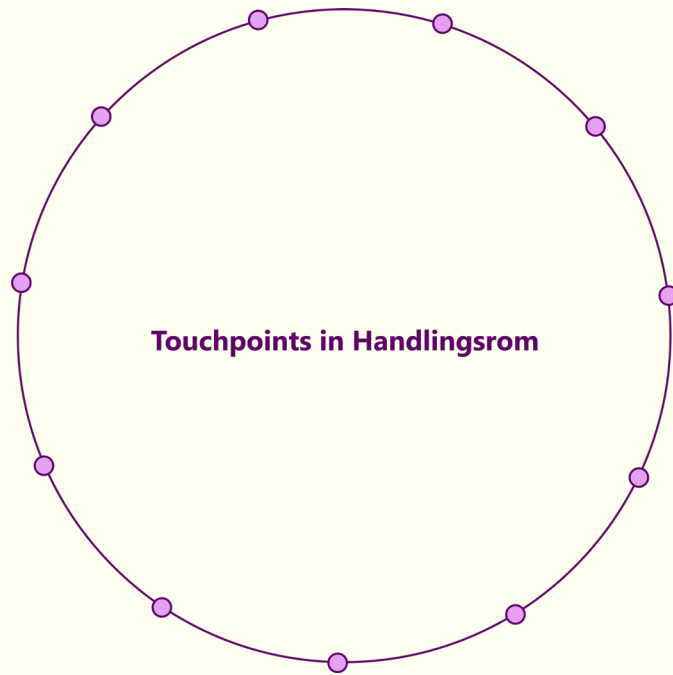

Log the value and affects
of the services provided through volunteer work (or lack there of)

Who: Reception center manager

Why: Gives UDI a way of actively following up on the service offered the residents at the center, both voluntary work and the center operation
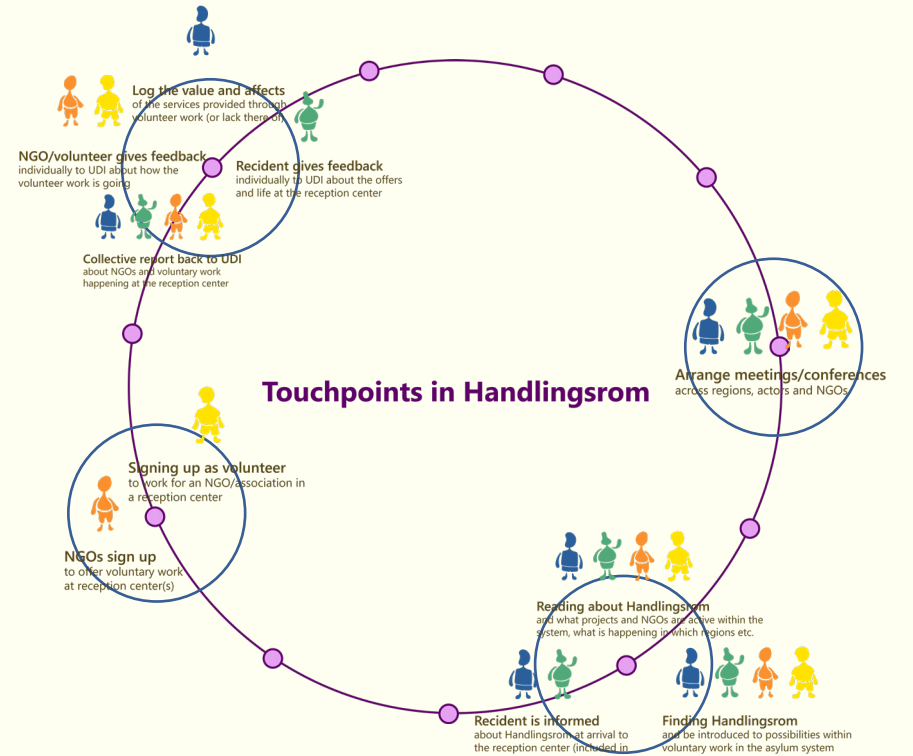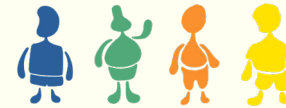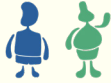
How: UDI provides a tool for the reception center manager to log the daily life in a report tool that is sent to UDI every 6 months

Information dissemination

Recident is informed
about Handlingsrom at arrival to the reception center (included in existing welcome info)

Who: Residents at reception centers, reception center manager (responsible)

Why: Give the resident information on how to give feedback, make wishes for activites/services, read about and get inspired by other centers/regions

How: Information about Handlingsrom is added to the existing welcome information for people arriving at reception centers

Finding Handlingsrom
and be introduced to possibilities within voluntary work in the asylum system

Who: People wanting to become a volunteer, residents at reception centers, NGOs, employees at reception centers, people interested in learning about the system

Why: To open up for opportunities, ideas, people and NGOs to improve the experience of living at a reception center in Norway. Making the system more transparent

How: UDI will have a visable, and easy to find, way in to Handlingsrom on their website. It should also be a top search hit when googling "UDI + voluntary"

Reading about Handlingsrom
and what projects and NGOs are active within the system, what is happening in which regions etc.

Who: People wanting to become a volunteer, residents at reception centers, NGOs, employees at reception centers, people interested in learning about the system

Why: Be able to read about projects/activities/services offered in the reader's local region and field of interest.

How: On Handlingsrom's website people can read about the active NGOs in reception centers, information about becoming a volunteer, examples of active/previous projects in different centers, general information about reception centers and the system itself etc. The information can be filtered based on region and reception centers to make the information relevant for the readers location.

What?

These touchpoints consist of digitally and physically distributed information about Handlingsrom's services. For residents at reception centers, there is info about how to give feeback and make wishes and requests for activities and the facilities. For all actors, there is information about voluntary work and the system in general

How does it work?

For the residents, information about Handlingsrom is included in the existing welcome information program for new residents. To gather information about activities and active NGOs, UDI gives reception center managers the responsibility to actively update the list of activities through the feedback forms.

How is it designed?

The physical design is a brochure with the most important information about Handlingsrom. This brochure should be designed in as many different languages as possible, since people arriving at reception centers often are new and haven't had any Norwegian training. By giving information to people in a language they are familiar with, UDI ensures that the information is understood, not only distributed. The website should also be available in different languages, at least the most important information should be.

Handlingsrom

Sjekk ut www.handlingsrom.udi.no for å lese om aktiviteter arrangert av frivillige, for å komme med ønsker til aktiviteter eller gi tilbakemeldinger til UDI om livet på mottaket.

Sign-up applications

NGOs sign up
to offer voluntary work
at reception center(s)

Who: NGOs

Why: Lower the threshold for (smaller/local)
NGOs to initiate a collaboration with one or
several reception centers

How: On Handlingsrom's website there is
a tool/portal for signing up. There are filters
for regions, types of projects etc. The tool
presents a standard NGO+UDI agreement,
which gives a foundation to quickly make a
custom agreement for each NGO

Signing up as volunteer
to work for an NGO/association in
a reception center

Who: People wanting to become a volunteer

Why: Lower the threshold for everyday people
to engage with the asylum system and be able to
contribute in a productive and sustainable way

How: On Handlingsrom's website there is a
tool/portal for signing up. There are filters for
regions, types of commitments etc.
The portal sends registrations to NGOs, not UDI
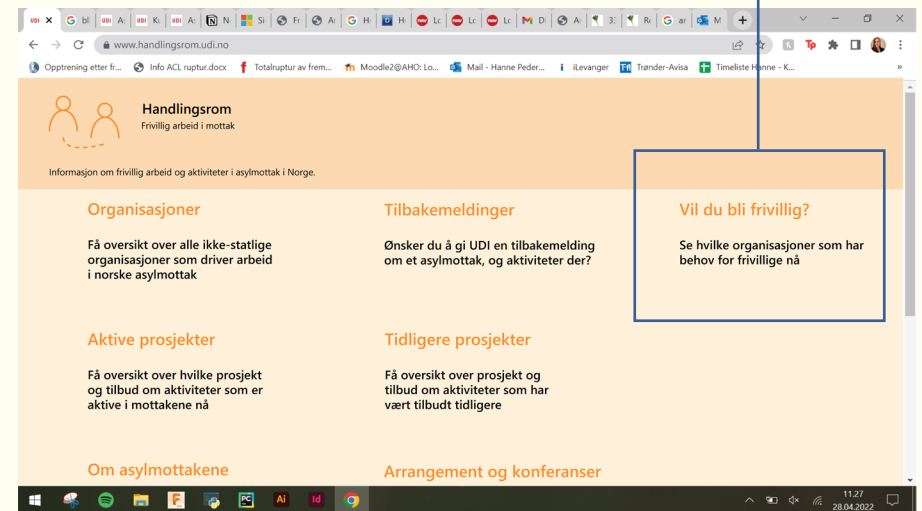
What?

These touchpoints are application portals for potential
volunteers or NGOs that want to start an activity at a reception
center. The application portal can be found on the website.

How does it work?

For people who want to become a volunteer, the application is sent to NGOs and
is processed in their respective systems. For NGOs signing up, the application is
sent to reception center managers, and a copy is sent to UDI. The center manager
will invite in NGOs that they see fit the center. UDI will see that there is a new
collaboration starting, and can see that the agreement follows rules and guidelines.

How is it designed?

Both are simple applications, with a standard agreement set up. The potential
new volunteers ticks off their location, commitment preferences etc. and will
be contacted by the best match of NGOs to register as a volunteer. In the
NGO application, they also tick off location(s), type of activities, capacity etc.
and the application is sent to the best match of reception center managers,
who will continue the process of getting the NGO activity into the center.
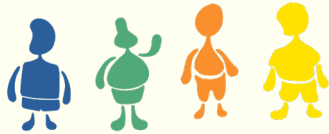
A mock-up website toshow what it could look like

Physical gatherings

Arrange meetings/conferences
across regions, actors and NGOs

Who: UDI (responsible), reception center manager, resident representative(s), NGOs

Why: To create a physical meeting space where different actors can share experiences, inspire solutions, exchange knowledge etc. This can increase people's cometence on the field, understanding perspectives, initiate collaborations etc.

How: UDI organizes gatherings at least once a year. They invite people from all different actor groups, regions and reception centers. The gatherings can have workshops, educational talks/lectures, social network building etc.

What?

This touchpoint is important for building networks across regions and actors, for improving and creating cooperation, inspiration and exchanging experiences.

How does it work?

UDI organises meetings and conferences at least once a year where they invite all actors. The events can contain both professional and social activities. They can invite residents, center managers, NGOs etc. to give talks about successful projects. They can have workshops to develop ideas for improving life at reception centers with the help of voluntary work. The imagination is the limit for the content.

How is it designed?

Each conference could be designed differently. UDI could also invite various actors into the planning and organising of the conference to create engaging content for the participants.

Minimum viable product

UDI might not be able to create a service that could offer all the touchpoints, at least not all from the start. The most important points of this service would be the feedback tools and system.

With the ability to collect feedback from various perspectives, UDI will be able to develop their service in meaningful ways in the future.

What?

Tools and system for getting feedback from different perspecitves, including the residents, NGOs and reception center operators.

Why?

By getting feedback from the various perspectives, the job of developing the service becomes easier for UDI. They make sure to respond to needs and wishes faster and with a more secure basis than if they are based on feedback from only one perspective. A system and tool for the actors to give feedback both individually and collectively will also be an opportunity to create and show understanding for each other's perspectives.
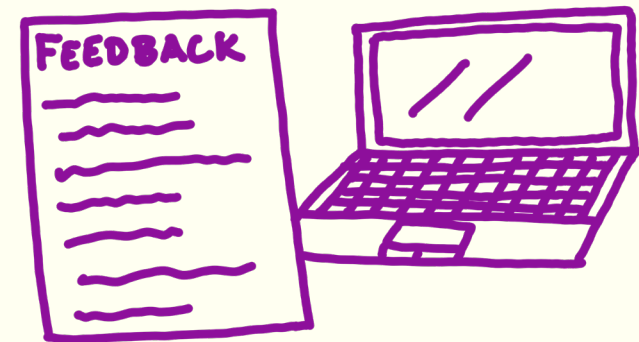
How?

Handlingsrom will provide all actors with tools to give feedback at a time that suits them, in addition to having scheduled feedback sessions.

All actors (residents, center manager, employees, NGOs, volunteers) can find the tools through Handlingsrom to give feedback, about the voluntary work and life at the center in general, to UDI individually.

There will also be facilitated collective feedback sessions with all actors together with UDI, to increase cooperation and transparancy in the operation of the center.

In context

Handlingsrom would be a department within UDI , but since most of UDI's websites and information dissemination is aimed at people seeking asylum or other types of residency, I have made a similar, yet new identity for Handlingsrom, to seperate it from UDI's existing services, which are aimed at very specific groups of people, who to some degree will have a relation to the asylum system, and therefore is looking up info regarding their case etc.

Handlingsrom is also aimed at specific groups of people, but at the same time, it is a space for anyone to discover and learn about voluntary work in asylum reception centers, which means the crowd can be people who know everything about the system, and people who know nothing. Having this space seperated from UDI's existing presence will keep things clear and tidy, which is important when adding something to an already complex system.

Inspired by NAV's (Norwegian Labour and Welfare Administration) existing service called Arbeidsplassen, I chose to use a sub-domain for the website; www.handlingsrom.udi.no. So it belongs to UDI, but it is it's own website, and has it's own identity and target group.
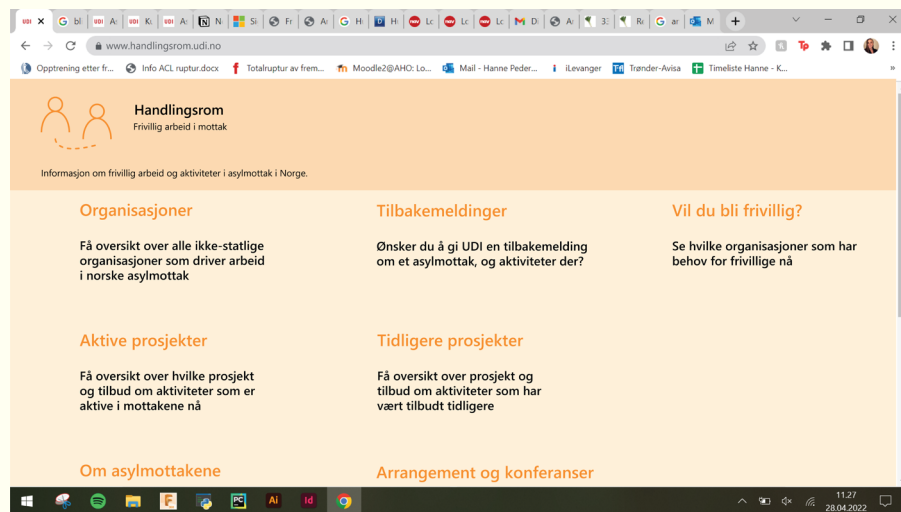
A mock-up website toshow what it could look like

Visual profile

In this project I chose a bright, cheerful colour palette to contrast the heavy theme of the prosject. I wanted to have illustrations that could spark hope and posititvity instead of becoming an amplifier for the negative feelings related to topics in the asylum system. The shapes of the illustrations are simple and playful to match the colours without competing for the attention too much.
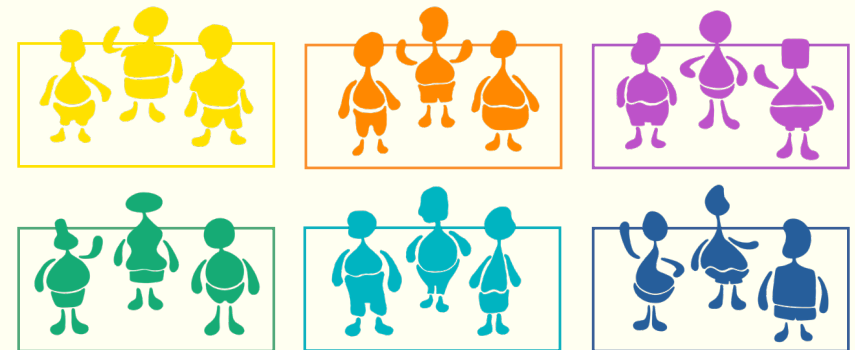
Headline Segoe Bold
Headline 2 Segoe Bold

Body text Segoe Regular

The fonts are Segoe UI. It's a simple sans serif font to keep the text simple next to the attention-grabbing colours of the illustrations.

For the actual service in the solution, it might be wise to tone down the use of the colours and playfulness. Keeping some of it, because the service is supposed to be hopeful and positive, but I would have to make the visual profile a bit more professional in the next iteration.

Give

With handlingsrom, every actor has to give to recieve, and here is an overview over what each main actor in the service would have to give

UDI
- Tools for feedback
- Information
- Opportunities (for voluntary work and cooperation)

Reception center residents
- Feedback to UDI
- Effort to get involved in user influence

Reception center managers
- Feedback to UDI
- Information for the residents
- Effort to initiate local collaborations with NGOs

NGOs
- Feedback to UDI
- Implementing activities
- Onboarding volunteers (as they already do)

Potential volunteers
- Time out of spare time, spent volunteering
- Feedback to UDI

Gain

and what they might gain from the service.

- Value for people using the system or working in it
- Better control of reception center operations
- Bigger reach with information dissemination

- Understnding from UDI and center manager
- More active daily life
- Oppportunities for network building and new experiences
- Knowledge of the Norwegian culture, society and language

- Better understanding from UDI
- Valueable experiences for the residents, employees and collaboration partners
- More activity at and around the reception center
- Bigger network

- Opportunity to collaborate with reception centers
- More volunteers recruited
- Bigger network

- An active spare time
- Bigger network
- Knowledge of other cultures and languages
- New experiences

REFLECTIONS

FEEDBACK
POTENTIAL
REFERENCES
CHALLENGES
OVER TIME

Challenges

Although the solution would benefit a lot of people, there are also challenges that could, and would, appear as a consequence of it

More work that needs to be delegated and followed through

Building a new department and a new website is a lot of work, and needs a good plan for the follow-through. In feedback sessions with UDI, I was told that they are actually in the starting phase of developing systems and tools for following up agreements with NGOs and voluntary work, so even though it's a lot of work, it seems like it is something UDI is willing to do

Keeping a information updated can be challenging

In a system influenced by a lot of factors, like politics and refugee flows, information might change often. Keeping everything updated is cruical to keep Handlingsrom relevant. It might be wise to look into automation in the feedback from reception center managers regarding active projects and activities in the reception centers.

Big scale might not fit the budget

Organizing the physical meetings and conferences is a big job. To keep the cooperation going, physical meetings/gatherings can be established on a regional level, to downscale

Handlingsrom over time

Political and governmental shifts

One thing that is potentially a big challenge is political influence. Depending on who's sitting in government, the rules, regulations and even laws regarding immigartion and asylum might change, for better or for worse. This might in the future affect Handlingsrom one of two ways. It might give Handlingsrom more resources, and it might put the service out of order.

But if it stays active, it could help UDI in developing their service in the asylum system in the future, getting feedback on a regular basis, and being able to work with the users and actors in the system will make communication better and workload easier to carry.

Feedback

Through the development of the project and the solution, I have received feedback from people in UDI, people who have previously applied for asylum as well as people who don't know the system.
The feedback has been overwhelmingly positive, and they have all helped decide the direction and make decisions for the solution.

People in UDI have been very enthusiastic about the concept, saying they have already started working with similar challenges and topics.

People who have previously applied for asylum have said they think something like this could improve the experience, and give the residents a voice to be heard, and a bigger opportunity to have an active life while waiting for their application to be processed.

When getting positive feedback from people who got their application approved I asked them to imagine their opinion about this service if they weren't approved. They said that they would of course be devastated that they would have to leave Norway after possibly learning the language, building networks and making an effort learning about Norway. But they all reflected around having learnt new things, met new people, been active every day, and that it would never be a disadvantage to have done those things, and finishing by saying they would be absolutely devastated if they were rejected, no matter what they did while waiting. Probably even more so if they wasted years doing nothing.

I also spoke to people who have had their applications rejected, and had to leave Norway. They said some of the same things as the people who got theirs apporved. But they were also a bit more interested in what it would mean to them, and how it could be valuable to them even after they had to leave. Would the people they met, or the things they learnt be something they could use outside of Norway? Which is an interesting question.
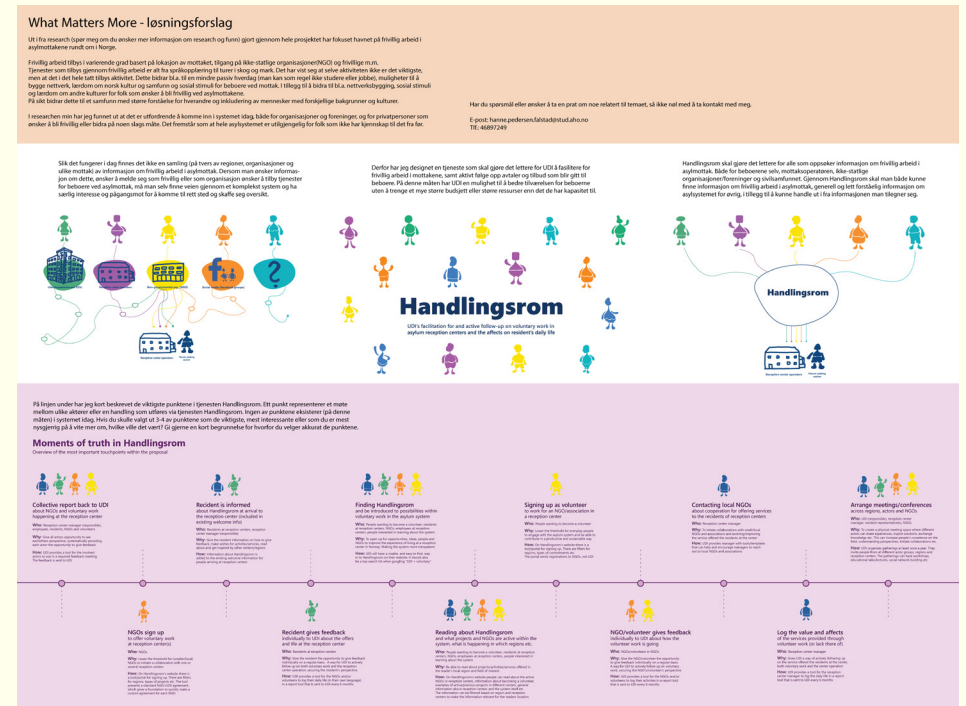
I used this overview to explain the system, my project and the solution in a compressed and quick way

I also had someone who had little knowledge about the asylum system review the solution. They said they felt they learnt a lot about the system just from reading about this service, which sparked an interest in the voluntary work that exists in asylum reception centers today.
That showed me an example where someone could be recruited to become a volunteer just by learning the basics of the service and the system

Potential

The next things I would like to develop in this solution would be

- Detailing the touchpoints even more, testing them even more

- Doing the interaction design of the website www.handlingsrom.udi.no

- Look into the possibility of having a log in portal on the website to give people more control of their own feedback history, and to be able to save searches and filters, and having a profile where you can categorise yourself as a resource (looking for a volunteer job, a resident with a skill set for an activity or an activity idea, looking for volunteers etc.)

Thank you!

Everyone involved, who took time out of their days to help me and provide me with insights and feedback.
A special thank you to the 14 amazing people who shared with me their personal stories of seeking asylum, I am forever grateful professionally and personally!

Ted Matthews, who has helped guide me through this diploma (and several courses through my time at AHO). I will forever hear your voice in the back of my mind; "Cognitive unloading! Get it out of your head and on to paper!"

My fellow graduates, for collective support, fun and stress.
P-max and relax forever!

Friends and family, for support and encouragement.

My computer, for not having a weekly breakdown, like me.

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سلام

حال همه ما خوب است. سلام ای دوست! مرا یادت هست
لیاقت؟ من همان خدادادم که ساعت شب بیدارم کردی که
بروم از نانوایی سنگک نان بخرم جتم لی دت هست!

تو نماز خواندی و چای دم گذاشتی. و من هنوز خواب بودم.
یادت هست لیاقت؟ من خدادادم. می دانی لیاقت چقدر از تو
دورم؟ می دانی چه روزها و شبهای زیادی فاصله داریم از
هم؟

من این روزها در کمپ "اوتلیرا"ی نر روز منتظر جواب اقامتم
هستم. لیاقت، همیشه آرزو می کنم که سالم و موفق باشی.

لیاقت جان، دوست ندارم بگویم که چقدر بدون تو تنهایم.
دوست ندارم از تنهایی بگویم. چون تو همیشه با منی و
در قلب منی. امیدوارم که یک روز، دوباره با هم و کنار هم
باشیم.

خداداد یاری

Hi,

We are all doing well. Hi my friend,
Liaghat, do you remember me? It's me,
Khodadad, who you once woke up at twelve o'clock
at night, so I could go to the bakery and
buy Sangak-nan. You probably remember.

You prayed, and you made tea, but I continued to
sleep. Do you remember, Liaghat? I'm Khodadad.
Do you know how far away from you I am, Liaghat?
Do you know how long evenings and days the
distance between us is?

I spend my days in a camp, waiting for a response
to my application for a residence permit. I wish that
you'll always be healthy and happy.

Dear Liaghat, I do not like to say how lonely I am
without you. I do not like to talk about loneliness.
Because you will always be with me, in my heart. I
hope that we one day can be together again.

Best regards Khodadad

Khodadad Yari