

# OPERATIONAL SUPPORT CENTRE

10CF

EASO then & now:  
evolution of EASO's activities  
over the last ten years &  
future perspectives

10th Consultative Forum virtual Plenary Meeting, 13 & 14 October 2020

# Operational Support Centre

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## Mission

Planning and implementation of operational and/or capacity building programmes and projects in support of EU+ and third countries based on agreed Operational Intervention Logics; clearly identified and prioritised needs; defined entry, exit and sustainability strategies that inform results frameworks, implementation plans, financial & human resource plans, monitoring frameworks & evaluation plans so that the Agency delivers timely support to achieve clearly agreed outcomes in a coordinated, planned, cost-effective, efficient, legal and sustainable fashion, compliant with the EASO Regulation and EU financial regulations.

## OPERATIONAL SUPPORT TO:

- EU+ **countries to respond to a particular pressure** on their asylum and reception systems.
- **Third Country (TC) support** in line with the Agency's **External Cooperation Strategy**.
- EU+ countries to facilitate their efforts in providing access to the EU for persons in need of international protection through **Resettlement** and **complementary pathways**.



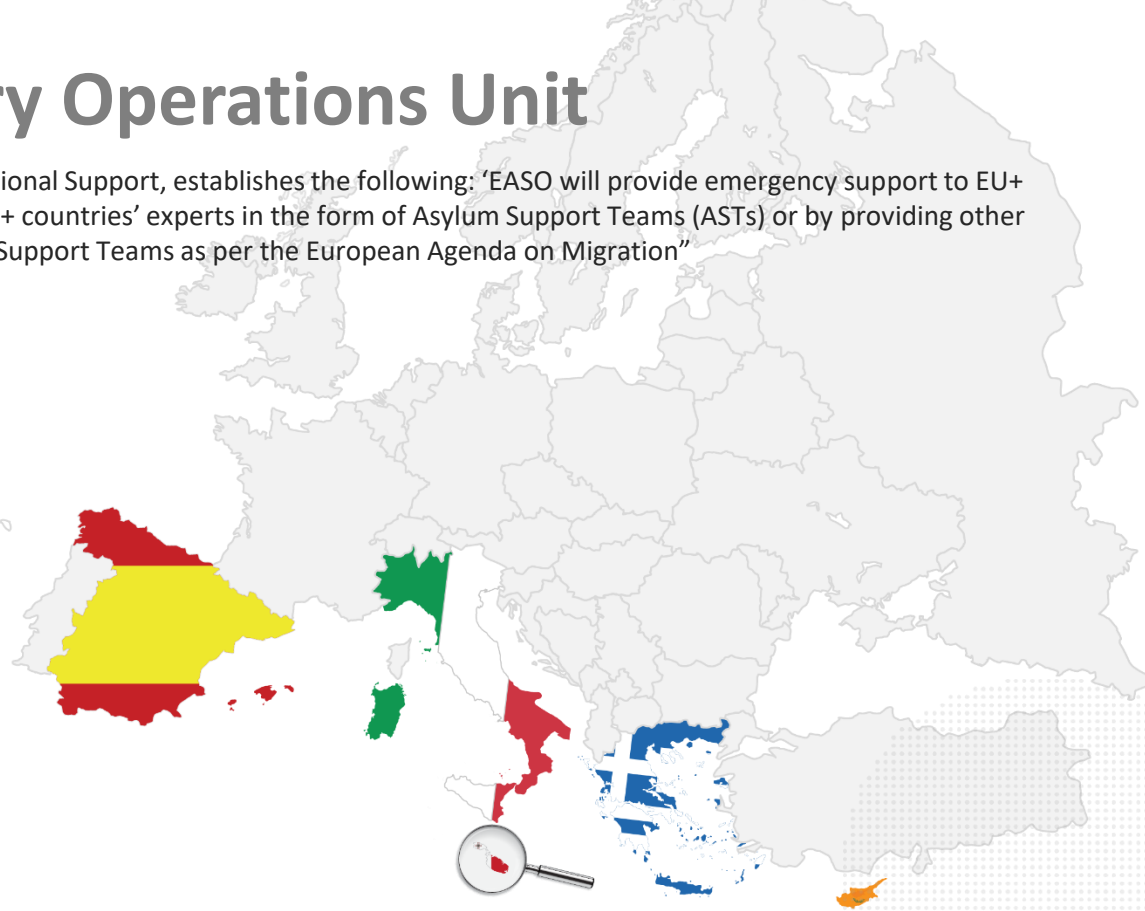
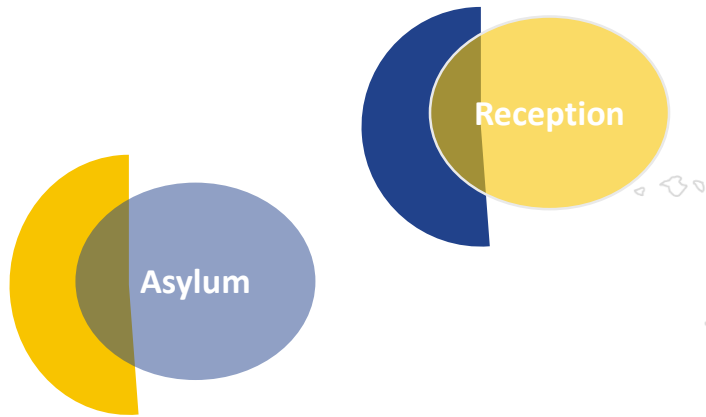
## Objectives

## HOW?

- Developing and implementing programmes and projects and developing **(horizontal) operational systems and tools**

# Country Operations Unit

EASO Work Programme 2016, REV2, chapter II.1 Operational Support, establishes the following: 'EASO will provide emergency support to EU+ countries subject to particular pressure by deploying EU+ countries' experts in the form of Asylum Support Teams (ASTs) or by providing other support as required, including through Joint Processing Support Teams as per the European Agenda on Migration'



**Italy**  
*in 50 locations*

**Greece**  
*in 49 locations*

**Cyprus**  
*in 9 locations*

**Malta**  
*in 4 locations*

**Spain**  
*ongoing needs assessment*

# EASO Operational Support Centre

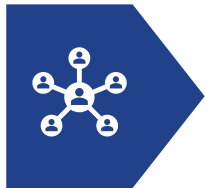
Between January and August 2020:



EASO performed 20,224 (39%) of total registrations throughout Greece, Italy, Cyprus and Malta. This would place it 5<sup>th</sup> among all EU+ countries in terms of registrations



EASO's operational presence was significantly reinforced in Malta, Cyprus and Greece while it was downscaled in Italy in line with changing needs.



Close to 90,000 workdays were carried out by EASO deployed experts, the highest level of EASO operational activities since the beginning of operations.

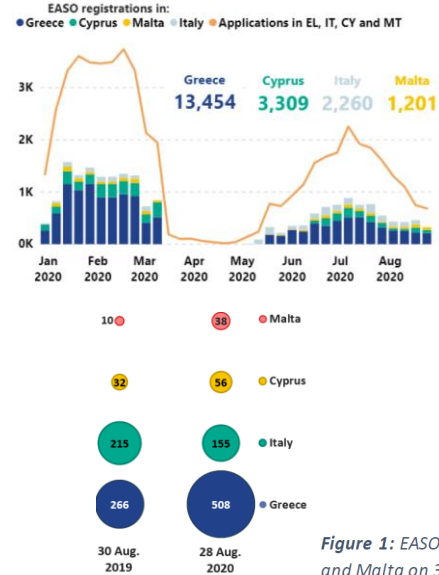
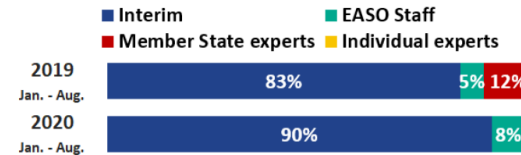


Figure 1: EASO experts deployment in Greece, Italy, Cyprus and Malta on 30 Aug. 2019 and 28 Aug. 2020



# EASO Operational Support Centre

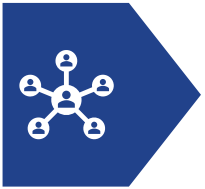
## Between January and August 2020:



In **Greece**, 8,700 interviews were conducted, and 8,300 concluding remarks drafted – more than double the numbers for 2019.



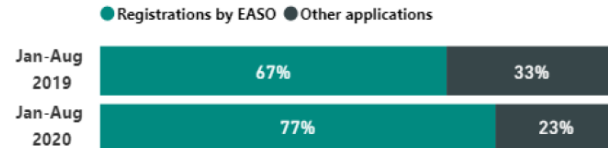
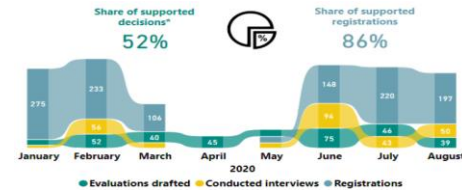
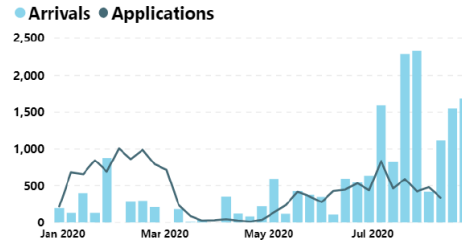
In **Italy**, support shifted to second instance judicial proceedings and ad-hoc disembarkations, 100% of all requests by MS and EC. About 19,200 arrivals in Italian ports were reported, close to four times the amount recorded in 2019.



In **Malta**, operational support increased significantly. 90% of all applications were registered by EASO, along with drafted evaluations supporting half of all first-instance decisions.



In **Cyprus**, due to the constantly growing migration pressure Cyprus, EASO significantly increased its resources. 3,309 registrations were supported between January – August, 2020, amounting to three quarters of all applications lodged in Cyprus.







# External Dimension Unit

EASO plays an important role in the External Dimension of the Common European Asylum System (CEAS).

The EASO external action is defined in the **EASO External Cooperation Strategy** and is composed of two main pillars:

**Third Country  
Support**

**Resettlement**



# Resettlement

EASO's work on Resettlement and Humanitarian Admission aims at **facilitating EU+ countries' efforts in providing access to the EU for persons in need of international protection.**



## Resettlement Support Facility (RSF) based in Istanbul

- EASO provides operational support to EU+ Countries through the RSF.
- RSF services include logistical support for EU+ countries' selection and Pre-Departure Orientation (PDO) missions, such as transport and accommodation of refugees, rooms for interviews and training, childcare etc.



## Permanent support to EU+ countries

- Resettlement and Humanitarian Admission Network
- Tools and RST trainings



## Complementary Pathways (CP)

- Pilot Project on Private / Community Sponsorship Programmes
- Other CP to international protection

# Third Country Support

EASO aims at **contributing to the establishment and/or strengthening of asylum and reception systems as well as to the fostering of protection sensitive migration management in priority Partner Countries.**



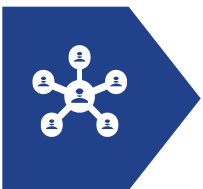
## Geographical priorities

- Western Balkans
- Turkey
- Middle East and North Africa (MENA) Region



## Capacity building activities

- Trainings, on-the-job coaching, contribution to technical documents, workshops, etc.



## Stakeholders Management

- Third Country Cooperation Network & Working Groups
- EU+ countries, European Commission, EEAS/EUDs, EU agencies, UNHCR, IOM, Civil Society





# Programming Monitoring and Evaluation

- ✔ Providing, planning, design, monitoring and evaluation support, based on an Operations Manual and a validated project management methodology applying clear entry, exit and sustainability strategies in line with the Agency's mandate.

# TRAINING AND PROFESSIONAL DEVELOPMENT CENTRE (C2)

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# Training and Professional Development Centre



**Training Curriculum  
Design Sector**



**Training Standards and  
Research Sector**

**Training  
Development Unit**



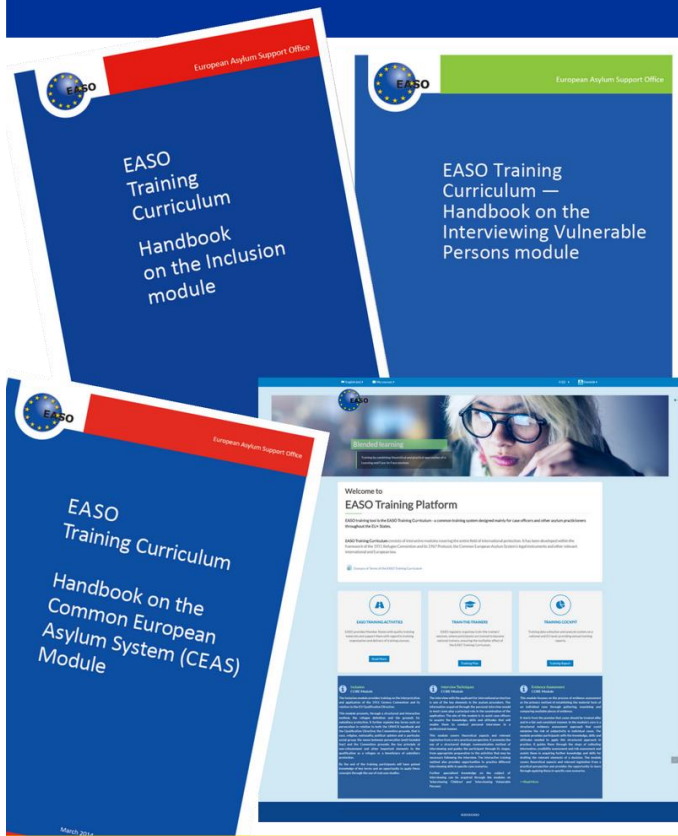
**Training Delivery  
Sector**

**Training  
Implementation Unit**



**E-Learning and Client  
Relations Management  
Sector**

# Activities of C2



- **Professional training curriculum** for asylum authorities responsible for asylum and reception matters in the EU
- Based on EU-acquis and international refugee law
- **Interactive modules** - covering all stages of the asylum procedure
- Regularly **updated** and further developed
- **Blended learning** methodology (online + face-to-face):
  - 20-25 hours of online studies divided into four weeks
  - 2 days of face-to-face session



# Welcome to EASO Training Platform

EASO training tool is the EASO Training Curriculum - a common training system designed mainly for case officers and other asylum practitioners throughout the EU+ States.

EASO Training Curriculum consists of interactive modules covering the entire field of international protection. It has been developed within the framework of the 1951 Refugee Convention and its 1967 Protocol, the Common European Asylum System's legal instruments and other relevant international and European law.

Username

Password

Remember username

Log in

Lost password?

## E-Learning Platform

In the Training Implementation Unit

### COURSE OVERVIEW

Timeline

Courses

In progress

Future

Past



Common European Asylum System (CEAS - EN - v.2.0p) , EASO, online 28/8, F2F 20-21 September 2018



Introduction to International Protection (IIP - EN - v. 1.0) EASO training, online 15.6.2018, F2F 16.7.2018





# EASO Training Modules



## Core Modules

- Inclusion
- Interview Techniques
- Evidence Assessment



## Focus on Persons with Special Needs

- Interviewing Vulnerable Persons
- Interviewing Children
- Gender, Gender Identity and Sexual Orientation
- Trafficking in Human Beings
- Reception for Vulnerable Persons



## For specific audience

- Interpreters
- Managers
- Registration



## Didactics



## In-depth Knowledge

- Inclusion Advanced
- Asylum Procedures
- Directive
- Dublin III Regulation
- Reception
- Country of Origin Information (COI)
- Med COI
- Exclusion
- End of Protection
- Fundamental Rights and International Protection in the EU
- Resettlement

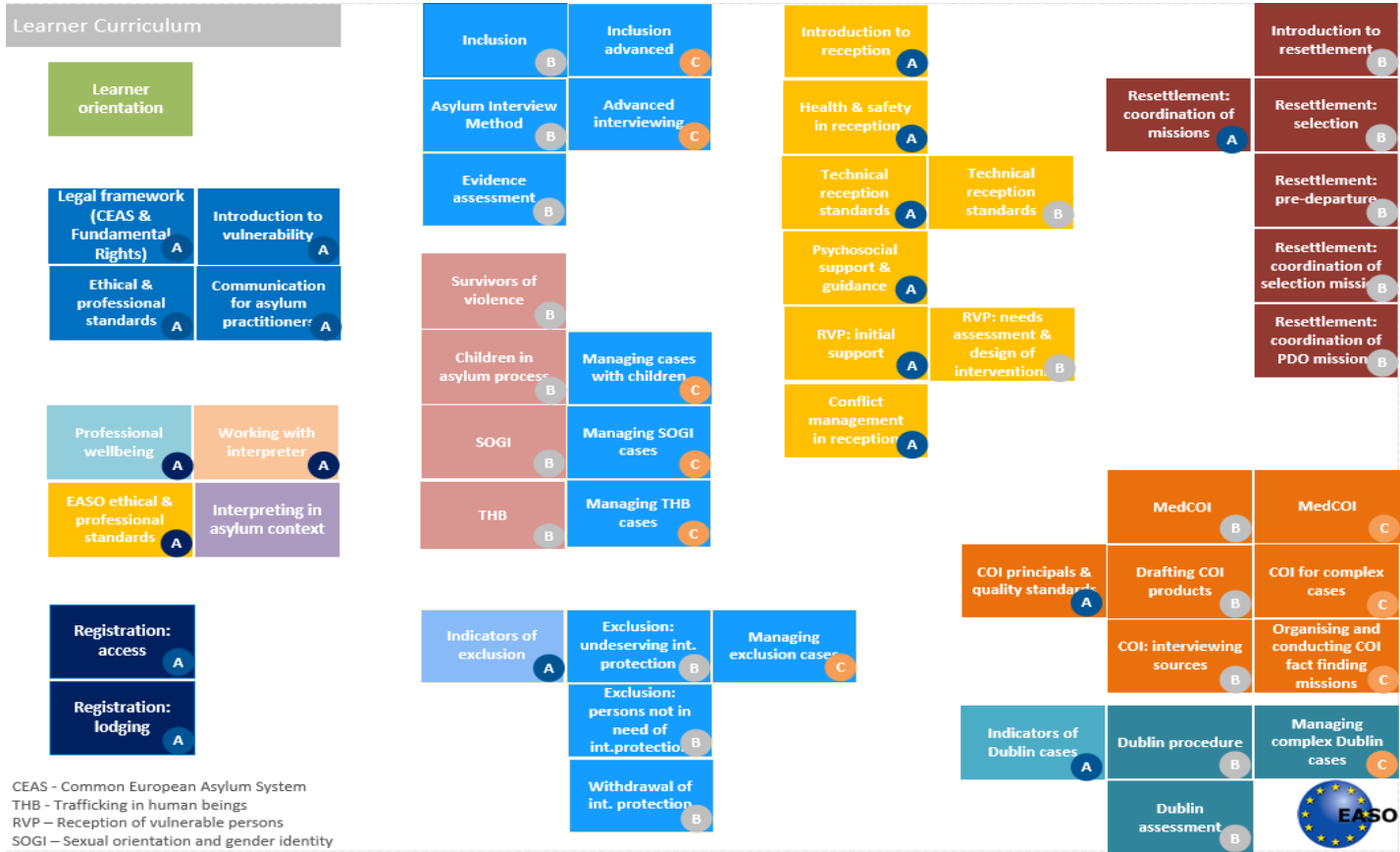


## Introductory Modules

- CEAS
- Introduction to International Protection
- Identification of potential Dublin cases
- Identification of potential Exclusion cases

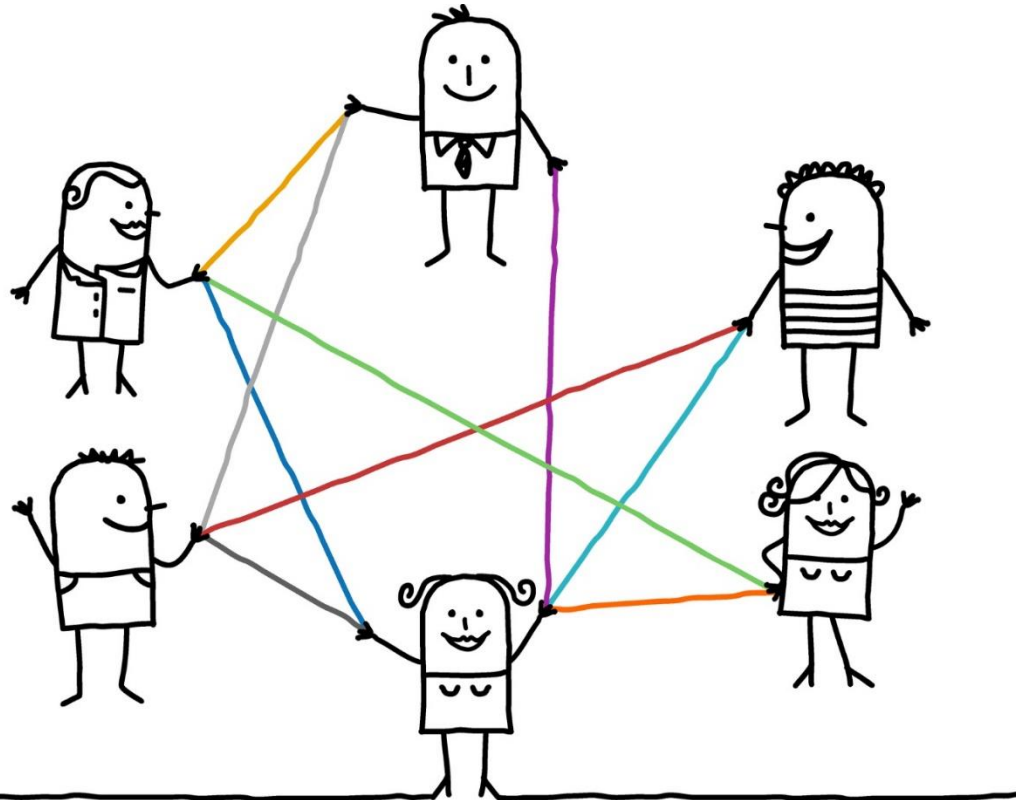
# Training Curriculum Design Sector

## Flexible learning paths





ESQF



**Towards a European  
Sectoral  
Qualification  
Framework for  
Asylum and  
Reception Officials**

# Trainings in EASO Operations



## Target Audience

- EASO deployed Experts
- EASO Interim Case Workers
- EASO deployed interpreters
- Asylum Officials
- Reception Officials



## Types

Specific training or  
tailor-made training



## Format & Duration

### Face to face

- Practical exercises
- One to five days

# EASO Operational Training Programmes

1

Training for EASO deployed experts

2

Extensive training programme for junior caseworkers

3

Extensive training programme for vulnerability experts

4

Training on access to the asylum procedure

5

Operational training on registration of applications for international protection

6

Training on the Dublin III Regulation

7

Training on reception

8

Training for team leaders

9

Training on interpreting in the asylum context

10

Training on coaching

11

Training on Communication and Provision of Information with Asylum-Seekers



# Training and Professional Development Centre

## Summary of training activities, 2020

Last update  
16/09/2020 03:11

Reporting period:

2020  
Q1 Jan Feb Mar Q2 Apr May Jun Q3 Jul Aug Sep

# 6827

Participations

# 3859

Individual participants

# 1203

Trainer deployments

# 387

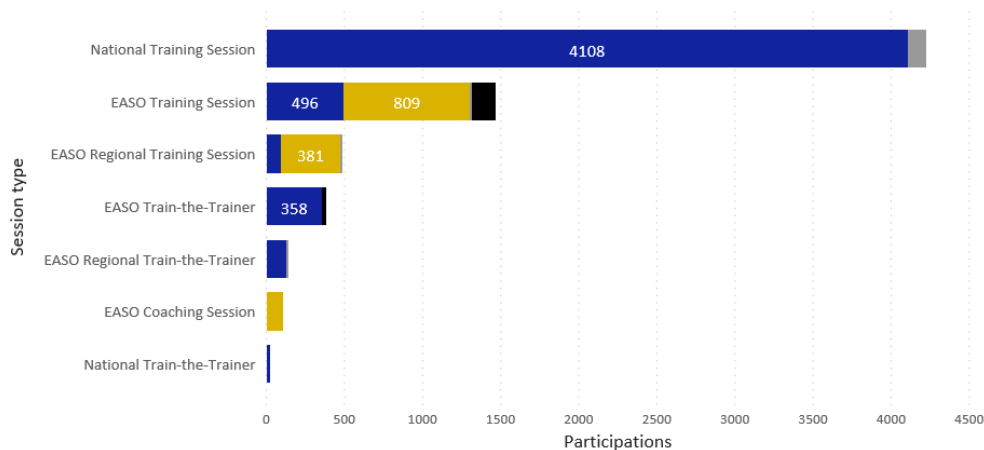
Individual trainers deployed

# 463

Sessions

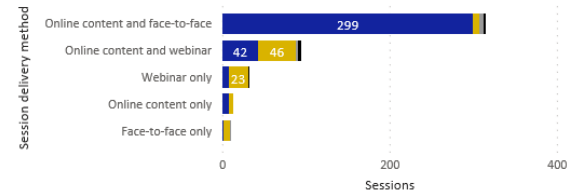
### Participations by Session type and Session framework

Session framework ● Permanent support: Member States ● Operating plan ● External dimension ● EASO staff training



### Sessions by Delivery method

● Permanent support: Member States ● Operating plan ● External dimension ● EASO staff training



### Sessions by Location\*

● Permanent support: Me...  
● Operating plan  
● External dimension  
● EASO staff training

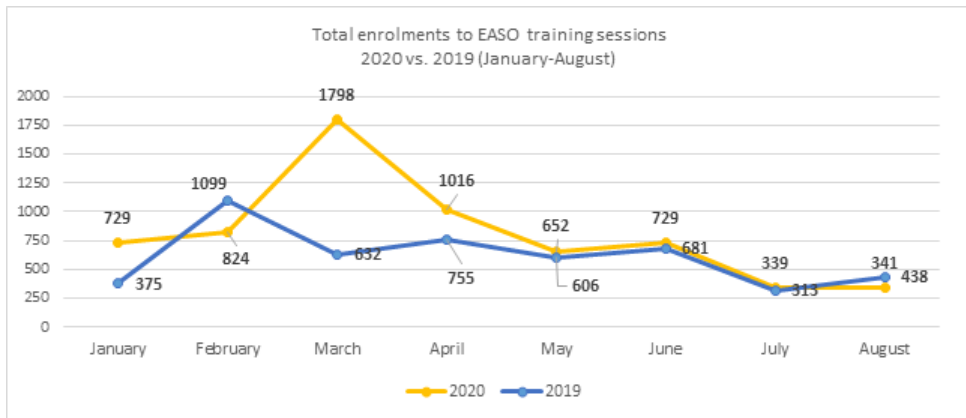


Note: Data for training sessions started in the indicated reporting period. Participation figures are provisional - the attendance check will be performed once the training delivery is finished.

\* The map excludes sessions delivered solely via online tools.

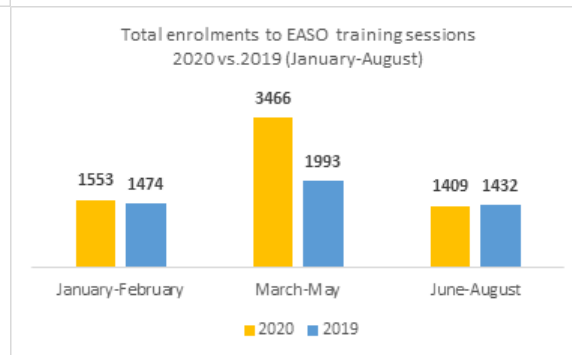


# Training Delivery Sector



## The COVID effect

- From 01<sup>st</sup> January to 31<sup>st</sup> August, the number of participations has **increased by 31% in 2020** compared to 2019.
- Between March and May, the number of participations was **74% higher in 2020** compared to 2019 (3 466 vs. 1 993)



# ASYLUM KNOWLEDGE CENTRE - C3

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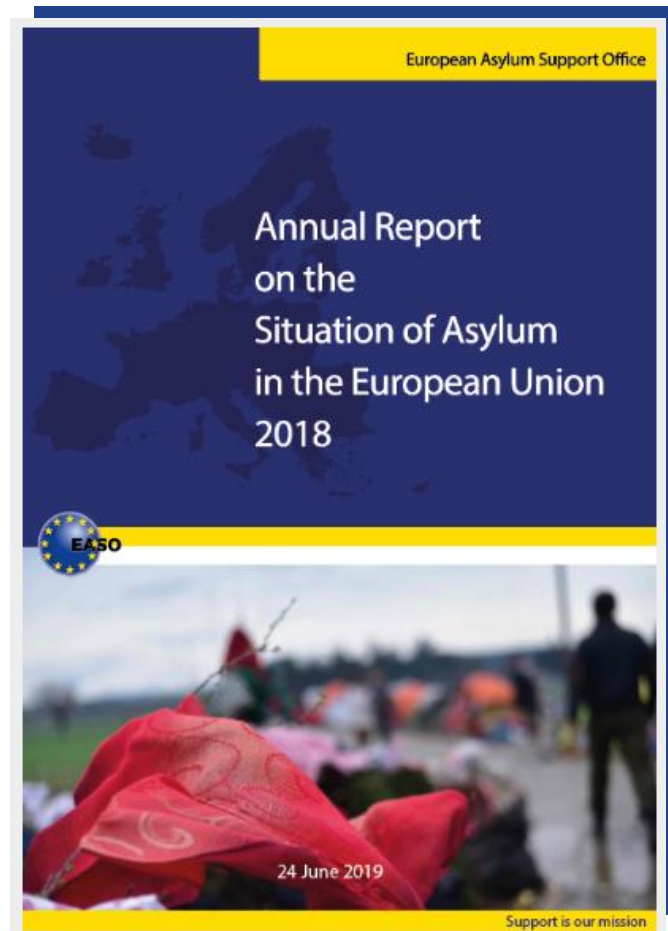


# Asylum Knowledge Centre



# Annual Report on the Situation of Asylum in the EU

- ✓ **Yearly reference document** with a comprehensive overview of the situation of asylum in the EU+
- ✓ Online version and Executive Summary (in 21 languages)
- ✓ Statistical data trends, developments in legislation, policies, practices and case law
- ✓ Insights into the **practical functioning of the Common European Asylum System (CEAS)**
- ✓ Input from a variety of sources: national administration, courts, civil society, UNHCR, European institutions
- ✓ A balanced and objective analysis of the challenges and lessons learned





# Information and Documentation System

(IDS)

## EASO Information and Documentation System (IDS)



### Welcome to IDS!

**Aim:** EASO IDS aims to provide a central source of information giving a detailed and up-to-date overview of the practical functioning of the Common European Asylum System in each Member State and Associate Country.

**Structure:** The structure is based on CEAS thematic sections: Access to Procedure, Dublin Procedure, First Instance Determination, Second Instance Determination, Reception, Detention, Forms of Protection, and Return. Information on key aspects of the CEAS can be accessed at country as well as at EU level where comparison of practices is available with report tables and thematic overviews.

**Milestones:** as of May 2018, 30 countries have joined the IDS network and have access to the Platform.

**For further queries:** please contact IDS team: [ids@easo.europa.eu](mailto:ids@easo.europa.eu).

**Info:** accurate descriptions of asylum practices in the 30 EU+ countries are coupled with relevant information on legislation, jurisprudence, and statistical data. Read more on IDS Project Page. For an overview of the progress made up-to-date, please visit the Project Progress Overview page.

### IDS Participating countries



Online platform available for registered users from asylum administrations

Up to date and comprehensive source of information on the implementation of the Common European Asylum System (CEAS) in EU+ countries

Information **validated** by participating countries

Includes: practices, legislation, statistical data and case law on each key area of CEAS

**Overviews** to compare and contrast state practices



## IDS on Case Law

- Public resource accompanying EASO Annual Report and IDS
- Repository of case law from European and national courts

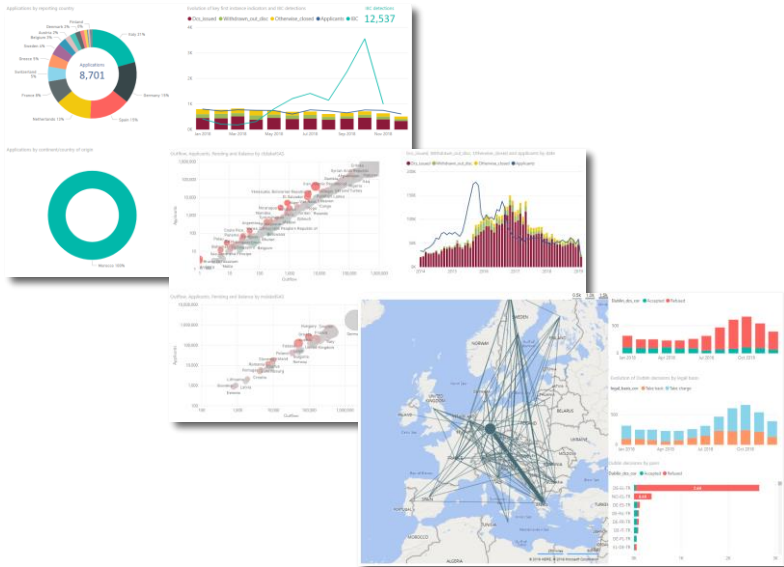
## EASO Query System

- Existing EASO queries system: swift collection of comparative information following a topical query from an EU+ country
- Brief analytical reports on current issues
- Upcoming: dedicated platform facilitating quick collection and compilation of data

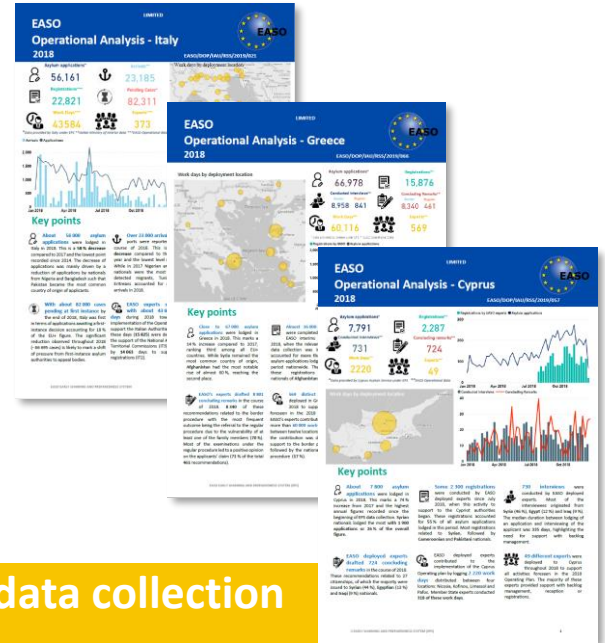


# Data Hub

## Information exchange management



## Operational data collection and analysis



# Research Programme

## Mixed methods research to understand and foresee mixed migration flows

**Early Warning Report**  
League of Arab States  
February 2019  
EASO/DOP/AMU/RSS/2019/071

This report provides an analysis of actual and potential states of asylum-related migration from countries of the League of Arab States (LAS). Because of their relevance to asylum-related migration to the EU, we also include Syria and Iraq, although the latter has the status of an observer and membership of the latter has been suspended since November 2013.

Some information on regular and irregular migration across the report. EWS implies indicators are then discussed? followed by an overview of internal displacement and refugees in LAS countries. An analysis of the situation in terms of such factors in LAS countries follows. The illustration of some Early Warning Indicators about the report.

The report draws on DES data, big data analysed under the EASO Research Programme on Early Warning and four countries: Germany, Ireland, UK/Member States, the Internal Displacement Monitoring Centre, as well as contributions from the EASO Social Media Monitoring Team and the Joint Research Centre.

Big data-driven results should be interpreted with caution because early warning and predictive power can be influenced by numerous factors, especially in countries of transit and departure.

**Regular and irregular migration from LAS countries**

In 2018, individuals of LAS countries applied for asylum in the EU at much higher levels than they were detected at the external border (Fig. 3). This was not the case for Moroccan who were more often detected at the borders. Syria, Morocco, Iraq, Pakistan, Ethiopia, Indonesia and Afghanistan were detected most frequently crossing the border. Syria and Iraq mostly in the Eastern Mediterranean, and Moroccan and Algeria mostly in the Western Mediterranean.

Applications for asylum

Detections at the EU border

According to EASO Social Media Monitoring, there have been more trips offshore from Libya to Italy over the last few months. Algeria and Moroccan social media continue to encourage irregular migration to Italy. In April 2018, it was a matter of planning. Egyptian Facebook users were hearing about trips to the EU, and others had direct trips from Egypt to Greece and Italy and occasionally offshore.

Moroccans were the most common LAS nationality to feature in 2017 data on residence permits, legal stays and refusals. Iraq, Algeria and Sudan ranked next on detections at the border. Iraq, Algeria, Iraq and Syria, which register a growing proportion head of cases in Greece, Italy, UK and Bahrain. In France, several few are all indicators, showing that these nationalities were not prone to irregular forms of migration to the EU.

**Early Warning Report**  
Idlib, Syria  
January 2019  
EASO/DOP/AMU/RSS/2019/056

This report is based on a big data project conducted as part of the EASO Research Programme on Early Warning and four countries: Germany, Ireland, UK/Member States, the Internal Displacement Monitoring Centre, as well as contributions from the EASO Social Media Monitoring Team and the Joint Research Centre.

Big data-driven results should be interpreted with caution because early warning and predictive power can be influenced by numerous factors, especially in countries of transit and departure.

The Idlib region, home to nearly three million people, is the last remaining rebel stronghold in Syria. It is struggling to accommodate high numbers of displaced people who lack food, water and sanitation in camps. The population is even more impacted by temperature drops amid a short age of heaters and heating fuel, and seasonal heavy rainfall in December 2018 led to the displacement of 13,000 people living in refugee camps.

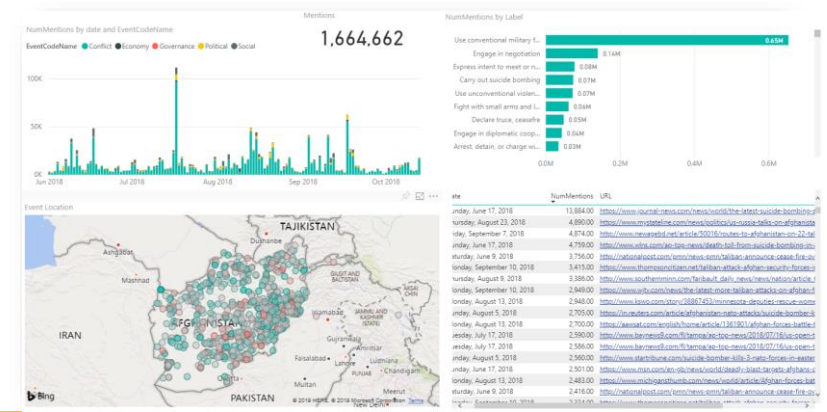
**SYRIA: Who controls what?**

In September 2018, the UN Special Envoy for Syria, Staffan de Mistura, warned that bordering states could likely lead to as many as 800,000 Syrians attempting to flee the province, including over the border to Turkey? However, Turkey and Russia signed a deal that created a demarcation zone in the region, where acts of aggression are expressly prohibited. Turkey pledged to disarm and remove fighters from the Hayat Tahrir al-Sham, one of the most powerful military groups of rebels in Idlib previously affiliated to Al Qaeda?

The agreement succeeded in preventing a Russian-backed Syrian government offensive from launching in the region. However, the ceasefire is now at risk because of concerns in Moscow and Damascus that the agreement has not been fully implemented? According to the New York Times, "many analysts have regarded Mr. Assad's control on Idlib, backed by Russian air power, as a matter of, not if? An attack would put the population in the path of yet another military onslaught and strip hope of a return to Syria?

Asylum applications by Syrian Citizens

According to IMERC, as of January 2019 there were more than 5 670,000 registered Syrian refugees in the region who are primarily in Turkey (3.5 million), Lebanon (1.1 million), Jordan (1.4 million), Iraq (1.2 million) and Egypt (1.8 million). In 2018, with more than 17,000 applications for international protection, Syria was allocated for close to 12% of all applications lodged in the EU. This was a drop compared to 2017 when the number of applications received was nearly 99,000. Most applications were lodged in Germany (47%) and Greece (18%). The recognition rate for first instance decisions issued in the EU was 87%.



## Harvesting big data to understand the situation in third countries



# Strategic Analysis

Bringing it all together for a wide readership

European Asylum Support Office

**EASO**  
Annual Trend Analysis  
Report 2018

Date of release: 18 February 2019  
Reference Number: EASO/DOP/IAU/RS/2018/062

SUPPORT IS OUR MISSION

**EASO**  
Analytical Brief

October

**EASO**  
Analytical Brief

December 2018

EASO/DOP/IAU/RS/2018/165

**EASO**  
Analytical Brief

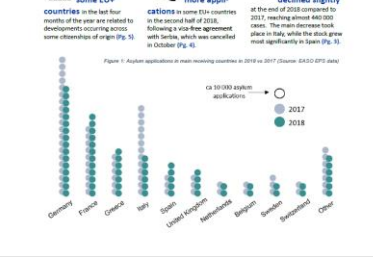
January 2019

EASO/DOP/IAU/RS/2019/026

**EASO**  
Analytical Brief

January 2019

EASO/DOP/IAU/RS/2019/026



European Asylum Support Office

**EASO**  
Analysis  
Secondary Movements  
of Asylum Seekers  
in the EU+

SUPPORT IS OUR MISSION

# EASO COI activities

COI Networks



## Practical Cooperation

- Workshops
- Conferences
- Networks Meetings



## COI Products

- Reports
- Queries
- Practical Guides



## COI Operational Support & External Dimension

- Italy
- Greece
- Cyprus
- WB
- Turkey



## COI Portal



## COI Methodology & Training

# EASO's COI Networks

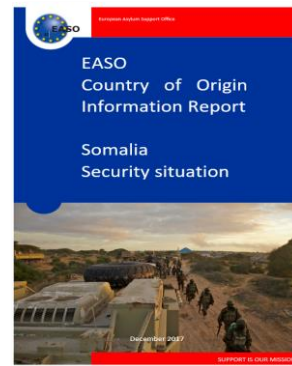
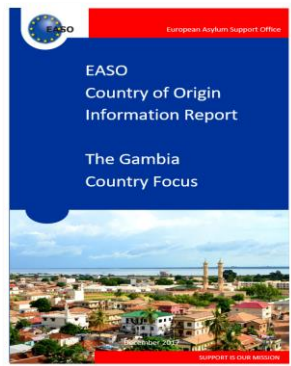
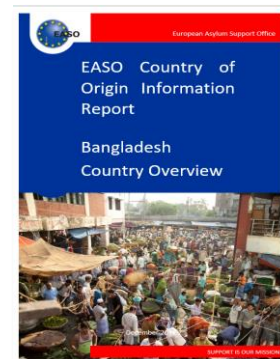
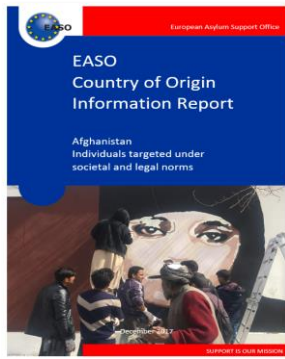
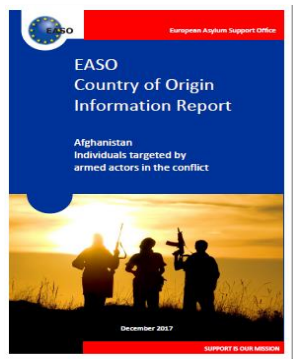
National Common Portal Administrators - NCPA (COI Portal)





# Country of Origin Information Reports

Please visit our COI Portal



# Elements

## MedCOI Transfer Project

(Clusters)



1

Individual Availability Requests

2

Individual Accessibility Requests



3

Medical Country Reports

4

Quality Assurance



5

MedCOI Training



6

MedCOI Web-application



7

Opening up to EU+

# Country Guidance

Fostering convergence and assisting asylum decision-makers

## COMMON LEGAL FRAMEWORK

Geneva Convention, Qualification Directive, CJEU and ECtHR jurisprudence

## EASO HORIZONTAL GUIDANCE

General EASO guidance on qualification for international protection

## COMMON COI

EASO COI reports produced in accordance with predefined terms of reference

## JOINT ASSESSMENT BY MEMBER STATES

**Drafting Team:** national experts

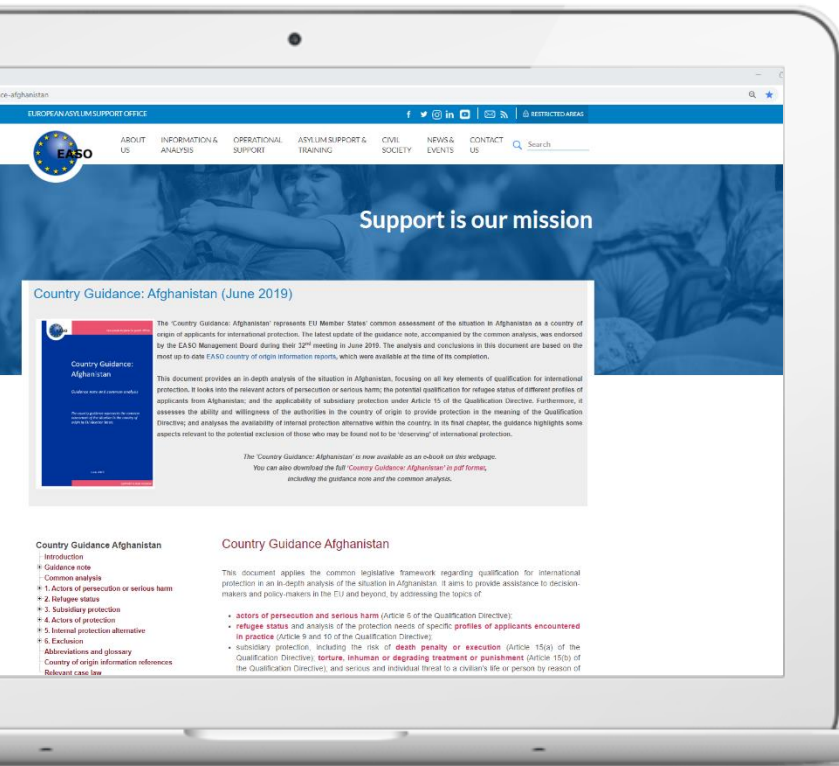
**Country Guidance Network:** senior policy officials from EU+ countries

EASO Exclusion Network

**Management Board**

COM and UNHCR are consulted throughout the process



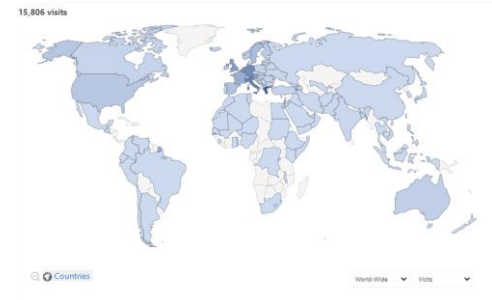


<https://www.easo.europa.eu/country-guidance>



[Country.Guidance@easo.europa.eu](mailto:Country.Guidance@easo.europa.eu)

# COUNTRY GUIDANCE:



## CONTENTS

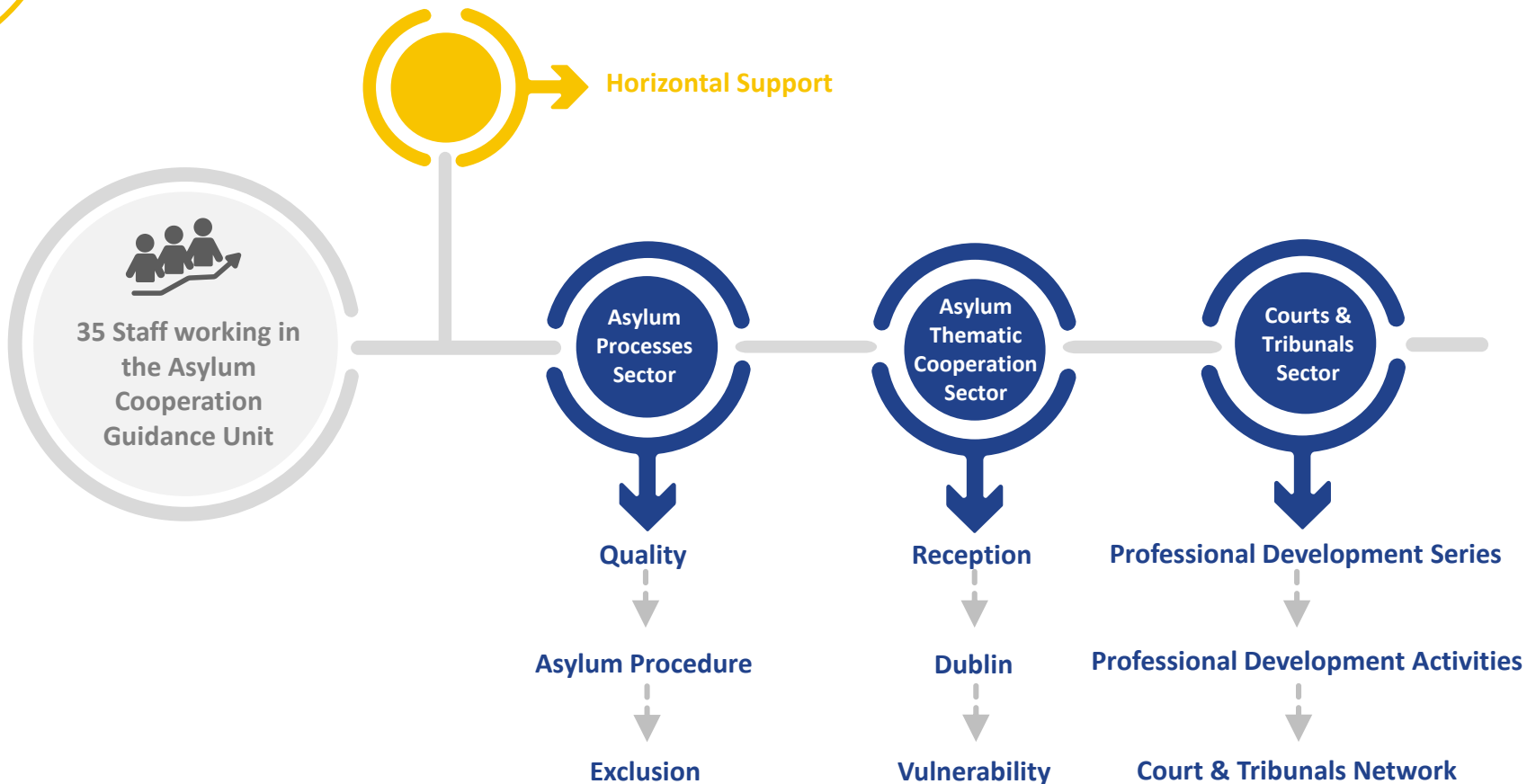
- Actors of persecution and serious harm
- Refugee status
- Subsidiary protection
- Actors of protection
- Internal protection alternative
- Exclusion

## COUNTRIES

- Afghanistan: updated June 2019 / upcoming update
- Nigeria: February 2019
- Iraq: June 2019 / upcoming update
- Syria: upcoming 2020



# Asylum Cooperation Guidance Unit



# Network approach

CEAS

01

02

03

04



Quality Matrix

Comparative Overview



Thematic Networks

Best practices, challenges,  
exchange



Practical Tools & Guidance

Practical implementation



Support to Operations

Ensure consistency

# Asylum Cooperation Guidance Networks





# Network activities

Asylum Thematic Cooperation Sector



**National Contact Points meetings with EU+ States**



**Thematic meetings based on priorities chosen by the EU+ States, to exchange (best) practices**



**Promotion of EASO activities and dissemination of developed materials**



**Multiannual strategic objective: Provide asylum support to EU+ countries with the aim of enhancing their capacities to implement the CEAS**



**Mapping reports, based on surveys conducted on specific topics for each of the networks**



**Development of operational standards and indicators, practical tools, guidance and best practices**



**Exchange programmes among Member States, where hosting countries receive a “critical friend review” by peers of other countries**

# Practical Guide Series

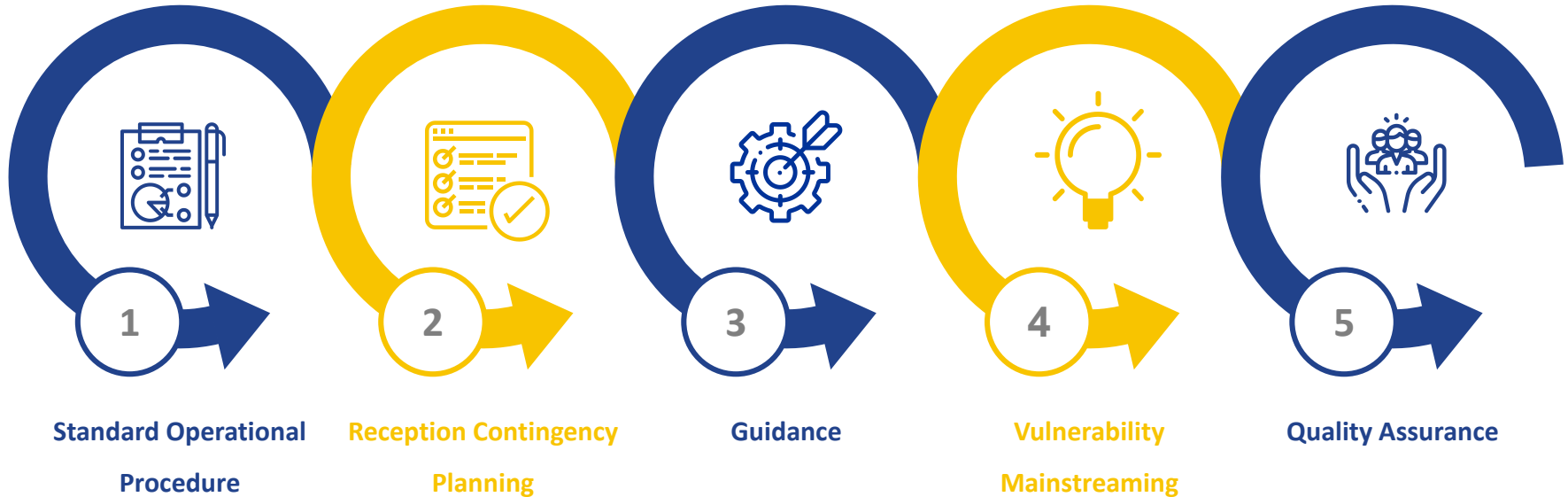
Asylum Support

## EASO Guides and practical tools



- **targeting practitioners on the ground: support in daily work**
- **promoting commonly agreed** standards and good practices
- **practical and user friendly**
- **different forms** depending on the needs: checklists, brief guidance, templates, posters, pocket books, fully interactive web platform and outcome report, etc.
- **publicly accessible:**  
<https://www.easo.europa.eu/practical-tools>

# Support to EASO Operations



# EASO Courts and Tribunals Sector



**Professional Development Series**  
Reference materials developed by  
**judges for judges**



## Professional Development Activities

- Workshops in **English** at **EASO HQ**
- **National** and **Regional** Workshops
- High Level Conference with **ECtHR** and **CJEU**
- **Webinars**



# EASO Courts and Tribunals Network

National Contact Points from 27 EU Member States + Norway & Switzerland 



Court of Justice of the European Union (CJEU)



European Court of Human Rights (ECtHR)



UN High Commissioner for Refugees (UNHCR)



European Fundamental Rights Agency (FRA)



Academy of European Law (ERA)



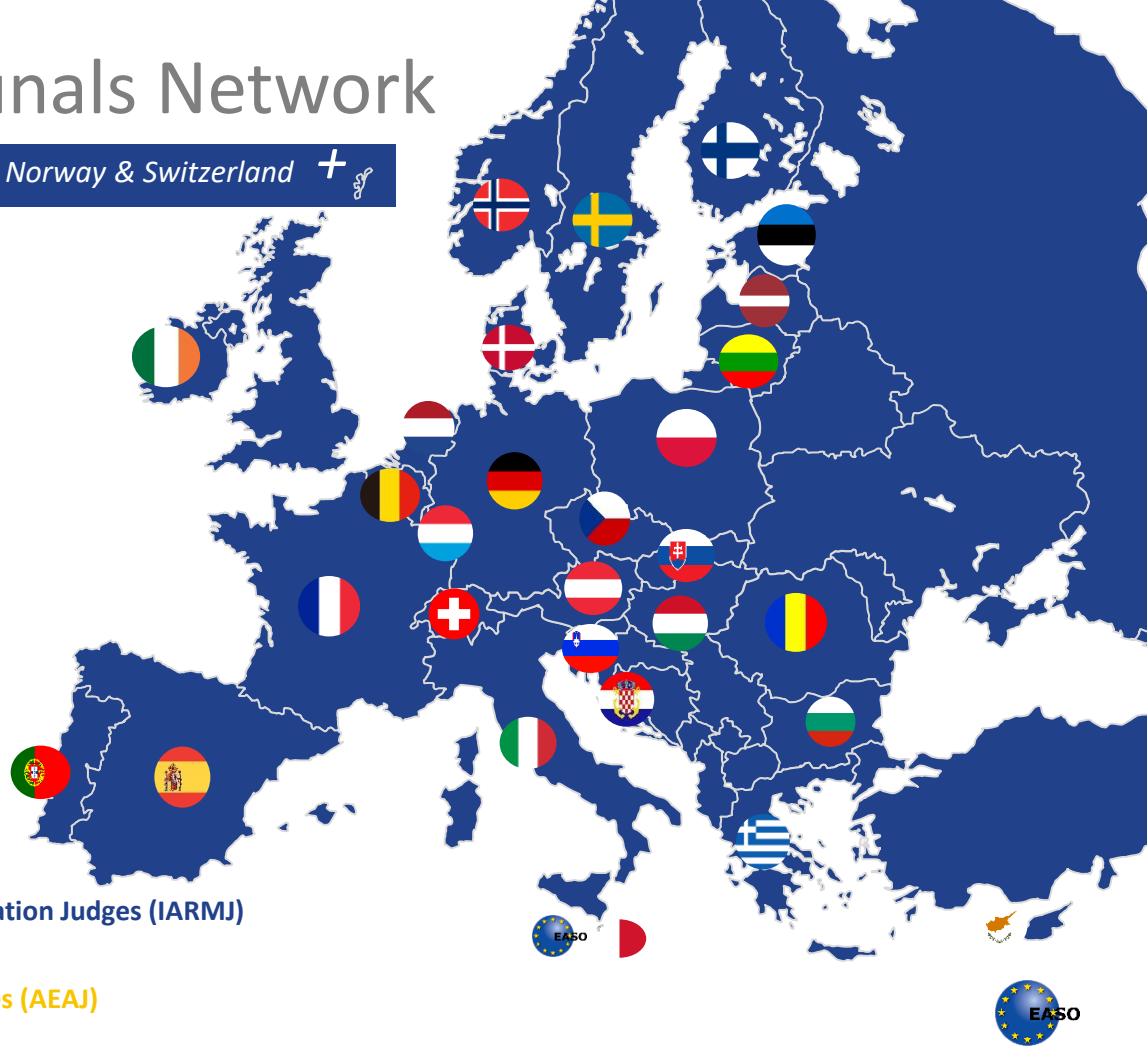
European Judicial Training Network (EJTN)



International Association of Refugees & Migration Judges (IARMJ)



Association of European Administrative Judges (AEAJ)







**THANK YOU**

