



Ad-Hoc Query on Forecasting and Contingency Planning Arrangements for International Protection Applicants

Requested by IE NCP on 21/10/14

Compilation produced on 19 December 2014

Responses from Belgium, Bulgaria, Estonia, Finland, Germany, Hungary, Latvia, Lithuania, Luxembourg, Netherlands, Poland, Slovak Republic, Sweden, United Kingdom plus Norway (15 in Total)

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

1. Background Information

The Irish Office of the Refugee Applications Commissioner (ORAC)¹ is reviewing the procedures in place for

- (i) Forecasting possible future trends in asylum and subsidiary protection applications over the next twelve months.
- (ii) Contingency planning² for possible increase in the number of protection applications received in terms of resource allocation to enable applications to be processed.

¹ The ORAC is the first instance processing authority in Ireland for international protection applications.

² Contingency planning is defined as preparing for a challenging event that may arise in the future and for the purpose of this Questionnaire, this refers to an unexpected and sharp increase in the number of applicants for international protection.

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- (iii) Contingency planning for possible increase in reception and accommodation capacity which might be required due to an increase in the number of protection applicants.³

With a view to (i) strengthening its planning and forecasting arrangements (including the preparation of a contingency plan)⁴, (ii) obtaining information on international best practice in this area, and (iii) to consider EU Member States' best practices in implementation of the CEAS⁵, **ORAC would like answers to the questions listed below.**

We would like to ask the following questions:

With a view to strengthening its planning systems outlined above and to consider international best practice, ORAC would like to know about the systems in place in other EU states for the following:

- (i) For the purpose of forecasting possible increases in international protection applications.
- (ii) For contingency planning to ensure that any increase in applications can be processed in reasonable time periods having regard to the requirements of national and EU law.
- (iii) For preventing backlogs in applications arising and for dealing with these quickly if they do arise.

In particular, ORAC would appreciate replies to the following questions.

1. FORECASTING INTERNATIONAL PROTECTION TRENDS

1. Does your Member State have a system in place for forecasting international protection trends? **[YES/NO]**
2. If **YES**, please provide details of your forecasting system and how it works.
 - (i) What sources of information are used (e.g, media, diplomatic missions, country of origin information and statistical data from a range of statistical sources of information, including in particular information from other Member States, EASO early warning and preparedness system, UNHCR, the Council of Europe and other relevant international organisations)
 - (ii) What authorities are involved in forecasting protection trends in your state (national and international)?

³ This information will be of assistance to the Reception and Integration Agency which provides reception and accommodation services to protection applicants in Ireland.

⁴ A contingency plan, is a written document which outlines roles, responsibilities, lines of communication and provides guidance to an organisation as to what action to take in the event of a crisis situation arising. It can also be supplemented by staff training and planning exercises.

⁵ Common European Asylum System (CEAS).

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- (iii) Does your administration have a specific statistical forecasting unit predicting international trends and if so, does it employ experts such as professional statisticians?
- 3. Does your forecasting system link in to an early warning mechanism or contingency planning arrangements to provide for possible additional protection applications **[YES/NO]**
If **YES**, please outline how this works.

2. CONTINGENCY PLANNING

- 1. Does your Member State have an early warning mechanism or contingency planning arrangements in place to deal with anticipated or unanticipated changes in international protection applications received? **[YES/NO]**
 - (i) If **YES**, please provide further details of how this system/mechanism operates.
 - (ii) Is there a legal act(s) or basis in place to regulate it?
- 2. Does your Member State have a contingency planning unit? **[YES/NO]**
If **YES**, what are its terms of reference/functions?
- 3. How do you plan for, and respond to, both anticipated and unanticipated increases in international protection applications in terms of resources needed to process additional applications?
- 4. Do you have the capacity to access additional staff and other resources quickly to process additional international protection applications?
[YES/NO]
If **YES**, please provide details.
- 5. In the event of an unanticipated number of international protection applications being received in your Member State, please indicate if you have a crisis management arrangement in place to cope such an event? **[YES/NO]**
 - (i) If **YES**, does this include a specific contingency plan to guide your organisation in the actions to take? **[YES/NO]**
 - (ii) If **YES**, what are the main issues covered by the contingency plan?
 - (iii) Which are the national authorities involved/responsible for preparing and implementing this contingency plan?
 - (iv) Have you provided the possibility (for example, in legislation) to call upon the assistance of the European Commission, other Member States, EASO and other relevant Union agencies?

3. DEALING WITH BACKLOGS

- 1. Does your Member State have experience in dealing with backlogs following an unanticipated increase in international protection applications? **[YES/NO]** If **YES**, please provide details?

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2. What system do you have in place for dealing with a backlog situation in the future?
3. Do you have the capacity to prioritise certain classes of international protection applications?
4. Do you use specific mechanisms to ensure that backlogs do not arise in the international protection system? **[YES/NO]**
If **YES**, please describe? (For example, flexibility in resource redeployment and additional resource recruitment).
5. What does your Member State consider to be best practice actions for processing backlogs if/when they do arise?

In order to enable follow up on specific issues, provide contact details for an official in your administration to which any supplementary queries in relation to this questionnaire can be addressed.

Name of contact person.....

Telephone Number.....

E mail address.....

We would very much appreciate your responses by **Friday, 21 November 2014.**

2. Responses⁶

		Wider Dissemination?⁷	
	Austria	Yes	Response provided via EASO.
	Belgium	No	QUERY 1 – FORECASTING INTERNATIONAL PROTECTION TRENDS 1. Does your Member State have a system in place for forecasting international protection trends? [YES/NO]

⁶ If possible at time of making the request, the Requesting EMN NCP should add their response(s) to the query. Otherwise, this should be done at the time of making the compilation.

⁷ A default "Yes" is given for your response to be circulated further (e.g. to other EMN NCPs and their national network members). A "No" should be added here if you do not wish your response to be disseminated beyond other EMN NCPs. In case of "No" and wider dissemination beyond other EMN NCPs, then for the Compilation for Wider Dissemination the response should be removed and the following statement should be added in the relevant response box: "This EMN NCP has provided a response to the requesting EMN NCP. However, they have requested that it is not disseminated further."

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			<p>Although each organisation in the asylum chain (Immigration Office for registration and Dublin, The Office of the Commissioner general for Refugees and Stateless Persons as determining authority and Fedasil, the reception agency) monitors the influx on a daily basis, there is no formal system to forecast protection trends.</p> <p>2. If YES, please provide details of your forecasting system and how it works.</p> <p>(i) What sources of information are used (e.g. media, diplomatic missions, country of origin information and statistical data from a range of statistical sources of information, including, in particular, information from other Member States, EASO early warning and preparedness system, UNHCR, the Council of Europe and other relevant international organisations)?</p> <p>(ii) What authorities are involved in forecasting protection trends in your state (national and international)?</p> <p>(iii) Does your administration have a specific statistical forecasting unit predicting international trends and if so, does it employ experts such as professional statisticians?</p> <p>3. Does your forecasting system link in to an early warning mechanism or contingency planning arrangements to provide for possible additional protection applications [YES/NO] If YES, please outline how this works.</p> <p>QUERY 2 – CONTINGENCY PLANNING</p> <p>1. Does your Member State have an early warning mechanism or contingency planning arrangements in place to deal with anticipated or unanticipated changes in international protection applications received? [YES/NO]</p> <p>2. Does your Member State have a contingency planning unit? [YES/NO]</p> <p>3. How do you plan for, and respond to, both anticipated and unanticipated increases in international protection applications in terms of resources needed to process additional applications?</p> <p>Although there is no formal contingency plan that involves the three organisations in the asylum chain (Immigration Office for registration, Office of the Commissioner general for Refugees and Stateless Persons (CGRS), the determining authority and Fedasil, the Reception Agency), each organization has however its own measures for responding to anticipated and unanticipated increases in applications.</p> <p><u>Immigration Office</u></p> <p>The Immigration Office has no formal contingency plan in case of increased influx of applicants for international protection. The role of the Immigration Office in the procedure is limited to the registration of the application, identification of the applicant, the Dublin-procedure and an initial interview of the applicant. Afterwards, the file is transmitted to the CGRS. Based on past experiences, in case of increased influx of applicants, we will at first try to assign priorities in the Asylum</p>
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			<p>Department, with the first priority to registering and identifying applicants. Afterwards, there might be temporarily affectations from staff from other departments in the Immigration Office to handle the emergency. If the increased influx is sustained for a longer period of time, additional staff may be requested from the Minister responsible for the Immigration Office. Extra budget will of course have to be approved by the government.</p> <p><u>CGRS</u></p> <p>The CGRS has, based on its experiences in the past, developed a set of measures that are internally used when confronted with a sudden and considerable increase of applications, although these measures are not compiled in a formal written contingency plan. These measures include:</p> <ul style="list-style-type: none">• Prioritization and acceleration of the examination of claims.• Setting of stricter performance indicators (e.g. number and type of asylum decisions, number of decision reforms/annulments by appeals body, etc.)• Recruitment of extra (trained) protection officers and interpreters, if possible. We have developed a special training programme for caseworkers who need to be operational within short timeframes. There is however no automatic increase of staff in case of an increase of applications: this needs to be decided on ministerial/governmental level.• Internal reorganization by assigning extra staff for the case processing of certain nationalities• Intensification of preliminary screening and profiling of the cases, enabling us to organize the asylum interviews in a more efficient manner. Based on the profiles identified, interview guidelines and objective country of origin information are developed.• Drafting of clear guidelines and 'building blocks' for the reasoning, which enable us to speed up the interview and to decrease processing time.• Increased support by the Country of Origin and Legal Department, who provide tailored information and training for the protection officers• Implementation of extra employee motivation techniques.• Development of a communication strategy towards internal and external stakeholders. <p><u>Fedasil</u></p> <p>Fedasil has permanent monitoring mechanisms on critical parameters such as influx and outflux, occupation of capacity, duration of asylum procedure. Based on these parameters, Fedasil makes regular forecasts on the expected in- and outflux. For a number of different scenarios, we determine the future need of reception capacity. The critical level of occupation has been</p>
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			<p>established at 94% of the capacity.</p> <p>To be able to respond to an increase in influx, Fedasil has created buffer places in 2013 (Objective 2015: 2.000-2.500 buffer places and a structural reception network of 16.500 - 17.000 places – actual occupation is around 13.500). Fedasil and his reception partners (Red Cross,...) have moreover built an experience in the last decade in opening urgency and transit centres (ex: in military buildings,...)</p> <p>Fedasil has however not developed a fully established, integrated contingency plan in case of increased influx. A project starts this month with the support of external consultants (thetis) for this purpose.</p> <p>4. Do you have the capacity to access additional staff and other resources quickly to process additional international protection applications? [YES/NO]</p> <p>If YES, please provide details.</p> <p>The Immigration Office has the possibility to shift personnel from other departments to the Asylum Department. However, this is only a short term option, as there will be a detrimental effect on the operation of the other departments.</p> <p>The CGRS only has, in the short term, the possibility to shift staff internally to case processing (e.g. from the legal department), but here is no automatic system for increasing staff or resources in case of an increase. In case of an important increase, the CGRS will inform the competent Minister/State secretary of the lack of staff, clearly stating the risks this causes (longer procedures, longer stay in reception centres, higher costs,...). During the crisis of 2010-2011, there was an immediate response by the State secretary, who increased the budget for staff within a short timeframe, but there is no guarantee that this will always be the case.</p> <p>5. In the event of an unanticipated number of international protection applications being received in your Member State, please indicate if you have a crisis management arrangement in place to cope such an event? [YES/NO]</p> <p>(i) If YES, does this include a specific <u>contingency plan</u> to guide your organisation in the actions to take? [YES/NO]</p> <p>(ii) If YES, what are the main issues covered by the contingency plan?</p> <p>(iii) Which are the national authorities involved/responsible for preparing and implementing this contingency plan?</p> <p>(iv) Have you provided for the possibility (for example, in legislation or informally) to call upon the assistance of the European Commission, other Member States, EASO and other relevant Union agencies in your</p>
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			<p align="center">contingency plan?</p> <p>QUERY 3 – DEALING WITH BACKLOGS</p> <p>1. Does your Member State have experience in dealing with backlogs following an unanticipated increase in international protection applications? [YES/NO] If, YES, please provide details?</p> <p>In 2011, Belgium received 33.312 applicants for international protection, the highest number since 2001. In the period 2008-2011, numbers had doubled. The increase concerned mainly applicants from Afghanistan, Guinee, Iraq and Russia. There was also a very high number of applicants from the Western Balkans, mainly Kosovo, Serbia, Macedonia and Albania. This resulted in a backlog of around 13.000 cases in first instance by the end of 2011. Several measures, both to counter the increase and to diminish the backlog were taken:</p> <p>To counter the increase: An integrated approach, involving the three instances (Immigration Department, CGRS and Fedasil) was developed to counter the increase of applicants from the Western Balkans, for whom the recognition rate was extremely low. Measures that were taken were for example : adjustment of the law on reception, excluding applicants with multiple applications from the right to reception; encouragement of voluntary return (sensitization and regular free return by bus; no more return fees), increase of forced return, organization of several prevention and dissuasion campaigns to the region and internal measures within the asylum administrations to decrease the processing time.(Reduction of the period between the application date and the first instance interview at the CGRS, increase of the number of case workers, increase of the number of interviews per case worker, better profiling of the caseload, development of very detailed Country of Origin Information, see also question 3 of Query 2</p> <p>Regarding backlog management:</p> <p>The output of the CGRS in 2011 increased sharply (45,8% compared to 2010). This increase was possible due to the contributions of additional staff members recruited at the end of 2010 and the beginning of 2011. To achieve this, the asylum authorities used European Funding through two emergency funding ERF projects, enabling the CGRS to recruit around 50 caseworkers. The Immigration Office and the appeal authority (Council for Aliens Law Litigation) also received funding to recruit new staff.</p> <p>The CGRS also prioritized and accelerated the examination of applications from the Western-Balkans countries, to a large extent responsible for the increased influx/backlog.</p> <p>The main project steps were:</p> <ul style="list-style-type: none"> - S.M.A.R.T objective setting - Identification of performance indicators (e.g. number and type of asylum decisions, number of decision reforms/annulments
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			<p>by appeals body, etc.)</p> <ul style="list-style-type: none"> - Streamlining operations <ul style="list-style-type: none"> o Intensification of preliminary screening and profiling of the asylum files, leading to a more efficient organization of the asylum interviews. On the basis of the screening, the CGRS created 13 profiles for FYROM. For each profile, interview guidelines and objective country of origin information were provided. o Draft guidelines and motivation 'building blocks' speeding up the interview and decision process o Increased support by the COI and Legal Departments: tailored information and training for the protection officers - Implementation of employee motivation techniques. - Development of a communication strategy towards internal and external stakeholders. Avoiding perception of targeting/stigmatization of certain nationalities. - Every application was still examined on an individual basis to determine whether protection was needed. <p>2. What system do you have in place for dealing with a backlog situation in the future?</p> <p>See 1.</p> <p>3. Do you have the capacity to prioritise certain classes of international protection applications?</p> <p>Yes. As an internal measure within the CGRS, we can at all times decide to allocate more staff to one particular geographical region or even country of origin. The number of caseworkers is around 250, which gives us flexibility to increase or decrease staff in certain units.</p> <p>The Commissioner general is free to prioritise any kind of application. This instrument is being used for safeguarding an efficient management of the case handling of applications. In general the following situations may lead to prioritisation:</p> <ul style="list-style-type: none"> a) LIFO (last in, first out): this mechanism is being applied in a general way so as to applicants with swifter decision making b) risk of a backlog developing for a certain nationality (this may be due to a sudden and important increase, but also due to many other factors) c) manifestly well-founded applications (e.g. Syrian applicants) d) an applicant may at any stage of the asylum procedure ask for his application to be prioritised (the CGRS has to answer to this request, but is not obliged to prioritise the application) <p>The Minister/State secretary also has the possibility to prioritise certain caseloads: based on art. 52/2, § 2, 3 of the Belgian Aliens Act, the State Secretary for Migration and Asylum can give the instruction to give priority to the treatment of applications for international protection lodged by applicants originating from a certain country of origin. This happened in the past for example for Serbia and FYROM. This measure implicates that applications must be decided in first instance within 2 months.</p>
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			<p>Belgium also has an accelerated procedure for applicants originating from a safe country of origin.</p> <p>4. Do you use specific mechanisms to ensure that backlogs do not arise in the international protection system? [YES/NO] If YES, please describe? (For example, flexibility in resource redeployment and additional resource recruitment).</p> <p>5. What does your Member State consider to be best practice actions for processing backlogs if/when they do arise? See 1.</p> <p>FURTHER CONTACT DETAILS IN MEMBER STATES In order to enable follow up on specific issues, please provide contact details for an official in your administration to which any supplementary queries in relation to this questionnaire can be addressed.</p> <p>Name of contact person ADRIAENS EWOUT Telephone Number 0032 2 205 50 14 E mail address Ewout.adriaens@ibz.fgov.be</p>
	<p>Bulgaria</p>	<p align="center">Yes</p>	<p>FORECASTING INTERNATIONAL PROTECTION TRENDS</p> <ol style="list-style-type: none"> No permanently functioning forecasting system has been set in place. As a result of the increased migratory pressure at the end of 2013, a national operational headquarters was established in Bulgaria, which is a temporary governing body. As part of this operational headquarters, an information and analysis group was formed to collect and summarize information in relation to the tendencies in the field of international protection. The information and analysis group at the national operational headquarters draws upon information from the Ministry of Foreign Affairs, national intelligence structures, EASO, UNHCR, Frontex, etc. <ul style="list-style-type: none"> Participating institutions: Ministry of the Interior, Ministry of Defence, Ministry of Foreign Affairs, State Agency for Refugees, State Agency for National Security, the national intelligence office. There is no statistical unit at the State Agency for Refugees. No early warning and preparedness mechanism has been established for cases of potential increase in the number of applications for international protection. <p>CONTINGENCY PLANNING</p> <ol style="list-style-type: none"> Bulgaria has developed an action plan on introducing temporary protection in accordance with Council Directive 2001/55/EC on minimum standards for giving temporary protection in the event of a mass influx of displaced persons, but it has not been applied so far due to specific requirements in the EU legislation. Apart from this, there is no preliminary plan. Plans have been developed in order to manage specific, already arisen crises

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			<p>which result from increased migratory pressure.</p> <ol style="list-style-type: none"> 2. No. 3. There is the possibility for an intra-institutional reallocation of experts to manage the initial stages following an increased number of applications for protection. 4. No, there is no capacity for a quick access to additional staff. 5. No permanent plan has been developed to deal with emergency situations resulting from an unanticipated increase in the number of applications for international protection. Specific plans are drafted as crises arise. <ul style="list-style-type: none"> • Due to the increased migratory pressure in the second half of 2013, a National plan for managing the increased influx of applicants for international protection was developed. It was adopted with a decision of the Council of Ministers of the Republic of Bulgaria № 45/ 6.11.2013. It lasted till the end of March 2014. With a decision № 216/ 17.04.2014, the plan was updated and extended till 31.12.2014. At the present time, a plan for 2015 is also being developed. • The main issues covered by the current plan include: <ul style="list-style-type: none"> - Improving the reception and accommodation conditions; - Establishing mobile groups of experts to be deployed when necessary in order to increase the administrative capacity; - Attracting experts from other institutions; - Ensuring medical services for asylum seekers. • The Ministry of the Interior is responsible for the coordination. The following governmental actors are involved: the Ministry of the Interior, the Ministry of Foreign Affairs, the State Agency for Refugees, the Ministry of Labour and Social Policies, the Ministry of Education, the Ministry of Defence, the State Agency for National Security, the Ministry of Health, the Ministry of Finance, etc. Participating non-governmental stakeholders are: UNHCR, the Bulgarian Red Cross, the Bulgarian Helsinki Committee, Caritas and others. • No possibility to ask for assistance has been explicitly envisaged. To deal with emergency situations, individual (ad-hoc) agreements are signed. <p>DEALING WITH BACKLOGS</p> <ol style="list-style-type: none"> 1. In relation to the high migratory pressure in the Republic of Bulgaria at the end of 2013 and beginning of 2014 and the considerable increase in the number of applications for international protection, the EASO Operating Plan to Bulgaria included a measure on support to deal with the backlog. After a thorough examination of the asylum procedure, a proposal was drafted together with the EASO experts in order to decrease the backlog to 0 within 12 months. The drafted proposal also represents a unique formula for estimating, on the basis of the given criteria, the number of decisions which have to be issued in the abovementioned period, depending on the available administrative capacity of the institution. Under the support measure, two scenarios were suggested to deal with the problem – an optimistic and a pessimistic one, whereby different numbers of asylum
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			<p>seekers were forecasted.</p> <ol style="list-style-type: none"> 2. The mechanism developed by the EASO experts enables the State Agency for Refugees to conduct its own analysis, to draft prognoses and to plan the current state of play, the potential future increase of the refugee flow, to be prepared to manage the situation and have the necessary administrative capacity. In addition to the potential future number of applications for international protection, the mechanism takes into account the obligations of the Republic of Bulgaria as a Member State responsible for examining applications in accordance with the Dublin III Regulation as well as the asylum cases returned from courts to SAR for re-examination. 3. The State Agency for Refugees does not prioritize the applications for international protection. 4. In accordance with an internal legislative act adopted at the end of 2013, the accelerated proceedings (a stage of the asylum procedure at which manifestly unfounded applications are rejected) envisaged in the Law on Asylum and Refugees are not applied to persons who come from countries experiencing notorious armed conflicts. Thus, the time necessary to take a decision on granting a status is shortened. 5. Good practices would be: conducting an accurate analysis of the situation, adequate planning of the administrative capacity, good preparation and quick access to the necessary staff members working in the asylum procedure as well as training and signing of dormant employment contracts with prepared staff, which are to be applied when necessary. <p>Name of contact person: Plamen Marinov; Telephone Number: +359884599058; E-mail address: marinov_plam@yahoo.com</p>
	Cyprus	Yes	
	Czech Republic	Yes	
	Denmark	Yes	
	Estonia	Yes	<p>QUERY 1 – FORECASTING INTERNATIONAL PROTECTION TRENDS</p> <ol style="list-style-type: none"> 1. Yes <ol style="list-style-type: none"> (i) Mostly statistical data, risk assessment and analysis based on intelligence information are used in order to make a forecast of possible future trends. In addition, cooperation between border guards allows a regular exchange of information about movement of aliens in bordering countries. (ii) Police and Border Guard Board (mostly analytical divisions, border guards, intelligence management) also liaison officers at Estonian representations abroad (iii) Yes, there are professional statisticians and analytics employed.

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			<p>2. No. The Estonian trends are usually non-consistent with the trends in neighbouring countries, which means that we cannot rely on the data concerning situation in other MS while trying to build up our preparedness system.</p> <p>QUERY 2 – CONTINGENCY PLANNING</p> <p>1. Yes, however the system is under construction yet due to recent changes in the structure of the Police and Border Guard Board as of October 1st. Contingency planning is made in close cooperation between different units of the administration; in particular, the Intelligence Analysis Division is responsible for processing and analysing information concerning any possible influx, nationalities etc.</p> <p>(i) Yes, there is an internal regular laying the basis for the operation of the mentioned division and there is a national emergency situation resolving plan and the internal regulation of the Police and Border Guard Board on mass influx situation.</p> <p>2. Yes, the Readiness and Response Bureau under the Development Department is responsible for reacting to any kind of crisis situations in the country including mass influx of asylum seekers. There is a separate division dealing with analysing intelligence data and an analytical division producing analytical overview of statistical outcomes.</p> <p>3. Reaction to the mass influx of asylum seekers into the country is regulated by the legal act (The national emergency situation resolving plan) and internal crisis resolving regulation of the Police and Border Guard Board.</p> <p>4. Yes, it is regulated that a reserve staff (officials from the Police and Border Guard Board who have been appointed to the list according to their level of expertise) is asked to assist upon crisis situation. The list of reserve officials is maintained and renewed regularly, officials receive necessary training.</p> <p>(i) Yes</p> <p>(ii) It covers in detail every step of the management of situation starting from responsible contact persons, communication, decision-making, situation assessment, maintaining public order. Also the procedure of calling out for reserve officials and procedures of registering applicants, transport, accommodation and translation services.</p> <p>(iii) Police and Border Guard Board, Ministry of Social Affairs, Ministry of Internal Affairs, Ministry of Foreign Affairs, Estonian Red Cross and other relevant authorities whom the Police and Border Guard Board or the Ministry of Social Affairs might need to involve.</p> <p>(iv) No, not directly, although the national emergency situation resolving plan foresees the possibility to involve other key players when needed or under the decision of the Government of Estonia.</p>
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			<p>QUERY 3 – DEALING WITH BACKLOGS</p> <ol style="list-style-type: none"> 1. No 2. A list of reserve officials with the knowledge and capacity for processing the asylum applications, reconsidering the duties of officials at the administration in order to ensure that more processing capacity is brought to the procedure where it is most needed (eg a person normally dealing with issues of residence permits may be temporarily redirected to deal with issues of international protection). 3. Yes 4. No 5. Involve as many additional officials as possible in order to overcome the temporary rise in applications, prioritise the applications. <p>Name of contact person: Marina Pöldma Telephone Number: 372 612 3323 E-mail address: marina.poldma@politsei.ee</p>
+	Finland	Yes	<p>QUERY 1 – FORECASTING INTERNATIONAL PROTECTION TRENDS</p> <ol style="list-style-type: none"> 1. Does your Member State have a system in place for forecasting international protection trends? NO – although our Asylum Unit is monitoring the amounts of applicants and estimating future development in view of the results of this monitoring, these actions cannot exactly be called “a system” for forecasting 2. If YES, please provide details of your forecasting system and how it works. N/A 3. Does your forecasting system link in to an early warning mechanism or contingency planning arrangements to provide for possible additional protection applications NO - we don't have any forecasting system <p>QUERY 2 – CONTINGENCY PLANNING</p> <ol style="list-style-type: none"> 1. Does your Member State have an early warning mechanism or contingency planning arrangements in place to deal with anticipated or unanticipated changes in international protection applications received? NO 2. Does your Member State have a <u>contingency planning unit</u>? NO 3. How do you plan for, and respond to, both anticipated and unanticipated increases in international protection applications in terms of resources needed to process additional applications?

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			<p>In case the number of applicants increases considerably, the Finnish Immigration Service (MIGRI) can ask for additional appropriation from the parliament (in the budget) to gain more resources. This usually takes a considerable length of time. Until such an additional appropriation is obtained, MIGRI can only try to reorganize the staff responsibilities if considered possible, taken into account the work load in other Units within MIGRI. Depending on the number of asylum applications and the size and type of the existing case load the Immigration Service may prioritize the handling of certain groups of asylum seekers if needed.</p> <p>Still, MIGRI's ability to respond in this way to increased number of applicants is quite limited. According to the Aliens Act (section 97), it is also possible for the Immigration Service to request the police to conduct the asylum interviews, if the number of applications has increased dramatically (for special reasons this is possible at other times as well).</p> <p>The Ministry of the Interior states that each authority is responsible for preparing and maintaining contingency strategy within its own field of operation through contingency planning, training and dry run exercises.</p> <p>4. Do you have the capacity to access additional staff and other resources quickly to process additional international protection applications? NO – See previous answer. No additional resources are available at a short notice. Possible needs for additional resources are dealt with in connection with preparing the state budget estimate.</p> <p>5. In the event of an unanticipated number of international protection applications being received in your Member State, please indicate if you have a crisis management arrangement in place to cope such an event? NO</p> <p>QUERY 3 – DEALING WITH BACKLOGS</p> <p>1. Does your Member State have experience in dealing with backlogs following an unanticipated increase in international protection applications? YES Between 2008 – 2010 the number of asylum seekers increased dramatically compared to the previous three year period and reached almost 6000 in 2009. The reception system of asylum seekers was expanded by increasing the reception capacity of the existing reception centres and by opening new ones. To tackle the ensuing backlog of cases the Finnish Immigration Service's Asylum unit was given 80 staff members in year 2009 in order to clear the backlog. Since 2011 Finland has received around 3000 asylum seekers per year.</p> <p>2. What system do you have in place for dealing with a backlog situation in the future?</p>
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			<p>In recent years Finland has strived to speed up the processing of asylum applications and the decision making for the asylum cases. Likewise transferring the applicants with a positive decision from the reception centres to different municipalities is more carried out more efficiently nowadays. The Immigration authorities, the Police and the Border Guard have intensified their co-operative efforts and set up a joint national level working group that meets regularly. This working group produces a situation report on asylum issues three times a year. The practical co-operation between the various asylum authorities that are members of this working group creates the prerequisites that enable the asylum process to function as swiftly and fluently as possible. (Also see our answer to question 2.3.)</p> <p>3. Do you have the capacity to prioritise certain classes of international protection applications? Yes we have, and we are prioritizing some applications whenever needed in order to keep the asylum process working smoothly (for example we have prioritized the applications of EU-citizen, Ukrainians, western Balkans and Moroccans in the last few years).</p> <p>4. Do you use specific mechanisms to ensure that backlogs do not arise in the international protection system? NO – However, we have a working group of authorities (see our answer to 3.2) who are involved in the asylum process. The asylum situation is monitored by this outfit and it divides the backlog evenly between the reception centres, police and Migri’s Asylum Unit. However, this working group/network is not in itself a preventive mechanism for backlogs.</p> <p>5. What does your Member State consider to be best practice actions for processing backlogs if/when they do arise? We are just trying to prioritize some applications and otherwise we are doing our best to tackle the possible backlogs with the resources we have in use.</p> <p><u>FURTHER CONTACT DETAILS IN MEMBER STATES</u></p> <p>In order to enable follow up on specific issues, please provide contact details for an official in your administration to which any supplementary queries in relation to this questionnaire can be addressed.</p> <p>Name of contact person...Johanna Rätty..</p> <p>E mail address.....oima.international@migri.fi.....</p> <p>Name of contact personTiina Snellman, Senior Advisor, Sisäministeriö, Maahanmuutto-osasto, PL 26, 00023 Valtioneuvosto</p> <p>Telephone Number Puhelin +358(0) 295 488 638, 050 396 0239</p> <p>Email address tiina.snellman@intermin.fi, www.intermin.fi</p>
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	France	Yes	Response provided via EASO.
	Germany	Yes	<p>1. FORECASTING INTERNATIONAL PROTECTION TRENDS</p> <p>1. Does your Member State have a system in place for forecasting international protection trends? [YES]</p> <p>Yes. The Federal Office for Migration and Refugees is bound by law to compile the so-called entry forecast in accordance with § 44, section 2, German Asylum Procedures Act (AsylVfG). According to § 44, section 2, German Asylum Procedures Act, the German Federal Ministry of the Interior and/or the Federal Office has to inform the German Federal States about the number of monthly arrivals of asylum seekers, the foreseeable development of such figures and the foreseeable requirement for accommodation places. Such a forecast only covers the current calendar year, medium- and long-term forecasts are not generated.</p> <p>2. If YES, please provide details of your forecasting system and how it works.</p> <p>What sources of information are used (e.g. media, diplomatic missions, country of origin information and statistical data from a range of statistical sources of information, including in particular information from other Member States, EASO early warning and preparedness system, UNHCR, the Council of Europe and other relevant international organisations)</p> <p>As the basis for the compilation of entry forecasts, the Federal Office makes, inter alia, use of information gleaned from countries of origin as well as from appraisals delivered by experts.</p> <p>Here, beside the evaluation of public media and internal reports (Country Information of the Foreign Office and Reports of Liaisonstaff), also input from NGOs or from the common COI Portal of EASO is used.</p> <p>What authorities are involved in forecasting protection trends in your state (national and international)?</p> <p>Please compare with reply to 1.1.</p> <p>Does your administration have a specific statistical forecasting unit predicting international trends and if so, does it employ experts such as professional statisticians?</p> <p>No.</p> <p>3. Does your forecasting system link in to an early warning mechanism or contingency planning arrangements to provide for possible additional protection applications [YES/NO]</p> <p>If YES, please outline how this works.</p> <p>In accordance with article 33 of the so-called Dublin III Regulation, the Federal Office participates in the design and shaping of the EASO- Early Warning System EPS.</p>

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			<p>2. CONTINGENCY PLANNING</p> <p>1. Does your Member State have an early warning mechanism or contingency planning arrangements in place to deal with anticipated or unanticipated changes in international protection applications received? [YES]</p> <p>Yes.</p> <p>(i) If YES, please provide further details of how this system/mechanism operates.</p> <p>The so called “steering committee” at management level attends meetings at regular intervals. This body evaluates the analyses and controlling reports and takes the necessary measures by regulating the assignment of case-workers and if necessary also the efficient redistribution of applications for asylum, the assignment of temporary support units or even the prioritization/retroactive prioritization of the processing of cases from a certain country of origin.</p> <p>(ii) Is there a legal act(s) or basis in place to regulate it?</p> <p>No.</p> <p>2. Does your Member State have a contingency planning unit? [NO]</p> <p>No, yet in the case of peak work loads a „project group operative steering“ is immediately put in place which reports directly to the President of the Federal Office.</p> <p>3. How do you plan for, and respond to, both anticipated and unanticipated increases in international protection applications in terms of resources needed to process additional applications?</p> <p>The manpower requirement for the field of asylum of the Federal Office conforms with the projected figures of asylum applications. For budgetary reasons, it is not possible to increase the number of personnel at short notice.</p> <p>4. Do you have the capacity to access additional staff and other resources quickly to process additional international protection applications? [NO]</p> <p>No. It is true to say that the Federal Office has on a temporary basis and since the autumn of 2012 redeployed personnel from other departments to the area of asylum matters and also enlisted personnel from other Federal authorities due to the drastically rising figures of applications for asylum, however such personnel extra-manning measures have been exhausted at the present moment in time.</p> <p>5. In the event of an unanticipated number of international protection applications being received in your Member State, please indicate if you have a crisis management arrangement in place to cope such an event? [NO]</p> <p>No.</p> <p>3. DEALING WITH BACKLOGS</p> <p>1. Does your Member State have experience in dealing with backlogs following an unanticipated increase in international protection applications? [YES]</p>
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			<p>If, YES, please provide details?</p> <p>Yes. On the reporting date of 30 September 2014 a total number of 144,832 first and repeat applications were recorded by the Federal Office as pending, of which 10,000 are Dublin procedures (6.9%). When compared to the last-update 12 months ago (80,050 pending procedures), the number of pending procedures at the Federal Office has increased quite clearly by 80.9%. The Federal Office has set processing priorities to address the pending asylum procedures in relation to the current access development.</p> <p>a) Reduction of old procedures b) Priority processing of new entrants in 2014 c) Priority handling of Dublin procedures by the Federal Office.</p> <p>2. What system do you have in place for dealing with a backlog situation in the future?</p> <p>The Federal Office has set out the following processing priorities for the coverage of pending asylum procedures and in view of the present development of entry figures:</p> <p>a. Reduction of old procedures, that is:</p> <ul style="list-style-type: none"> - Interview of first application procedures from the years 2012 and earlier - Deciding the first and repeat procedures from the years 2012 and earlier - Deciding the procedures from first applications for unaccompanied minors from the years 2013 and earlier <p>b. Processing on a priority basis of new arrivals in the year 2014 from the following countries of origin:</p> <ul style="list-style-type: none"> - Serbia, Macedonia and Bosnia-Herzegovina - Syria <p>c. Processing of the pending Dublin procedures at the Federal Office on a priority basis</p> <p>3. Do you have the capacity to prioritise certain classes of international protection applications? Please compare with explanations given under 3.2.</p> <p>4. Do you use specific mechanisms to ensure that backlogs do not arise in the international protection system? [NO] No.</p> <p>5. What does your Member State consider to be best practice actions for processing backlogs if/when they do arise?</p> <p>One of the most likely effective measures to cover the increase of pending procedures remains to be the increase of employees. Furthermore the processing of pending asylum procedures can be made to be more efficient with the help of the following measures:</p> <ul style="list-style-type: none"> - Organisation and management of the operational sequence: (e.g. by setting priorities) - Expansion and adaptation of the structures required; this includes for example the IT-equipment (inter alia the use of a work-flow system, application of a speech recognition software)
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			<p>In order to enable follow up on specific issues, provide contact details for an official in your administration to which any supplementary queries in relation to this questionnaire can be addressed.</p> <p>Division M 25 Operative management of asylum and integration Mail address: m25posteingang@bamf.bund.de</p>
	Greece	Yes	
	Hungary	Yes	<p>1. No. 2. No. 3. Yes. In 2013 Hungary faced increased migration pressure, therefore, the Office of Immigration and Nationality (OIN) transferred several caseworkers dealing with asylum applications to other Directorates of the OIN in order to balance the workload of the Directorates in need.</p>
	Ireland	No	<p>At the present time, (i) <u>forecasting</u> of possible future trends in international protection applications and (ii) <u>contingency</u> planning in Ireland in respect of the international protection process are primarily based on the following approach</p> <p>IRELAND: FORECASTING TRENDS IN INTERNATIONAL PROTECTION APPLICATIONS</p> <p>The following informal forecasting techniques are used for the purpose of predicting and evaluating changes in the number of international protection applicants which might arrive in Ireland.</p> <ol style="list-style-type: none"> (1) Monitoring refugee and other protection flows in major conflict regions and having regard to existing refugee communities in Ireland, seeking to predict the number of applicants from the same countries of origin who might apply for international protection in Ireland. (2) Monitoring asylum trends in Ireland over the past twelve months and seeking to extrapolate possible changes in application numbers over the coming six to twelve months. (3) Monitoring asylum trends in countries near to Ireland and, having regard to past flows from similar countries of origin, seeking to predict possible future flows of applicants for international protection. (4) Having regard to statistical reports from organisations such as the UNHCR and EASO, seeking to predict possible future trends with particular reference to key countries of origin and their historical presence in the Irish asylum process. <p><u>Protection Analysis and Planning Unit</u></p>

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			<p>The ORAC does not have a Planning Unit which utilises formal planning and forecasting techniques to predict changes in protection trends but does have access to a Reporting and Analysis Unit headed by a professional statistician.</p> <p>IRELAND: CONTINGENCY PLANNING FOR INTERNATIONAL PROTECTION APPLICATIONS</p> <p>Contingency planning in relation to increases in international protection applicants essentially involves ensuring that there is flexibility in terms of resource deployment in the organisation in order to be able to process additional applications for international protection. The allocation of additional resources, if available, could include the utilisation of temporary contracted personnel rather than full time civil servants to cope with any unforeseen application numbers. A Panel of such contracted personnel is in place for this purpose.</p> <p>CONTACT PERSONS IN ORAC David Costello: dcostello@orac.ie Noreen Byrne: nmbyrne@orac.ie Lisa Murphy: lamurphy@orac.ie Telephone Number: 00 353 1 602 8094/8170</p>
	Italy	Yes	
	Latvia	Yes	<p>1. We do not have a system for forecasting international protection trends, special early warning mechanism nor specific statistical forecasting unit predicting international trends established in Latvia till now, but still the situation is monitored on regular bases. Main institutions – the Office of Citizenship and Migration Affairs and the State Border Guard regularly exchange and analyse the information with regard to migration flows which is in their possession.</p> <p>2. Plan on actions of responsible institutions in case of mass-influx of asylum seekers in Latvia from crisis – affected countries (hereinafter – Plan) was adopted by the Cabinet of Ministers on 4th July, 2012. It was worked out in order to define responsibilities and duties among institutions involved in management of situation of mass-influx. The Plan shall be implemented if the amount of applicants for international protection reaches from 500 till 3000 persons in 1-5 days or increase from 3000 till 20 000 persons in 5-10 days.</p> <p>The administrative capacity of the Office of Citizenship and Migration Affairs is strengthened - the employees who currently are working in other units are trained in order to ensure their ability to take part in asylum examination procedure in case of mass-influx.</p> <p>3. So far Latvia has not experienced mass influx of asylum seekers nor the backlog situation.</p>
	Lithuania	Yes	<p>1. No.</p> <p>2.1. There is a general mechanism of coping with extreme situations, which could also be used in case of massive influx of asylum seekers. According to this mechanism (established by several decrees of the Government of Lithuania), the Government would take a decision on concrete measures to be implemented during such crisis.</p> <p>2.2. No.</p>

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			<p>2.3. There hasn't been such need so far.</p> <p>2.4. No. Capacities of the Migration department (where the Asylum unit is established) are being used.</p> <p>2.5. There is no particular arrangement for such situations.</p> <p>3.1. No.</p> <p>3.2. There hasn't been any need to establish such system so far.</p> <p>3.3. All the applications are examined within the established time limits.</p> <p>3.4. n/a</p> <p>3.5. n/a</p>
	Luxembourg	Yes	<p>1. FORECASTING TRENDS IN INTERNATIONAL PROTECTION APPLICATIONS</p> <ul style="list-style-type: none"> a. NO. b. N/A c. N/A d. N/A e. NO. <p>2. CONTINGENCY PLANNING</p> <ul style="list-style-type: none"> a. NO. b. N/A c. N/A d. NO. e. Luxembourg responds on a case by case basis to massive inflows of international protection seekers. f. YES. The Directorate of Immigration in charge of the procedural aspects of the international protection applications reinforced its human resources capacity to deal with massive inflows of international protection applicants.⁸ The mechanism has been used following the rise in asylum applications, which started in 2011. g. NO. Momentarily, no crisis management arrangement is foreseen. However, when the country is confronted with a massive inflow of international protection applicants an intergovernmental crisis unit can be put into place. <p>3. DEALING WITH BACKLOGS</p> <ul style="list-style-type: none"> a. YES. To respond to the external pressure national authorities increased human resources allocated to the procedural treatment of applications, to reduce the backlog. b. At the moment Luxembourg does not have a specific plan to deal with backlogs. Nevertheless, as mentioned above the staff of the Directorate of Immigration has been reinforced. c. The amended law of 5 May 2006 on the right of asylum and complementary forms of protection (Asylum law) states that

⁸ See Directorate of Immigration, [PROGRAMME PLURIANNUEL 2008-2013](#), p.14

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			<p>the minister may take a decision on an asylum application within a fast-track procedure if the applicant clearly does not meet the minimum criteria to be granted refugee status, omits or refuses to produce relevant information for the asylum procedure or comes from a country which is listed as safe country.⁹</p> <p>d. NO.</p> <p>e. The reinforcement of case workers.</p>
	Malta	Yes	
	Netherlands	Yes	<p>1. Does your Member State have a system in place for forecasting international protection trends? YES</p> <p>2. If YES, please provide details of your forecasting system and how it works.</p> <p>(i) What sources of information are used (e.g. media, diplomatic missions, country of origin information and statistical data from a range of statistical sources of information, including in particular information from other Member States, EASO early warning and preparedness system, UNHCR, the Council of Europe and other relevant international organisations)</p> <p>For the actual forecast we use national statistical sources of information. We are now in the process of developing a more sophisticated approach were all the other sources mentioned above are also taken into account.</p> <p>(ii) What authorities are involved in forecasting protection trends in your state (national and international)?</p> <p>Immigration Service and the Ministry of Justice</p> <p>(iii) Does your administration have a specific statistical forecasting unit predicting international trends and if so, does it employ experts such as professional statisticians?</p> <p>We are in the developing stage.</p> <p>3. Does your forecasting system link in to an early warning mechanism or contingency planning arrangements to provide for possible additional protection applications [YES]</p> <p>If YES, please outline how this works.</p> <p>YES → our multi-annual planning and prognosis is used to plan resources and business capacity.</p> <p>2. CONTINGENCY PLANNING</p> <p>1. Does your Member State have an early warning mechanism or contingency planning arrangements in place to deal with anticipated or unanticipated changes in international protection applications received?</p> <p>YES</p>

⁹ Article 20 (1) of the amended Law of 5 May 2006 on the right of asylum and complementary forms of protection (Asylum law) and Grand-ducal regulation of 21 December 2007 fixing the list of safe countries, which was amended by Grand ducal regulations of 1 April 2011 and of 19 June 2013.

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			<p>If YES, please provide further details of how this system/mechanism operates. → Our multi-annual planning is now based on a rolling forecast which is updated monthly.</p> <p>(i) Is there a legal act(s) or basis in place to regulate it? No</p> <p>2. Does your Member State have a <u>contingency planning unit</u>? [YES/NO] No</p> <p>3. How do you plan for, and respond to, both anticipated and unanticipated increases in international protection applications in terms of resources needed to process additional applications? Our multi-annual planning is now based on a rolling forecast which is updated monthly.</p> <p>4. Do you have the capacity to access additional staff and other resources quickly to process additional international protection applications? YES If YES, please provide details. We recently hired extra staff to process the sudden increase of applications</p> <p>5. In the event of an unanticipated number of international protection applications being received in your Member State, please indicate if you have a crisis management arrangement in place to cope such an event? YES</p> <p>(i) If YES, does this include a specific <u>contingency plan</u> to guide your organisation in the actions to take? No</p> <p>(i) Which are the national authorities involved/responsible for preparing and implementing this contingency plan? Immigration Service, the Ministry of Justice, COA (housing) and border police</p> <p>(ii) Have you provided the possibility (for example, in legislation) to call upon the assistance of the European Commission, other Member States, EASO and other relevant Union agencies? No</p> <p>3. DEALING WITH BACKLOGS</p> <p>1. Does your Member State have experience in dealing with backlogs following an unanticipated increase in international protection applications? [YES] If, YES, please provide details? Yes</p> <p>2. What system do you have in place for dealing with a backlog situation in the future? Multi-annual planning and prognoses</p> <p>3. Do you have the capacity to prioritise certain classes of international protection applications? Yes</p>
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			<p>4. Do you use specific mechanisms to ensure that backlogs do not arise in the international protection system? Multi-annual planning and prognoses</p> <p>5. What does your Member State consider to be best practice actions for processing backlogs if/when they do arise? Prioritising between different kinds of products</p>
	<p>Poland</p>	<p align="center">Yes</p>	<p>1. FORECASTING INTERNATIONAL PROTECTION TRENDS</p> <p>1. We are still in the process of finding the best forecasting system for Poland. 2014 is the first year when we started making prognosis.</p> <p>i) All sources listed are used. In addition, we use the other countries' experiences, especially those participating in the meetings of the GDISC group for asylum forecasting. We also find the Swiss forecasting very inspiring.</p> <p>ii) Migration statistics and analysis unit together with the Country of origin information unit.</p> <p>2. Not yet, but we are looking for such an expert.</p> <p>3. No.</p> <p>2. CONTINGENCY PLANNING</p> <p>1. Yes.</p> <p>i) On every administration level there is an action plan for massive influx of foreigners, this year from Ukraine.</p> <p>ii) According to the Article 106(1) of <i>Act on granting protection to foreigners within the territory of the Republic of Poland</i> foreigners arriving en masse to Poland, who left their country of origin or a specific geographical area because of foreign invasion, war, civil war, ethnic conflict or gross violations of human rights, can be granted temporary protection on the territory of the Republic of Poland, regardless of whether their arrival was spontaneous or was aided by the Republic of Poland and the international community. In such situation temporary protection is granted on the basis of and within the limits specified in the decision of the Council of the European Union, for the period specified in each case in the decision. However this also Council of Ministers, by ordinance, may grant temporary protection to foreigners not covered by the decision of the Council of the European Union.</p> <p>2. No.</p> <p>3. The Office for Foreigners can delegate additional staff and more centers for asylum seekers to deal with such situations.</p> <p>4. In those situations it's possible to delegate additional personnel from other units to the Department for Refugee Procedures, who received a proper training (especially in the area of the interview techniques).</p> <p>5. Yes.</p> <p>i) Yes.</p> <p>ii) The areas covered are the following: admission of persons seeking protection, organization of transport, organization of reception system, organization of medical care, organization of temporary camps, safety and security in places of stay of foreigners.</p> <p>iii) The national authorities involved are: Minister of the Interior:</p>

Ad-Hoc Query on forecasting and contingency planning arrangements for international protection applicants

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			<ul style="list-style-type: none"> • Border Guard • Office for Foreigners • State Fire Service • Police <p>Cooperation:</p> <ul style="list-style-type: none"> • Ministry of Foreign Affairs • Ministry of National Defence • Ministry of Administration and Digitalization -> Regional offices • Ministry of Health • Ministry of Economy • Ministry of Labour and Social Policy • The Internal Security Agency • Government Security Centre <p>In addition:</p> <ul style="list-style-type: none"> • NGOs (eg. Polish Red Cross, Caritas) • volunteers <p>vi) Yes in art. 117a of the <i>Act on granting protection to foreigners within the territory of the Republic of Poland.</i></p> <p>3. DEALING WITH BACKLOGS</p> <ol style="list-style-type: none"> 1. No. 2. n/a. 3. In the case asylum seekers, who for example: <ul style="list-style-type: none"> - provided reasons for submitting the application other than a fear of persecution on the grounds of race, religion, nationality, political convictions or social background or a risk of serious harm or failed to provide information on the circumstances relating to the fear of persecution or risk of serious harm, - submitted another application in which they provided other personal details, - presented incoherent, conflicting, unlikely or insufficient explanations to confirm the fact of being persecuted, decision should be made within 30 days from the date of application. <p>When the applicant, after having received a final decision to refuse granting refugee status, submitted another application based on the same grounds, it is possible to issue the decision to discontinue proceedings because of the inadmissibility of the application.</p> <ol style="list-style-type: none"> 4. No, but we are going to introduce such system. 5. There are many ways to fight backlogs. Firstly, we should be sure that we have enough resources, especially human resources to deal with high numbers of applications, but it's also a good idea to make some distinction between those asylum seekers who filled their applications for the first time and the second time. It's also very important to use up-to-date information on
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			countries of origin provided by the COI unit. Contact person in the Office for Foreigners: Paweł Stefanek (Pawel.Stefanek@udsc.gov.pl)
	Portugal	Yes	
	Romania	Yes	Response provided via EASO.
	Slovak Republic	Yes	<p>1. FORECASTING INTERNATIONAL PROTECTION TRENDS</p> <ol style="list-style-type: none"> 1. No. 2. N/A 3. No. <p>2. CONTINGENCY PLANNING</p> <ol style="list-style-type: none"> 1. Yes. <ul style="list-style-type: none"> (i) Slovak Republic ensures capacities and reserve capacities which would enable accommodation of certain number of persons within a short period of time. In case of an increased pressure (currently with regard to the situation in Ukraine), Slovak Republic has an emergency plan corresponding to various levels of intensity e.g. a standard pressure, an increased pressure or a massive one. With existing capacities, the Slovak Republic is able to receive up to 1000 persons immediately, with mobile capacities additional 500 persons within one week, 800 persons within 2 weeks and 1000 persons within one month. In case of a massive inflow, Slovak Republic is able to receive up to 10 000 persons with the help of Armed Forces of the Slovak Republic (mobile capacities, equipment for the construction of a refugee camp etc.) and with the help and financial resources of the EU. In addition to this, Slovak Republic has prepared an agreement with the Slovak Red Cross which would be concluded in case of emergency. (ii) No. 2. No. 3. Slovak Republic has experienced a decline in the number of applications for international protection in the last years. Currently, the reception capacities are sufficient. Unless the capacities exceed 900 persons, there is no need to adopt new measures. In case of a sudden influx, the capacities can be secured as outlined in 1(i). A decision on the increased financial resources, either for the accommodation capacities or for the staff capacities of the respective authorities, has to be adopted by the Government of the Slovak Republic based on the proposal of the Minister of Interior. 4. Based on the number of applications, the steps would be taken as outlined in 1(i). In case of a higher number of applications, the process would be longer. 5. Yes. <ul style="list-style-type: none"> (i) A special emergency team for crisis management operates within the Ministry of Interior of the Slovak Republic. It monitors and evaluates security situation in the Slovak Republic. Director of the Migration Office of the Ministry of Interior of the Slovak Republic is among the members of the team.

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			<p>(ii) Capacities, scope of responsibilities and financial resources. (iii) Ministry of Interior of the Slovak Republic and the Ministry of Foreign and European Affairs of the Slovak Republic.</p> <p>3. DEALING WITH BACKLOGS</p> <p>1. In the past, yes (2001 – 8 151 applications; 2002 – 9 743 applications; 2003 – 10 358 applications; 2004 – 11 395 applications). At this time, taking into account the number of applications, no.</p> <p>2. Current system is based on the number of arriving asylum seekers (or the numbers from the past years) which is reflected in the capacities of the Migration Office of the Ministry of Interior of the Slovak Republic. If the number of applications increases rapidly, the system will be adjusted in such a way to process the applications based on the accommodation, financial and staff capacities within the statutory period.</p> <p>3. The Migration Office of the Ministry of Interior processes all the applications for international protection continuously, based on the date of lodging of the application. Minor asylum seekers are preferred in the long term while the Migration Office has sufficient capacities for processing their applications for international protection. Among other preferred applicants are those placed outside the asylum centres (detention centres, prisons, etc.) especially due to early and quality decision on (non-)granting of international protection in case of the need to carry out their administrative expulsion from the territory of the Slovak Republic or in order to process the administration of their stay.</p> <p>4. No, each application is currently processed according to the Action Plan of the Migration Policy of the Slovak Republic with a view to the year 2020 based on the time, subject and financial conditions of respective offices.</p> <p>5. As an example of a good practice can be considered practice during the years 2001-2004 when the accommodation capacities had to be increased as well as the higher number of interpreters for the asylum procedure had to be hired. It should be noted that related actions were exceeding the working time of case workers or rather their working time was adjusted in such a way in order to process the applications within the statutory period.</p> <p>Name of contact person: Jana Feriancová; Katarína Žúžiová Telephone Number: 00421 2 48 254 238; 00421 2 48 254 251 E mail address: JANA.FERIANCOVA@MINV.SK; KATARINA.ZUZIOVA@MINV.SK</p>
	Slovenia	Yes	Response provided via EASO.
	Spain	Yes	
	Sweden	Yes	<p>1. Does your Member State have a system in place for forecasting international protection trends? [YES]</p> <p>(i) The Swedish Migration board submits four to five prognoses for asylum influx per year as the prognoses constitute part of public financial management. The qualitative and the quantities approach are the integrated part of the established forecasting system.</p>

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			<p><i>The qualitative approach</i></p> <p>The qualitative approach relies on a number of sources of information. Primary sources concerning events in countries of origins are open media sources and reports by relevant institutes and NGO:s. Classified reports from Sweden’s diplomatic missions are also used. The analysis is also based on the conclusions of the COI Unit, Lifos, at the Swedish Migration Board. Similar sources, including UNHCR reports, are used to gather information about the situation for refugees that remain in proximity to their home country. Primary sources for migrant routes are Frontex reports, reports from diplomatic missions, national contact points and statistics from individual member states. For information on legal practices, conditions of reception centres, etc, in individual member states we rely primarily on contact points in the countries in question, as well as EASO reports.</p> <p><i>The quantitative approach</i></p> <p>Statistics from Sweden and other member states are used to revise our predictions and to detect trends in how different groups choose their preferred countries of destination.</p> <p>(ii) Only the Swedish Migration Board. Other authorities might be consulted if the need arises.</p> <p>(iii) The Planning and Control Unit and the Unit for Statistical Process Control do have employees with professional statistical competence, and their input is used when new predictions are made. However, the overall responsibility for forecasting work and the four annual prognoses has the Planning and Control Unit in cooperation with the Unit for Migration Intelligence. The assessments are primarily based on qualitative analysis in combination with the statistical outcome when it comes to predicting the number of asylum applicants that will arrive to Sweden in the future.</p> <p>3. Does your forecasting system link in to an early warning mechanism or contingency planning arrangements to provide for possible additional protection applications [YES]</p> <p>The risk assessments and predictions made by the Unit of Migration Intelligence are communicated to the Centre for Operative Coordination in the form of weekly reports and presentations. The Centre for Operative Coordination’s primary task is to coordinate operative units and resources within the Swedish Migration Board. The risk assessments made, sometimes in the form of early alert predictions of probability, are used as an input to contingency planning. The four annual prognosis- and budget reports are used for more long term planning and in the budget process vis-à-vis the Swedish government.</p> <p>2. CONTINGENCY PLANNING</p> <p>1. Does your Member State have an early warning mechanism or contingency planning arrangements in place to deal with anticipated or unanticipated changes in international protection applications received? <i>Yes</i></p> <p>(i) If YES, please provide further details of how this system/mechanism operates. <i>The Migration Board adopted a contingency plan in 2013, which was subject to revision in December 2013 due to the increasing number of applicants predicted for 2014. The plan sets out what measures to be taken by the organization in the situation of an increasing number of applicants in order to manage such a situation in a timely and effective manner.</i></p>
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			<p><i>The plan determines what measures to be taken according to four increasing levels of work load/number of applicants (up to 1 200 applicants on a weekly basis is considered a “normal” level): 1 200 to 1 600 (level 2), 1 600 to 2 000 (level 3), 2 000 to 2 500 (level 4) and 2 500 to 3 000 (level 5). The overall purpose with the plan is to increase preparedness, to define responsibilities, to ensure co-ordination, capacity and burden sharing within the organization. Measures include e.g. weekly co-ordination meetings, increased capacity at application units (e.g. by distributing applicants more evenly among these), mobile solutions to increase capacity at application units, simplified procedures at application units to reduce bottle necks.</i></p> <p><i>In addition, the Division for Reception is closely monitoring the need for capacity in the reception system, e.g. by ensuring the possibility to rent accommodation facilities at short notice. A great challenge at this stage is the fact that thousands of individuals already awarded residence remain in the reception system due to bottle necks, e.g. housing shortage.</i></p> <p>(ii) Is there a legal act(s) or basis in place to regulate it? <i>No</i></p> <p>2. Does your Member State have a contingency planning unit? <i>No, not per se. However, there are two members of staff in charge of contingency planning (based in the Division for Asylum Examinations and Division for Reception), the plan also calls for the setting up of particular teams and meetings given the level of influx of applicants.</i> If YES, what are its terms of reference/functions?</p> <p>3. How do you plan for, and respond to, both anticipated and unanticipated increases in international protection applications in terms of resources needed to process additional applications? See above. <i>Generally speaking the forecast (submitted to the government five times a year) would be the basis for planning activities including government budget allocation to increase capacity to process additional applications.</i></p> <p>4. Do you have the capacity to access additional staff and other resources quickly to process additional international protection applications? <i>There is no roster or similar mechanism in place in the organization. However, in recent years the Migration Board has increasingly – and successfully – improved staff flexibility. E.g. case officers from “Dublin procedure” units have changed duties and instead processed “regular” applications during certain periods when additional capacity was needed to process these, and vice versa.</i> If YES, please provide details.</p> <p>5. In the event of an unanticipated number of international protection applications being received in your Member State, please indicate if you have a crisis management arrangement in place to cope such an event? <i>No</i></p> <p>(i) If YES, does this include a specific contingency plan to guide your organisation in the actions to take?</p> <p>(ii) If YES, what are the main issues covered by the contingency plan?</p>
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			<p>(iii) Which are the national authorities involved/responsible for preparing and implementing this contingency plan?</p> <p>(iv) Have you provided the possibility (for example, in legislation) to call upon the assistance of the European Commission, other Member States, EASO and other relevant Union agencies? <i>The possibility to call upon assistance is not specified in legislation.</i></p> <p>3. DEALING WITH BACKLOGS</p> <p>1. Does your Member State have experience in dealing with backlogs following an unanticipated increase in international protection applications? <i>Yes</i></p> <p>2. What system do you have in place for dealing with a backlog situation in the future? <i>The Migration Board made a major overhaul of the asylum process in 2010 which resulted in considerably shorter processing times for applications. However, in the wake of the increasing number of applications the past two years, waiting time for applicants has increased again. There is no system per se to deal with the backlog, applications are generally processed chronologically. "Dublin procedure" cases and applications deemed as manifestly unfounded are always given priority due to legal provisions. Applications from unaccompanied minors, and families with children have at certain instances been given priority.</i></p> <p>3. Do you have the capacity to prioritise certain classes of international protection applications? <i>See above.</i></p> <p>4. Do you use specific mechanisms to ensure that backlogs do not arise in the international protection system? <i>Constant follow-up and improvement of processing times, identify and address bottlenecks, focus on time frames and deadlines. Team-based work methods have also been employed extensively since 2010.</i> If YES, please describe? (For example, flexibility in resource redeployment and additional resource recruitment).</p> <p>5. What does your Member State consider to be best practice actions for processing backlogs if/when they do arise? <i>Possibly to allocate resources and capacity to handle the processing of these applications at the earliest stage possible, given the likely effect that applications tend to grow more complicated by time and age and therefore more costly/complicated to process. In the past, the Migration Board has e.g. set up special teams or units devoted to processing certain types of cases, certain nationalities etc. in the backlog. In the past few years, one or two asylum examination units have during certain periods solely processed Syrian applications. Finally, the Migration Board has also strived for increased flexibility in the organization as a means to handle the backlog, e.g. case officers from the Division for Managed Migration and Citizenship have switched tasks and processed asylum applications when needed (and when less capacity was needed for e.g. applications for family reunification).</i></p>
	United Kingdom	Yes	<p>1. FORECASTING INTERNATIONAL PROTECTION TRENDS</p> <p>1. Does your Member State have a system in place for forecasting international protection trends? [YES]</p> <p>2. If YES, please provide details of your forecasting system and how it works. The UK, through Home Office Science, are currently contributing to an EU-wide project on asylum forecasting led by EASO and coordinated by GDISC. We would recommend that ORAC link into this work for a fuller picture of asylum forecasting</p>

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			<p>approaches across EU Member States.</p> <ul style="list-style-type: none"> (i) What sources of information are used (e.g. media, diplomatic missions, country of origin information and statistical data from a range of statistical sources of information, including in particular information from other Member States, EASO early warning and preparedness system, UNHCR, the Council of Europe and other relevant international organisations) (ii) What authorities are involved in forecasting protection trends in your state (national and international)? (iii) Does your administration have a specific statistical forecasting unit predicting international trends and if so, does it employ experts such as professional statisticians? <p>3. Does your forecasting system link in to an early warning mechanism or contingency planning arrangements to provide for possible additional protection applications [YES] If YES, please outline how this works. See answer to 2.1(i) below.</p> <p>2. CONTINGENCY PLANNING</p> <ul style="list-style-type: none"> 1. Does your Member State have an early warning mechanism or contingency planning arrangements in place to deal with anticipated or unanticipated changes in international protection applications received? [YES] <ul style="list-style-type: none"> (i) If YES, please provide further details of how this system/mechanism operates. The UK's Asylum Intake Report (AIR), produced by the Home Office, provides an annual projection of asylum intake by nationality. It is refreshed at regular intervals. Weekly reports of actual intake figures track the accuracy of AIR projects and provide an early warning mechanism of unexpected intake surges. (ii) Is there a legal act(s) or basis in place to regulate it? Not specifically for the intake early warning mechanism or contingency planning arrangements but the UK asylum system is regulated by various statutes. 2. Does your Member State have a <u>contingency planning unit</u>? [NO] Whilst the UK does not have a specific, sole function contingency planning unit the Asylum Casework Directorate (ACD) within the Home Office leads on contingency planning for unexpected asylum intake surges. The ACD Contingency Plan (currently in development) sets out the escalating level of actions required to address the main intake surge scenarios (claims at the border; clandestines claiming on detection; in-country claims from regular migrants; in-country claims from irregular migrants). It also considers the asylum system pressure points the UK would need to address in any intake crisis situation (screening; initial accommodation, welfare, safeguarding; detention space; dispersed accommodation; caseworking). .
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			<p>If YES, what are its terms of reference/functions?</p> <p>3. How do you plan for, and respond to, both anticipated and unanticipated increases in international protection applications in terms of resources needed to process additional applications? Anticipated (forecasted) increases are managed through the ACD business planning cycle. Unanticipated increases would be managed through resource flexibility (see 2.4 below).</p> <p>4. Do you have the capacity to access additional staff and other resources quickly to process additional international protection applications? [YES] If YES, please provide details. ACD has access to a rapid reaction caseworking unit within UK Visas & Immigration (the 'Red Team') and to cross-trained caseworkers within Her Majesty's Passport Office. ACD is also developing the capability to recall trained asylum decision makers from other parts of the Home Office should the need arise.</p> <p>5. In the event of an unanticipated number of international protection applications being received in your Member State, please indicate if you have a crisis management arrangement in place to cope such an event? [YES – currently in development]</p> <p>(i) If YES, does this include a specific <u>contingency plan</u> to guide your organisation in the actions to take? [YES – currently in development]</p> <p>(ii) If YES, what are the main issues covered by the contingency plan? See answer to Qn 2.2 above.</p> <p>(iii) Which are the national authorities involved/responsible for preparing and implementing this contingency plan? The Asylum Casework Directorate within UK Visas & Immigration (part of the Home Office) has the institutional lead on asylum contingency planning working with other key state actors such as the NHS, Local Government, Immigration Enforcement, Police.</p> <p>(iv) Have you provided the possibility (for example, in legislation) to call upon the assistance of the European Commission, other Member States, EASO and other relevant Union agencies? No as this is provided for by a combination of Article 33(1) of the Dublin III Regulation EU No 604/2013 and Regulation (EU) No 439/2010 which have direct effect in UK law. Article 33(1) provides:</p> <p>'Where, on the basis of, in particular, the information gathered by EASO pursuant to Regulation (EU) No 439/2010, the Commission establishes that the application of this Regulation may be jeopardised due either to a substantiated risk of particular pressure being placed on a Member State's asylum system and/or to problems in the functioning of the asylum system of a Member State, it shall, in cooperation with EASO, make recommendations to that Member State, inviting it to draw up a preventive action plan.</p>
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			<p>The Member State concerned shall inform the Council and the Commission whether it intends to present a preventive action plan in order to overcome the pressure and/or problems in the functioning of its asylum system whilst ensuring the protection of the fundamental rights of applicants for international protection.</p> <p>A Member State may, at its own discretion and initiative, draw up a preventive action plan and subsequent revisions thereof. When drawing up a preventive action plan, the Member State may call for the assistance of the Commission, other Member States, EASO and other relevant Union agencies.'</p> <p>3. DEALING WITH BACKLOGS</p> <p>1. Does your Member State have experience in dealing with backlogs following an unanticipated increase in international protection applications? [NO] If, YES, please provide details? ACD has experience of dealing with backlogs as a result of a general, forecasted rise in asylum intake. We are currently working towards a target of making decisions on all pre-October 2014 cases by the end of March 2015. We saw higher than anticipated intake from July until November and adjusted our planning accordingly.</p> <p>2. What system do you have in place for dealing with a backlog situation in the future? See answer to 2.4 above and 3.4 below.</p> <p>3. Do you have the capacity to prioritise certain classes of international protection applications? Yes through the Asylum Casework Directorate's National Asylum Intake Unit.</p> <p>4. Do you use specific mechanisms to ensure that backlogs do not arise in the international protection system? [YES] If YES, please describe? (For example, flexibility in resource redeployment and additional resource recruitment). From April 2014 ACD introduced a customer service standard of deciding 98% of straightforward claims within 6 months. Each monthly cohort is actively managed against this standard to ensure that backlogs do not develop.</p> <p>5. What does your Member State consider to be best practice actions for processing backlogs if/when they do arise? Clear prioritisation of cases, effective redeployment of available resources, close working with public and commercial partners involved in the accommodation of destitute asylum claimants.</p>
	Croatia	Yes	Response provided via EASO.
	Norway	Yes	1. FORECASTING INTERNATIONAL PROTECTION TRENDS

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			<p>1. Does your Member State have a system in place for forecasting international protection trends? Yes</p> <p>2. If YES, please provide details of your forecasting system and how it works. <i>We forecast the number of asylum seekers four times per year. The main purpose for this is for budget planning. We are also constantly monitoring the situation to be prepared if there are any significant and/or lasting changes.</i></p> <p>(i) What sources of information are used :</p> <ul style="list-style-type: none"> - <i>Statistics from IGC, Eurostat, EASO and direct contact with other countries.</i> - <i>Information on the situation at Schengen border: from FRONTEX and UNHCR and the Norwegian embassy in Rome</i> - <i>Information on traveling routes from the applicants themselves (recorded in our application registration and handling system)</i> - <i>Country of origin information data base (http://landdatabasen/Sider/Forside.aspx)</i> - <i>Information on Norwegian and other countries practices/recognition rate, (especially Sweden)</i> - <i>Daily newsletter from FRONTEX</i> - <i>Media reports</i> <p>(ii) What authorities are involved in forecasting protection trends in your state (national and international)? <i>The Norwegian Directorate of Immigration (UDI) and the National Police Immigration Service (PU) are the two authorities directly involved in making the forecast. We have close cooperation with the other Nordic countries and have recently started cooperation with Switzerland, facilitated through GDISC.</i></p> <p>(iii) Does your administration have a specific statistical forecasting unit predicting international trends and if so, does it employ experts such as professional statisticians? <i>It is the Statistics and Analysis Division (ESA) in UDI that is responsible for producing the forecast. Professional statisticians are not employed for this purpose. We do not use advanced statistical methods in forecasting.</i></p> <p>3. Does your forecasting system link in to an early warning mechanism or contingency planning arrangements to provide for possible additional protection applications [YES/NO] If YES, please outline how this works.</p> <p><i>We are constantly assessing the influx of asylum seekers and different levels of contingency plans are employed accordingly to the situation.</i></p> <p><i>We have established a model for estimating resource requirements throughout the system based on the forecasted monthly arrivals such as the need for case handlers, reception centres facilities, housing for those granted protection and the numbers to be returned.</i></p>
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			<p>2. CONTINGENCY PLANNING</p> <p>1. Does your Member State have an early warning mechanism or contingency planning arrangements in place to deal with anticipated or unanticipated changes in international protection applications received? <i>We have decided on the overall contingency plan on mass influx but are still in the process of finalising the detailed plans for the different departments</i></p> <p>(i) If YES, please provide further details of how this system/mechanism operates. <i>We have a contingency plan that is flexible to different scenarios of influx. It describes clearly the decision-making bodies and processes to be used in a situation of influx. The responsibilities and the corporation of the different departments in the UDI are clearly described.</i></p> <p>(ii) Is there a legal act(s) or basis in place to regulate it? <i>No</i></p> <p>2. Does your Member State have a <u>contingency planning unit</u>? <i>We do not have a contingency planning unit, but a designated unit has the responsibility of overseeing that all parts of the organisation have developed a contingency plan according to the overall contingency plan for mass influx.</i></p> <p>3. How do you plan for, and respond to, both anticipated and unanticipated increases in international protection applications in terms of resources needed to process additional applications? <i>In case of mass influx we have plans for transferring and training caseworkers to the asylum department from other departments in UDI. We also have plans to employ additional staff from outside the UDI.</i></p> <p><i>The quarterly revised projections of future asylum applicants by main categories are used in the budget planning process. If we have a mass influx situation that has not been budgeted for, an extraordinary allocation for this purpose is possible.</i></p> <p>4. Do you have the capacity to access additional staff and other resources quickly to process additional international protection applications? <i>We have some possibilities to relocate staff, but in the case of a mass influx, a backlog of cases will build up.</i></p> <p>5. In the event of an unanticipated number of international protection applications being received in your Member State, please indicate if you have a crisis management arrangement in place to cope with such an event? <i>UDI has not yet finalised a complete formal contingency plan for mass influx, but some parts are in place: We have finalised an overall contingency plan for mass influx, but the detailed plans for the different departments have yet to be finalised.</i></p> <p><i>A crisis management team will be established consisting of the chiefs of the different departments in the UDI with the UDI Director General.</i></p>
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Ad-Hoc Query on forecasting and contingency planning arrangements for international protection applicants

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			<p><i>In case of an unanticipated number of applicants, but not a mass influx situation we have management arrangements that will take force:</i></p> <ul style="list-style-type: none"> - <i>New reception centres will be established.</i> - <i>The case load will be assessed and prioritized.</i> - <i>The situation will be monitored by the UDI DG through the directors' meeting on a weekly base</i> - <i>A Surveillance team on operations will have weekly meetings. The team consists of persons responsible for housing and case handling including interviewing (UDI) and registration (PU).</i> <p>6. Are the main issues covered by the contingency plan? <i>Yes</i></p> <p>(i) Which are the national authorities involved/responsible for preparing and implementing this contingency plan? <i>The Norwegian Directorate of Immigration (UDI), the Police Immigration service (PU) and the Ministry of Justice and Public Security (JD).</i></p> <p>(ii) Have you provided the possibility (for example, in legislation) to call upon the assistance of the European Commission, other Member States, EASO and other relevant Union agencies? <i>No.</i></p> <p>3. DEALING WITH BACKLOGS</p> <p>1. Does your Member State have experience in dealing with backlogs following an unanticipated increase in international protection applications? [YES/NO] If YES, please provide details? <i>We had an increase in applications from 6 500 in 2007 to 14 400 in 2008 and to 17 226 in 2009. At the end of 2009 we had a backlog of 11 000 cases, an increase of 6 500 in two years.</i></p> <p>2. What system do you have in place for dealing with a backlog situation in the future? <i>The backlog situation is considered on a regular basis, e.g. in connection with the projections described above, and resources can be transferred between different UDI departments if this is needed.</i></p> <p>3. Do you have the capacity to prioritise certain classes of international protection applications? <i>Yes</i> Do you use specific mechanisms to ensure that backlogs do not arise in the international protection system? If YES, please describe? (For example, flexibility in resource redeployment and additional resource recruitment). <i>The influx of asylum seekers is not easy to predict and the backlog will fluctuate accordingly. Projections are used for budget planning, but the budget process takes time and the budget is based on projections made half a year before the budget year</i></p>
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			<p><i>starts. It also takes some time to upscale the organisation to handle a higher number of applications. In the meantime the backlog may increase.</i></p> <p>4. What does your Member State consider to be best practice actions for processing backlogs if/when they do arise?</p> <p>In order to enable follow up on specific issues, provide contact details for an official in your administration to which any supplementary queries in relation to this questionnaire can be addressed.</p> <p>Name of contact person: Marie Hesselberg, Senior adviser Analysis and Development Department The Norwegian Directorate of Immigration</p> <p>Telephone Number.....+47 407 06 548 E mail address mah@udi.no</p>
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