**DRAFT INTERVIEW SCHEDULE**

LoReMi:

Local Responses to Precarious Migrants: Frames, Strategies and Evolving Practices

in Europe

1. **Background information**

* What is your role within the department / service?
* How long have you been working here?
* Where were you before?
* Do your responsibilities relate to MPRS?

1. **Information about potential service users**

* What is the profile of the MPRs who use your services?
* What prompted them to use your services?
* What are their reasons for seeking support?
* Are there any risks involved in using your services?
* What do you feel that those risks have changed over the years?
* Do you see more men or women? Or the same?
* About women: does your department have a special focus on women? Do they have specific needs? Are women a target group of your department? What problems do they come to you with? Do you offer services for particular problems women face?

1. **Organization of service provision**

* What services does your department provide to MPRS?
* How does your department provide service to MPRS?
* What kind of assessments do you undertake for MPRS who approach your department/service?
* What considerations are made within those assessments?
* How do you assess the validity of claims for support?
* How is the consistency of the assessment process managed?
* Are there situations where you would not proceed to undertaking an assessment? If so, what kinds of situations would these be?
* Do service users refer themselves to your department/service or are they referred by advocates?
* Can you provide service to all MPRS who seek assistance?
* How has COVID-19 impacted your clients?
* Are there strategies to include MPRS irrespective of their residence status (including mainstreaming services)
* Are there specific services for women in particular?

1. **Working with NGOs.**

* Could you tell me about your experience in working with NGOs?
* Do you refer them to NGOs in some cases? If so, in which cases?
* Do you work with NGOs? If so, how?
* Are there some NGOs with whom you stopped working? Why?
* Are there new NGOs with whom you started working? Why?
* Are NGOs part of the governance mechanisms?
* Are there other NGOs who provide services to this group but with whom you are not working? Why not?

1. **Organization of the department / service**

* How does your department work with other departments/services in relation to the assessment process and service provision for MPRS?
* Do you work with other local authorities or government bodies in relation to this group of service users?
* What experience and qualifications do staff who carry out the initial assessments have?
* What are the organizational challenges of working with this group of service users?
* Are there any problems with neighboring or other boroughs in relation to this group of service users?
* What about non-governmental organizations?
* How has COVID-19 impacted your work?

1. **Governance arrangements and policy/politics**

* Do you follow any guidelines to guide your work with this group of service users? Are there specific considerations for women?
* When national policies are exclusionary but the local authorities provide the service nonetheless, how does your department go about justifying it?
* Are there any tensions arising for providing service to MPRS?
* To whom does your department report?
* How are the services funded?
* Did councilors initiate or sign off the approach? involved in your department/service in any way?
* How do you monitor and evaluate your services?
* How do services to this group relate to the broader aims of the department as a whole?
* Is there pressure to limit the services offered to MPRS?
* IF APPLICABLE: Has the support provided changed in any way since the local authority started to support this group of service users? If so, how?
* What have been the most significant changes in relation to this group of service users since the local authority/since you started working with this group of service users?
* Have recent cuts in local authority budgets impacted your department/service and this group of service users in particular?
* Has the COVID-19 pandemic changed your relationship with national government agencies?

1. **Recommendations**

* What are the legal, political and practical barriers to inclusion?
* Where are you successful? Less successful?
* What would be your recommendations to improve the situation for your department in relation to the provision of services to MPRS?