**Questionnaire: The role of arrival infrastructures for recent migrants**

Explain the project: we want to find out about what migrants do when they first arrive. Where do they get help? How do they find housing, work, information about English classes, and other information?

Thank you very much for talking to us!

ETHICAL CONSENT FORM: explain it and get it signed

**Background information** (further information about the respondent will be asked towards the end)

When did you arrive in the UK?

Where did you come from? Have you lived in any other countries?

Did you come alone or with someone? (spouse, children?)

**Arrival**

You live in Newham/Cureghem/ Nordstadt now. Can you tell me a bit more about what it was like when you first arrived?

Which persons are places helped you when you first arrived? (family, friends, mosque, organisation, etc.?) (*see table below. I would assume that you don’t have to go through the table step by step, but that many of these things will be answered dynamically within the conversation).*

How exactly have these people and organisations/ places helped you settle?

How did you find information about the places listed below, and what/ who exactly helped you find these?

|  |  |  |
| --- | --- | --- |
| ***ASPECT*** | ***Source of information/help*** | ***How long to access?*** |
| *Finding a place to stay* |  |  |
| *Getting access to the internet and phone service* |  |  |
| *Finding work or an income - getting a bank account, National insurance number, applying for universal credit* |  |  |
| *Getting education for you or others* |  |  |
| *Finding a doctor / healthcare* |  |  |
| *Improving your English (Dutch/ German) language (including English classes, opportunities to practice etc)* |  |  |
| *Finding a place of worship (eg church / mosque / temple)* |  |  |
| *Getting immigration or other advice (including Citizens Advice Bureau or another advice centre)* |  |  |
| *Finding friends or opportunities to socialise (including online groups, sports clubs etc)* |  |  |
| *Other? (including sending finances to family)* |  |  |

*(You could also think about using Tamlyn’s ecosystem mapping, or some other form of mapping)*

*If not already discussed:*

What was the most difficult when you first arrived?

What was easy?

**Hopes, dreams, aspirations**

What were your hopes when first coming here in regards to your future and possibly your children’s futures?

Have these hopes changed since you have arrived?

Why did you come to London (would you chose another place to live if you could?)

Do you plan to remain in Newham and in the UK?

**Challenges**

Has there been anyone who refused to help you?

Have you experienced any racism/ discrimination?

**Solidarity**

Since you arrived, have you helped someone who arrived after you?

**Integration assistance**

If we were to set up a project to help migrants to settle in the UK what services should it provide?

Is there anything else you would like to tell us that can help us to understand how newcomers might be helped to settle?

**About the respondent**

Migration status (asylum seeker, undocumented migrant, EU, work visa, British citizenship, etc.) (but you don’t have to tell us if you don’t feel comfortable talking about it)

Age

Gender

Current occupation/ work

Educational background/ what did you do in your home country?

What is your religion?

Is there anything you’d like to ask us?