Social Inclusion and Access to Basic Services of Third-Country Nationals (AccessIN)

Working Paper assessing the efficiency of the Migrant Info Kiosk

AccessIN Deliverable D2.5 (Work Package 2)

This publication was funded by the European Union's Asylum, Migration and Integration Fund. The content of this publication represents the views of the author only and is his/her sole responsibility. The European Commission does not accept any responsibility for use that may be made of the information it contains.

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1. Introduction

Caritas International Belgium (hereafter "CIB") participates in the AccessIN project, which brings together academic institutions, civil society organisations and government institutions in Belgium (University of Liège and Caritas International), Germany (City of Frankfurt and Philipps Universität Marburg), Spain (Solidaridad Sin Fronteras and Universidad Autonoma de Madrid) and Hungary (Menedék Migransokat Segito Egyesulet) and the United Kingdom (University of Oxford). AccessIN is funded by the Asylum, Migration and Integration Fund (AMIF).

This project aims at social inclusion through collaboration between civil society, government authorities and migrants. It proposes a series of activities aimed at identifying and reducing barriers to accessing services through a cross-cutting and multisectoral approach covering five key policy areas: healthcare, housing, education, employment and social assistance.

The specific working package CIB took part in focused on the normative and administrative aspect of migrant's access to basic rights. This included mapping migrants' rights to basic services in Belgium, Spain, Hungary and Germany. Based on this mapping exercise, country reports were drafted and practical "Know Your Rights" brochures were created by country experts under coordination of the Université de Liège.

CIB's key responsibility in this project was to put this knowledge to work, by piloting an info kiosk for migrants in Brussels during the course of one year. The info kiosk would need to act as a one-stop-desk, a centralized unit for welcoming, information and service provision to migrants. It would have to focus on building a bridge between service users and the various public administrations/service providers. On a daily basis, the info kiosk would have to advise third country nationals (TCNs) on the social rights they were legally entitled to, while also guiding them on a case-to-case basis when specific problems in accessing basic services emerged.

The form and organization of this info kiosk was aimed to take into account the specific needs of TCNs and the impact of existing social projects in Brussels to ensure broad accessibility.

In a short period of little over one year, CIB designed, created and ran its Info Kiosk BXL. Due to the inherent limitations in time and resources, the Info Kiosk BXL was used as a pilot in the true sense of the concept, rather than a large-scale project aiming at reaching the majority of Brussel's migrant population. A lot of energy went into exploring the potential of a one-stop-desk in Europe's capital. Gaining a better understanding of the target audience and their access to information was an important aspect, as well as creating an understanding of the Brussels social map that goes beyond sharing basic contact information.

This working paper will provide an insight in the design, the development, the activities and results of the Info Kiosk BXL.

2. Designing the Info Kiosk BXL

2.1. Mapping a starting position

Before setting goals and starting the design of the one-stop-desk, it was crucial to understand the starting position. During multiple one-on-one sessions and group brainstorming with field workers and coordinators of CIB's operational projects, main characteristics, challenges and needs of information provision to TCN's in Brussels were mapped.

2.1.1. Characteristics of information provision to TCN's in Brussels

A number of characteristics came up multiple times during the mapping process. This list is however not exhaustive.

- *An abundance of information providers…*

One specific place in Brussels where migrants can go, regardless of their legal status, and find immediate and effective help for the majority of their needs concerning healthcare, housing, education, employment and social assistance, does not exist.
However, many services show some characteristics of a one-stop-desk. For example, the Hub Humanitaire is a reception and orientation initiative organised by multiple civil society organisations aimed at providing basic services to homeless migrants, migrants in transit and asylum seekers. Usually these are migrants without a (structural) right to stay in the country. Services include medical assistance, food, showers and first line socio-legal advice.[1] The Federal Asylum Agency (Fedasil) opened an info point in Brussels in September 2023 for a similar target audience. The focus here is information provision. The projected started with one operational partner, CIB, but aims to develop into a solid one-stop-desk staffed by multiple service providers.[2]
Multiple service providers connect other activities to the possibility to information provision or individual accompaniment by a social worker. This is for example the case with Via, provider of integration courses[3], or Doucheflux, an organization not only providing showers to homeless persons, but also different types of socio-legal aid.[4]
Brussels is a labyrinth of local, regional, federal and international governments and governmental institutions. Multiple governments and governmental institutions have made efforts to organize ways to inform people on available services, on their (social) rights and on how to access them. Some of these governmental institutions will provide clusters of services. The best example are the Public Centers for Social Welfare (PCSW) that are located in each Belgian municipality.[5] These centers provide a wide array of material and financial aid, information and individual accompaniment to persons in need. The type of help they provide may differ up to a certain extent in each municipality and will depend on the legal status of the person requesting help. For example the PCSW of

[1] Médecins du Monde, Humanitaire Hub, https://doktersvandewereld.be/projecten/humanitaire-hub, 12 August 2024.
[2] Fedasil, Opening Infopunt Bordet, https://www.fedasil.be/nl/nieuws/opening-infopunt-bordet, 12 August 2024.
[3] Via, general website, http://www.via.brussels/nl/het-team/, 12 August 2024.
[4] Doucheflux, legal aid page, https://doucheflux.be/notre-action/services/permanence-juridique/?lang=nl, 12 August 2024.
[5] Belgian Federal Government, General information page on PCSW's, https://www.belgium.be/nl/familie/sociale_steun/ocmw, 12 August 2024.

Schaerbeek, one of the Brussels' municipalities, has an open center[6] where people can go to find multiple services, trainings and events both provided by the PCSW itself and by other local organisations. On the regional level, for example, the Flemish Community in Brussels created a hub open to the general public for reading, learning, activities and general information on living in Brussels called "Muntpunt".[7]
Next to public and private actors that combine multiple services including information provision, many services will focus only on general information provision and helping people to access a wide range of services and basic rights. Not only government services provide varying types of information. Brussels has a number of social services both for the general public and for migrants specifically. Most of these social services offer a combination of quick referrals or more dedicated individual assistance to get effective access to specific services or help to enforce basic rights in practice.
Finally, formally or informally organised migrant communities and diaspora organisations provide people from their communities with various types of help and information. Depending on the organization, levels of information differ from sharing personal experience to professional levels of social work.
Overall this results in an important presence of both public and private actors providing general or dedicated information and assistance to migrants living in Brussels.

- *…yet an abundance of uninformed migrants*

At the same time, CIB's teams observe that many migrants not only experience difficulties getting access to services they may be entitled to but that many of them lack basic information on their rights or have been misinformed. In addition to migrants who eventually find a way to services such as CIB's, an important concern are the unknown amount of people that refrain from getting assistance. This presumption is based on people we meet that have gone without tailored advice for a considerable period of time at the moment they reach us.

- *Complex government structures and complex legal framework…*

Migrants living in Brussels are confronted with an abundance of public authorities all competent to govern different aspects of their daily lives.
The Brussels Capital Region[8] is one of three Belgian Regions (next to the Flemish and Walloon Regions). The Brussels Capital Region is for example responsible for housing and labour market policies. The region consists of 19 municipalities (one of them also named "Brussels"). Each municipality has a public center for social welfare. Municipalities and PCSW's have specific competences regarding migration regulation, population registries, civil status and social welfare. Most aspects of these domains are governed by federal laws and instructions on how to implement these rules may be given up to a certain extent by federal institutions. Nonetheless, local policies have a considerable impact. Finally, French and Flemish communities in Brussels are responsible for aspects such as language learning, integration courses, education and health.[9]

[6] PCSW Schaarbeek, 22 Rogier, https://www.ocmw-schaarbeek.brussels/22rogier/, 12 August 2024.
[7] Muntpunt, What is Muntpunt? , https://muntpunt.be/wat-muntpunt, 12 August 2024.
[8] For a better understanding of the Brussels Capital Region, visit their official website: https://be.brussels/nl/over-het-gewest, 12 August 2024.
[9] For a better understanding on how these communities operate in the Brussels Capital Region, visit the official website of the Region: https://be.brussels/nl/over-het-gewest/structuur-en-organisatie/gemeenschapscommissies-en-verenigingen, 12 August 2024.

Administrative realities of a refugee living in Saint-Josse-ten-Noode [10] and an expat living in Uccle[11] can be manifestly different.

- *… and a complex social map*

The social map is also a complicated one with service providers working with different target groups, in different areas and on different scales. The landscape of service providers, especially civil society organisations, is constantly in motion. Even though multiple initiatives exist to create social maps[12] and to exchange between local social actors[13], in practice it can be challenging to have up-to-date information and effective contacts with service providers. This fragmentation of service providers that are not entirely aware of each other's functioning puts a strain on access to services for TCN's, as it fragments knowledge on the rights of people and of the available services and service providers.

2.1.2. Predefined requirements and characteristics of the one-stop-desk

- *Duration*

AMIF provided funding for the Info Kiosk BXL to run for one year. This is a short timeframe to launch a new service, reach an audience, create partnerships and obtain some stability. This also means that this is strictly a pilot project, as no continuity is assured.

- *Resources*

Resources for the pilot were kept modest and made it possible to have one operator staff at the one-stop-desk. The budget limited the possibilities of the location of the Info Kiosk.

- *Target audience*

The target audience of the project were TCN's with a residence permit. This means that generally undocumented migrants and asylum seekers were not concerned.

2.2. Determining objectives

Taking into account the Brussels context, the predefined requirements and characteristics of the project, general focus points were determined.
The obvious main aim was to provide a useful and effective service to TCNs' legally residing in Brussels. Given the duration and the resources of the project, it was never the aim to create a classic one-stop-desk based on long-term collaboration and presence of a wide array of different service providers in one large central location.
As a pilot project however, it was important to make a contribution to a much larger question, which is the one of how to effectively guarantee access to services and basic rights for TCN's in the context of the complex legal, administrative and social reality in Brussels.

[10] One of the 19 Brussels' municipalities.
[11] One of the 19 Brussels' municipalities.
[12] For example the website of the Brussels Capital Region, www.social.brussels, and the website of the Flemish Government , https://www.desocialekaart.be/, 12 August 2024.
[13] For example, multiple PCSW's organise some kind of exchange between social actors in their territory.

This required working with what exists, better understanding gaps in the system, and understanding how to complement the existing service providers to close these gaps.
These main objectives led to more specific questions:

- How do we offer a useful, recognized, and sustainable one-stop-desk?
- How do we access our target audience?
- How do we create meaningful relations with other service providers to increase the quality and effectiveness of the services provided?
- How do we create useful tools for TCNs?

2.3. Design of the one-stop-desk

The mapping exercise combined with the goals and central questions were used to concretise the design of the Info Kiosk BXL.

2.3.1. Location and operating area

To tackle the problem of the numerous public and social actors, creating clear differences in local approach the activities of the Info Kiosk BXL were focused on 3 municipalities: Saint-Josse-ten-Noode (where Caritas is headquartered), Schaerbeek, and Brussels-City. These three municipalities were chosen because they are among those that receive the most people of foreign origin in the region and because they are close to each other. They also have a large number of social organisations that are useful to the project.
Limiting activities to these municipalities enabled the possibility to strengthen ties with local public and private service providers and TCN's.
The main location of the Info Kiosk BXL was created at CIB's social service in the heart of Brussels. This had many advantages. The Kiosk could be linked to an already existing and well embedded hub that was already known by the target audience. As there was already a coming and going of TCNs, it was easier for them to find access to the Kiosk.
However, establishing a new service like this takes time and resources. Both were limited. Instead of waiting or using a lot of resources on publicity campaigns for a service that would only be available for one year, it was decided to diversify the main approach. This included trying out different locations and methods to reach the audience and by doing this, improving our understanding of what does and does not work.

2.3.2. Operational activities

The core business of the Info Kiosk BXL was of course to inform TCNs. An accessible desk in the city center where an in-person contact is possible, needed to be the main axe of these activities. To improve accessibility, a telephone line was added, available outside the operating hours of the desk. To explore different ways to communicate with the target group, collective activities were added.
The one-stop-desk informed people on access to services and to basic rights, for example a socio-legal analysis of a person's situation and tailored advise, but often referrals were made to services offering specialized care (such as psychological care, material aid etc.).

2.3.3. Supporting activities

The preferred way to deliver quality information complementary to existing services was by building bridges between the Info Kiosk BXL and other service providers. This meant systematically meeting

and exchanging with other service providers (governments, civil society organisations, diaspora organisations,…), creating partnerships, expanding and deepening our social map. Other aspects were communication, publicity and developing tools for our target audience.

3. Implementation and working of the Info Kiosk BXL

3.1. Overview and timeline

The implementation was carried out in roughly three phases:

- Phase 1- April-June 2023:
  - Prepare the strategy, evaluation methodology, potential project expenses and communication plan
  - Set up equipment and logistics for consultations
  - Inform the different Caritas services about the Info Kiosk BXL for better internal collaboration
  - Start contacting service providers that were useful for the activity in Brussels (municipalities, CPAS, civil society organisations, etc.)

- Phase 2- July-December 2023:
  - Start physical and phone/WhatsApp consultations
  - Expand the Brussels network by continuing to contact service providers, but also by focusing more on communities of TCNs and diaspora organisations
  - Find a second location for consultations
  - Organize a first group activity
  - Internal evaluation and interim report

- Phase 3- January-June 2024:
  - Stabilization of the project
  - Start the permanencies at the second location
  - Organize two other group activities
  - Final Assessment and Report

The one pager (Appendix 1) as well as the schedule of tasks for the year of the activity (Appendix 2) can be found at end of this document.

3.1.1. Phase 1

The first phase of the project ran from April to June 2023.
As explained above, the first location of the physical Info Kiosk BXL was at CIB's offices in the center of Brussels.
A main challenge at the beginning of the implementation was to make this service unique and complementary to the already existing social services, particularly for CIB's social service. It was decided to organise the physical permanence of the Info Kiosk outside the opening hours of the social service, in order to be able to respond to the requests of people who did not have an appointment with the social service.
In this first phase, the team also organised a meeting with the AccessIN members of the University of Liège to discuss the best way to evaluate and communicate about the project. The presentation flyer to be distributed, as well as the logbook to list the data of the beneficiaries were approved and ideas for receiving feedback from our audience about the Info Kiosk service were also shared.
The team also had to set up the Info Kiosk BXL in concrete and physical terms: a room on the ground floor was set up, accessible directly via the reception. Combined with clear signs and posters both inside the reception space and outside on the street side, this made the Info Kiosk BXL visible to people

who were passing through the street and/or the main door of the organisation. The team installed flyer cabinets to display the information of the organisations met as part of the project.
To install a phoneline as an extra means to provide accessible information, a free and known means of communication was needed. The team therefore opted to work with the Business version of Whatsapp, which allows to display automatic messages during the service's closing hours and to give all the necessary information.
In this first phase, the following important concrete tools and resources that have been put in place for the Info Kiosk BXL:

- A logbook allowed to collect anonymous data on each interaction with the target audience both in person at the Info Kiosk BXL desk and via the phoneline. On the basis of this data, analyses were carried out and made it possible to observe, for example, where the majority of people come from, what residence permit they have or do not have, the most frequent problems they encounter, etc. This then allowed to draw conclusions and improve the service to match demand. The statistics based on this logbook can be found further on in this report.
- A very simple and accessible evaluation sheet for people using the services has been created to allow them to give their opinion on the Info Kiosk BXL. A box has also been set up next to it to receive anonymous forms. From the beginning however, the team noticed that this did not work. Pushing people to use evaluation forms decreased accessibility. People often came with serious problems and did not necessarily have the mental space to fill out this form, not to mention the language barrier.
- A "Feedback" column in the logbook was added to get an idea of how satisfied people were with the information received. Although not waterproof, clear reactions such as aggressiveness or hostility as well as gratitude gave a first rudimentary idea of people's evaluation of the service.
- In terms of communication, the team had to think about an information medium to distribute to the various authorities in order to be able to contact our offices. We created an A5 flyer and A4 posters that were printed in small quantities at CIB for this first phase.
- A post about the Info Kiosk BXL was posted on various CIB social media channels, such as Facebook and Instagram.
- An article – which was shared via a newsletter – was also posted on the CIB website: https://www.caritasinternational.be/fr/projects/asile-et-migration/refugies/bienvenue-a-notre-info-kiosk-bxl/

These publications were mainly to inform CIB followers, but were not aimed not have a real impact on our target audience or on organisations in Brussels. For that reason, the team also tried to share publicity in public or private Facebook groups for specific populations (e.g. from a municipality or nationality) in order to reach our target audience. It did not work very well, the audience was not the one we were aiming for and the publication disappeared quickly with the flow of messages published on these groups.
Finally, it took a long time to meet with organisations in Brussels, in order to get to know them better (to guide them properly), but also so that they could talk about the Info Kiosk BXL to their audience. A whole chapter is devoted to these meetings and partnerships later in the document.

3.1.2. Phase 2

Once all the foundations were laid in the first phase, the Info Kiosk BXL started its operational activities.
As described, at this stage the physical permanence took place near the reception of CIB's Brussels office, rue de la Charité 43. Opening hours were on Mondays and Thursdays from 1 p.m. to 4:30 p.m, without appointment. Coffee, tea and water were provided for a warm welcome.
The telephone line and Whatsapp were available from Monday to Friday from 9 a.m. to 5 p.m. on the following number: +32 (0)474 94 54 62.

As far as languages are concerned, the assistance was offered in French, Dutch, English and a Spanish. Once again, to make it accessible to as many people as possible, collaboration with bureaus of social interpreters Bruxelles Accueil and SETIS were set up in order to have direct access to an interpreter by telephone.
First steps were taken to try out different approaches to reach the target audience. For example, the Info Kiosk BXL was present at activities of Singa, a local organisations that organises activities to create an informal exchange between newcomers and Brussel's residents.
People contacted the Info Kiosk BXL with all kinds of questions about life in the Brussels-Capital Region, on diverse topics such as enrolment of children in school, job search/training, driving license, diploma equivalence, meetings/activities, language courses, application for Belgian nationality, right of stay, accommodation, physical/mental health, basic services, health insurance, etc.
In September 2023, after having tested the Info Kiosk BXL for two months, the flyers were slightly modified to better highlight the target audience, as an important group of undocumented migrants contacted the Info Kiosk BXL. A4 posters were printed in French (100 copies), English (100 copies) and Dutch (50, because there were fewer Dutch-speaking people in our audience). Double-sided A5 flyers were printed in FR-EN and NL-EN in 500 copies each. An overview of the Info Kiosk BXL flyer in English can be found in the Appendix 3.
Efforts to share information on the service continued, for example via appearances in local media. For example, an interview given on BX1 radio on September 1st 2023 during the 12:30 p.m. show is available at: https://bx1.be/categories/news/info-kiosk-bxl-caritas-veut-aider-les-personnes-etrangeres-presentes-sur-le-territoire-belge/

3.1.3. Phase 3

Once the activities of the Info Kiosk BXL were stable, other approaches were explored.
The first one was collaboration with the local government. The Public Center for Social Welfare in Schaarbeek has an open center that hosts many activities aimed at improving wellbeing and inclusion of residents in Schaarbeek in need of support, called Le22Rogier. There is a daily coming and going of people attending trainings, events, using computers or asking for assistance.
In collaboration with the team at Le22Rogier, the Info Kiosk BXL established a weekly permanence in the center every Monday morning from 9 a.m. to 12 p.m. from December 4, 2023 until the end of the pilot project.
Further on the Info Kiosk BXL joined the mobile Digital Public Space (DPS) of the Social Services of the 1030 district (Service Social du Quartier 1030; SSQ 1030). This service is an outreach team that goes to local places (such as cafés) to give people the possibility to use a computer and to help people who have limited digital skills. During their permanence on Wednesday afternoons at the Turkish café Özburun from 2pm to 4pm, the Info Kiosk would be present. We accompanied them for a month, starting on January 10, 2024. This is in line with the collaboration with Singa: to meet the target audience and to avoid geographical or stigmatizing obstacles.
In terms of communication, a new webpage was created and promoted on the CIB website: https://www.caritasinternational.be/fr/asile-et-migration/linfo-kiosk-bxl-repond-a-vos-questions/.
Also further publicity was made, for example in the local newspaper Schaerbeek Info (Appendix 4)
New flyers were created, this time not only in French, Dutch and English, but also in Arabic and Spanish. It can be found in English in Appendix 5.

3.2. Individual information provision by the Info Kiosk BXL

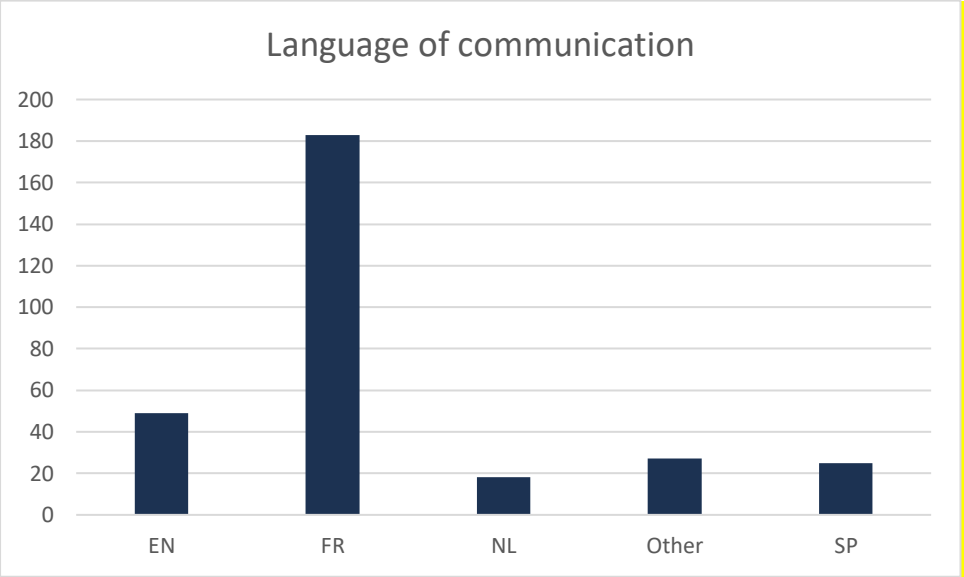
3.2.1 General

For the monitoring and analysis of the individual information provision at the Info Kiosk BXL, anonymous data were collected per individual consultation.
The information that has been indicated in the logbook is:

- The date of the application for assistance
- The language spoken
- The country or region
- If the person is in the Brussels region, the municipality in which they are residing
- Gender
- If the person has a residence permit and if so, which one
- The 1st subject of the contact and, if it exists, the 2nd subject in question
- Description of request
- The reorientation that was eventually made
- How the person got in touch with our service
- How the person heard about the service
- Whether there was an interpreter or tool to assist with communication
- If this is a first enquiry or if it is a person who has already contacted us
- Feedback from people on the help offered
- Possible remarks

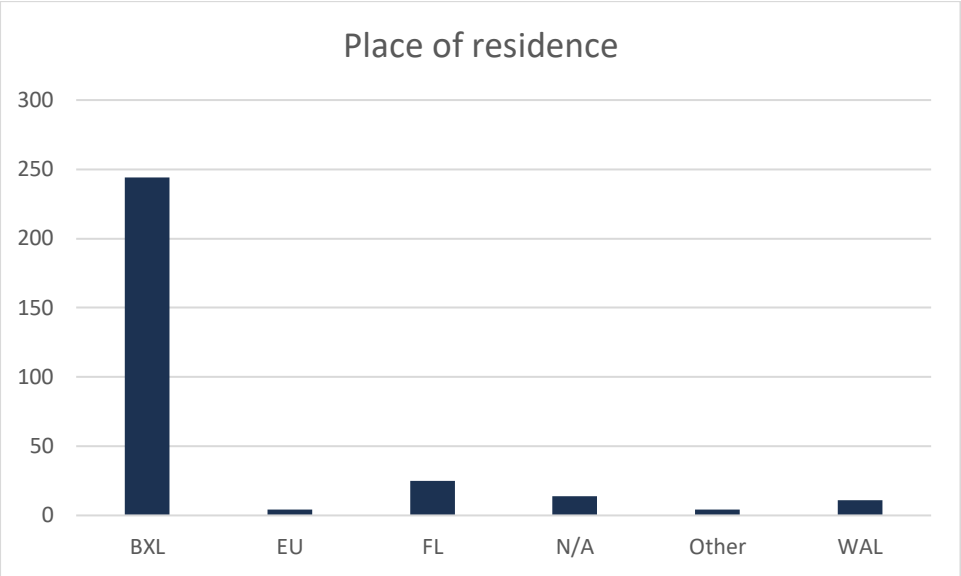
During the entire duration of the Info Kiosk BXL service, from the beginning of July 2023 to mid-May 2024, 302 people made a request. This is an average of 1.8 people per working day.

3.2.2. Language of communication



The vast majority of beneficiaries communicated in French. Another good part used English. Dutch – for its part – was poorly represented, even though it is a national language in a bilingual region. As for the other languages of communication, a very large proportion were Arab speakers.

3.2.3. Place of residence



As intended, the services was mainly consulted by residents of the Brussels Capital Region. This was not necessarily the case at the beginning of the project when calls came from all over Belgium (Brussels (BXL), Flanders (FL) or Wallonia (WAL), Europe or elsewhere.
For people in Brussels, calls came from:

1. Schaerbeek: 29%
2. Brussels City: 19%
3. Anderlecht: 13%
4. Saint-Josse-ten-Noode: 10%
5. Ixelles: 8%
6. Rest of the municipalities (11): 21%

The results are not surprising: the top four municipalities are among those that receive the most people from third countries in Brussels. Schaerbeek, Brussels-City and Saint-Josse are also the ones on which we have put greater focus in our meetings with organisations. Saint-Josse is small, which is why there are not as many people as estimated. As far as Ixelles is concerned, it is a municipality hosting two major universities in Belgium (ULB and VUB), as well as higher education institutions. This is often where the foreign students who contact us come from.

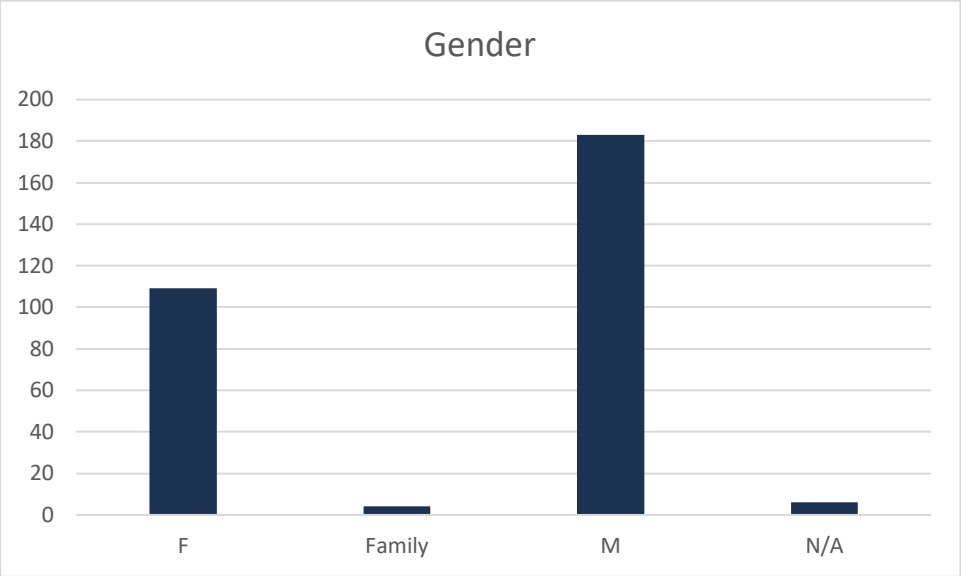
3.2.4. Origin of the beneficiaries:

For almost 25% of the people who contacted the Info Kiosk BXL, their country of origin was unknown. In case it was not necessary to provide advice, it was not actively asked.
The countries of origin were:

1. Syria: 13%
2. Guinea: 9%
3. Morocco and Palestine: 8% each
4. Ukraine: 7%
5. Turkey and Colombia: 5% each
6. Afghanistan: 3%
7. Cameroon, Democratic Republic of Congo and Yemen: 2% each
8. Rest of the origins (39 different): 34%

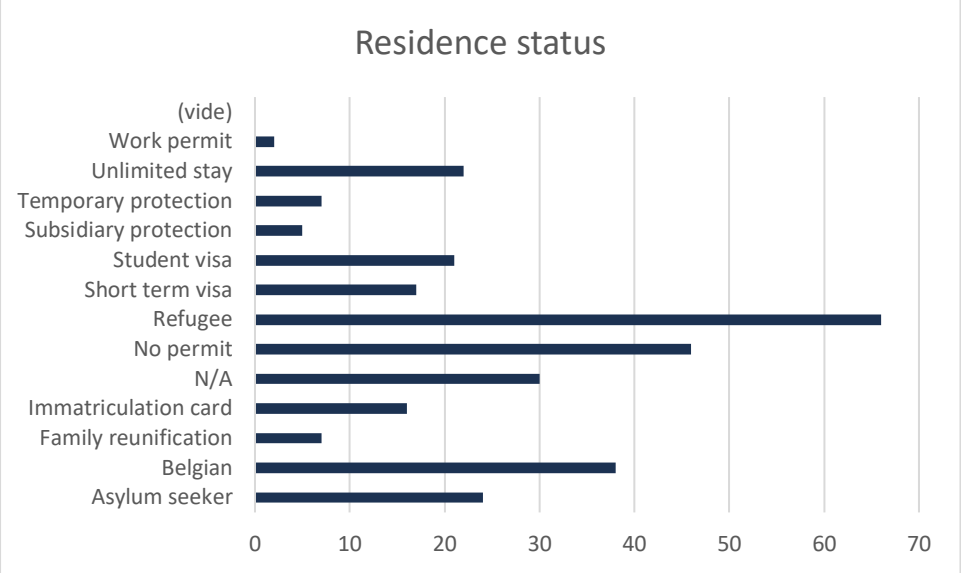
In total, based on the data that were registered, people of at least 50 different countries of origin have passed through the Info Kiosk BXL.
Not surprisingly, groups that traditionally find their way to CIB's services (displaced people, beneficiaries of international and temporary protection) were well represented, as were people from important migrant communities in Brussels (Guinea, Morocco, Turkey, etc.).
A group that was underrepresented, are EU-citizens. As they are not TCN's, they were not targeted, but as the Info Kiosk BXL was quite openly promoted and other groups that were not targeted showed up anyway, it is remarkable that they don't show in the numbers, given the important communities of EU-citizens in Brussels.

3.2.5. Gender



We are talking about biological sex here because we do not know how these people identify themselves in terms of their gender.
The majority of those who contacted us are male (60%). We started looking at families a little late in the project, so it's important to keep in mind that there were also more families than shown on the graph.
Due to a reception crisis, an important number of male asylum seekers did not get access to reception facilities and were in most cases homeless. They often contacted the Info Kiosk BXL.

3.2.6. Residence status



Though this is not a perfect systematic categorization of the types of residence status available in Belgium, it gives a clear indication of the beneficiaries' administrative situation.
38% of beneficiaries for whom we have data on their residence status, had an unstable residence status (asylum seekers, holders of an immatriculation card[14], persons without a permit, short term (Schengen) visa holders). 17% of beneficiaries for whom we have data on their residence status were undocumented. This last group is a group of people that was explicitly informed in the communication on the Info Kiosk BXL that they were not the target group. In practice we cannot help but notice that these groups with a precarious residence status are often desperate and will try no matter what it takes to receive help. In most cases they have very limited possibilities to get help from government institutions.

Another interesting observation is that 14% of beneficiaries for whom we have data on their residence status may not have Belgium as their country of origin, but they do have Belgian citizenship. Again, they were not the main target group of the Info Kiosk BXL. It is however a sign that Belgian citizenship is no guarantee for people to have easy access to information without extra help.

3.2.7. Topics

People who came to the Info Kiosk BXL sometimes had several questions on different topics, they are also often related. Here are the most discussed themes:

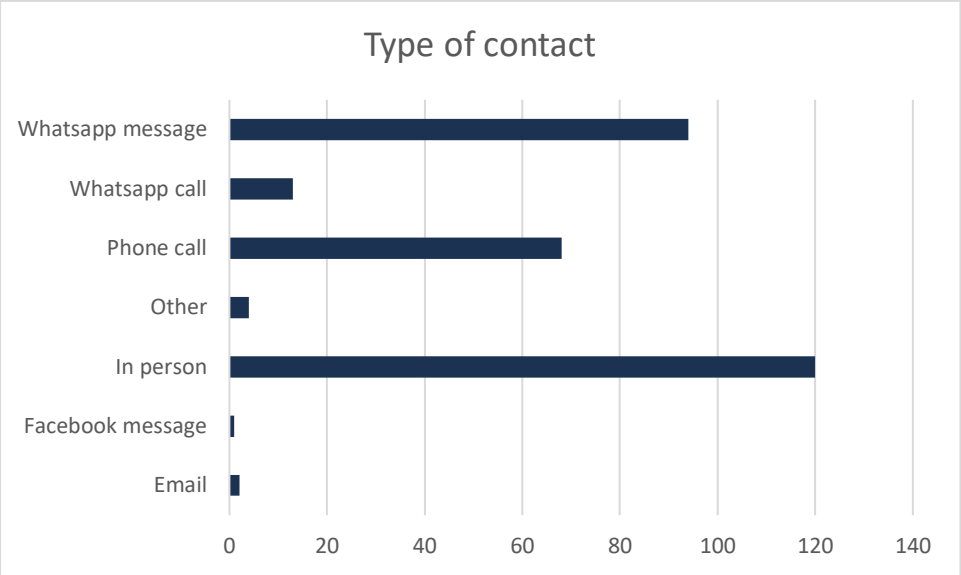
1. Residence status: 27%
2. Housing: 20%
3. Family reunification: 9%
4. Work: 8%
5. Administration: 5%
6. Enrolment in compulsory or language school: 5%
7. Social assistance: 4%
8. "Voluntary" return: 3%
9. Legal Assistance: 3%

[14] This is a residence document that can be given to migrants who during a procedure to obtain a residence permit of different types.

10. Primary needs: 3%
11. Rest of the themes (15 different): 15%

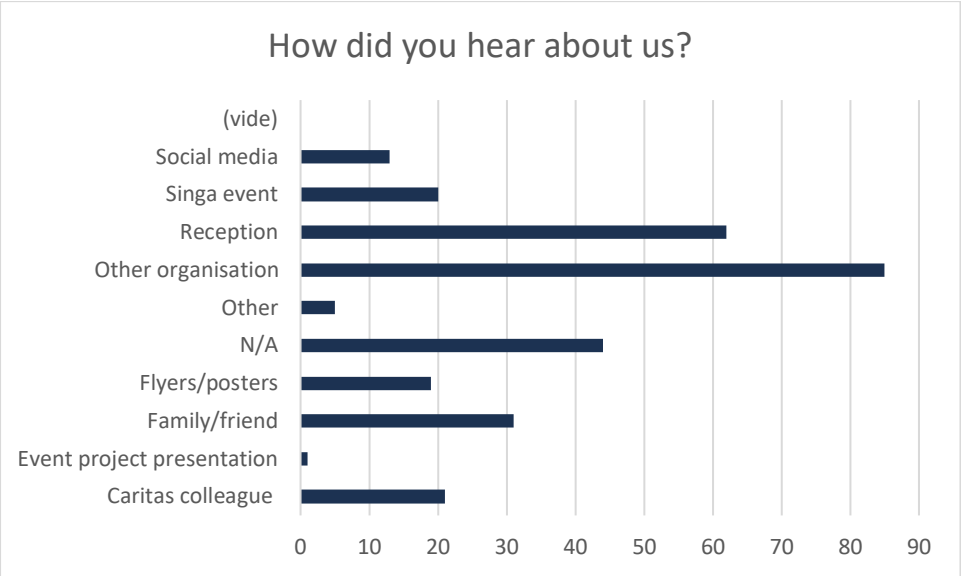
Questions regarding residence status can include various issues, such as the renewal of the residence permit, the application for Belgian citizenship, application procedures at the municipality, etc.
Very frequently people requested help to find housing. Unfortunately, there are too few solutions for people looking for housing. The lower segment of the housing market that is accessible for people with an unstable income and/or an unstable residence permit is saturated.

3.2.8. How did people contact the Info Kiosk BXL?



We notice here that the people who contacted the Info Kiosk BXL did so mostly in person. This is not surprising given the digital barrier in many sectors (banks, municipalities, CPAS, etc.): people are looking for someone to whom they can explain their problem in person.
People also highly appreciated the Whatsapp tool. Indeed, it is free, it avoids having to travel and document sharing is simplified. In terms of translation, it is also easier to do it in writing than in speech.

3.2.9. How did beneficiaries hear about the Info Kiosk BXL?



We see that people were mostly sent to the service through other organisations in Brussels. Of course we spent a lot of time during the project meeting with these organisations and informing them about the Info Kiosk BXL.

The Caritas reception is also a channel that has worked well: people who came for the Caritas social service outside the Caritas service and who did not have an appointment with a social worker from the service were often redirected to us. It depends on the issue, but we tried to offer as much accessibility as possible to the Caritas public.

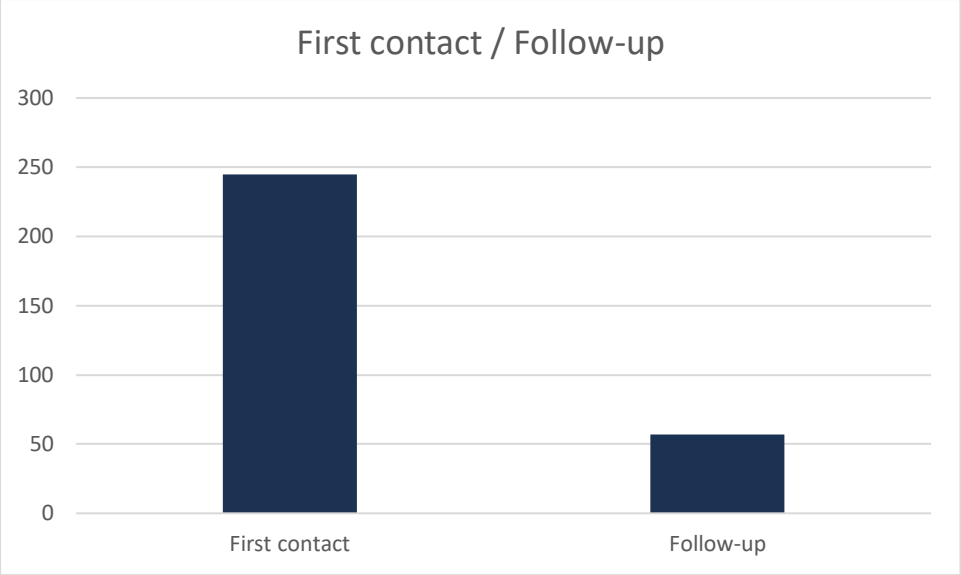
When it comes to referrals to the service through friends or family, this became more and more common over time and with more people informed through the service.

Translations/interpreters:

It is surprising to note that we did not have to call on interpreters from Bruxelles-Accueil or Setis very often. Of the approximately 300 people who contacted us, this was only necessary four times. However, half of the times, the service was not reachable, which sometimes put us in uncomfortable situations and where we had to make do with Google Translate for example.

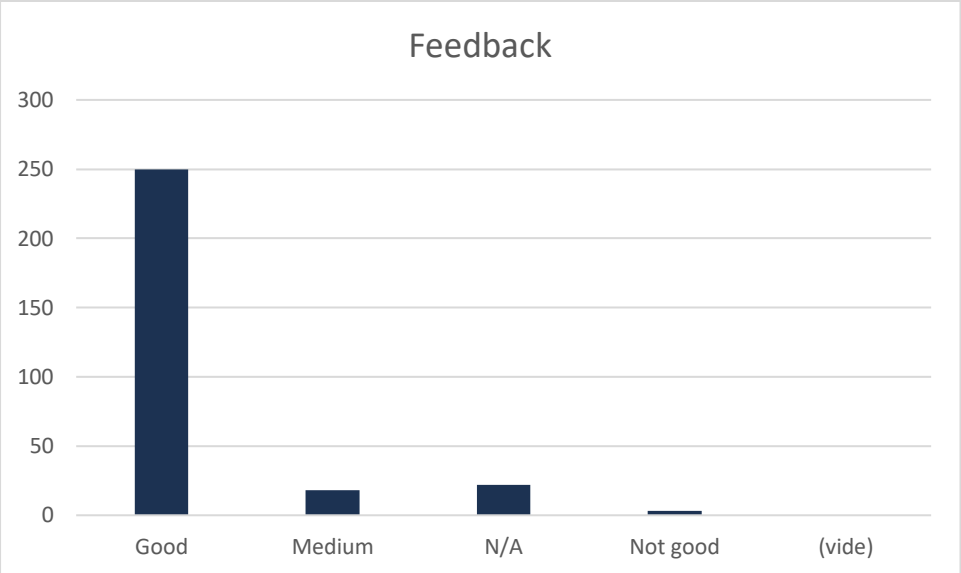
Most of the time, people had a basic knowledge of the languages of the BXL Info Kiosk. For those who did not have one, they sometimes come with an acquaintance to translate or a colleague was available. In writing, we used the translation of Whatsapp, Google Translate, DeepL or Chat GPT. For speaking, Google Translate was more often used.

Frequency of the beneficiaries' visits:



As it is an information and referral service and not an individual long-term follow-up, it seems normal that the majority of people have only come once. If they have returned, it was very often for another question unrelated to the first one or for a very short follow-up, but necessary and not too complex in their situation.

Feedback from beneficiaries:



The vast majority of the time, people were satisfied with the service offered by the Info Kiosk BXL. Even if they did not receive the desired response, we have always done everything to welcome them

warmly and respectfully. We also always explained why people found themselves in a certain situation and why there was not necessarily a very tangible solution if this was the case.
Indeed, for people who were moderately or not satisfied with the services were those in great precariousness and for whom it is difficult to find a solution (mental health problems, residence permit or housing in the majority of cases).
In 7% of cases, it was difficult to determine whether the experience was positive or not, because it is very easy to stop responding to a message on Whatsapp after receiving the information. Often, we then tried to contact the person again to get their feedback, but it did not always work.

3.3. Establishing an advanced network and creating partnerships

For many different reasons as described in chapter 2, creating an up-to-date profound contact with service providers was crucial to make this pilot one-stop-desk work.
Because of this, a lot of effort was invested in establishing, deepening and widening our ties with other service providers.
In less than a year, this has enabled us to meet more than a hundred organisations specialising in all areas: integration, access to digital technologies, mental and physical health, administration, health insurance, diploma equivalence, family support, addictions, food, hygiene, legal, employment, etc.
To begin with, an email with an explanatory text of the project, as well as the flyers in PDF in the three languages, was sent to many organisations, which sometimes relayed the information on the Info Kiosk BXL internally, but also to other organisations.
The following organisations were found to be most useful in this project:

- The CASS (the Coordination of Social Action of Schaerbeek): this is a large network of organisations in Schaerbeek that transmits information to all contacts. Through this channel, we were able to advertise the service and its collective activities (which are discussed later in the report). We were also able to meet other organisations and go to events in the municipality of Schaerbeek through this channel.
- The Public Center for Social Welfare of Saint-Josse: we were able to receive in depth presentation of their work and were invited to do the same to their staff.
- BAPA VIA (provider of integration courses for newcomers): we were also able to establish contact, exchange practical information and to organise meetings to share details on activities.
- Singa (meetings between newcomers and Brussels residents): we have already listed them in the chapter of phase 2. It is a contact with which we have been able to go further and create a collaboration. We have been at the "Bazaar" activities one Monday evening per month from 6 p.m. to 8 p.m. since October 2023. At these Bazaars, we presented the Info Kiosk to people in a pleasant and relaxed setting, which allows for a better relationship of trust.
- The Digital Public Space (DPS) of SSQ 1030: we also talked about it above, it is about 2-3 people who go to public places with computers to offer their digital services to people in need. We accompanied them once a week for a month in order to complete the team with more social support.
- CHWs (Community Health Workers): these are health facilitators funded by Intermut who support people with their health and mutual health insurance. We have agreed that one of them would hold a permanence at CIB every 2nd Tuesday of the month for 6 months to test and to be available to the BXL Info Kiosk, but also to the other CIB teams.
- The GRAE Newcomers team of Actiris (guidance service and active job search), Microstart Brussels (for loans and advice to start a business as a migrant), Internationaal Comité (federations of organisations in Flanders and Brussels for the integration of migrants), Sankaa (organisation helping key people from associations of African communities) and Lionsbxl (non-

profit organisation to help Spanish-speaking communities): we were able to have privileged contacts that allowed a good publicity for the Info Kiosk BXL.
- Le22Rogier (social branch of the Schaerbeek PCSW): we have already talked about it, but it is the most valuable partnership of the project, knowing that it has served us as a 2nd location for our permanencies, a place for our collective activities and finally, help in drawing up the social map (we will come back to this later).

We also had the opportunity to participate in other events organised by some organisations in Brussels that allow us to collaborate and expand the network or to meet the target audience. Here are a few examples:

- Presentation of the project to young people from the Holy Family parish of Woluwe Saint-Lambert (public of Syrian Christians) on August 27, 2023.
- Singa event on September 14, 2023 where we were able to hold a small booth to present the Info Kiosk BXL to the public.
- Mental Health Conference: "On the Threshold of Mental Health Services" on September 29, 2023.
- Presentation of the project at a social coordination of the PCSW of Saint-Josse on October 6, 2023.
- Participation in the Mental Health Services Open House Week from November 6 to 10, 2023.
- Intersectoral networking day "Social and health sector beyond communities" on November 10, 2023.
- Participation in the week of the Brussels sector of assistance to homeless people from 13 to 17 November 2023.
- Presentation of the project to master's students at the University of Liège on 22 November 2023.
- Participation in the conference "Arriving in Brussels. Migration and Precarisation: Shared Perspectives and Challenges for Research, Social Work and Inclusive Urban Co-Creation" on December 12, 2023.
- Presentation of the project to the Spanish-speaking community of the organization Lionsbxl (Cœur de Lion) on December 16, 2023.
- Participation in the North-East Basin Change Workshop (Brussels) on 8 February 2024 in Evere to discuss ways to better collaborate between the municipalities of Saint-Josse, Schaerbeek and Evere.
- Participation in the social coordination of the CPAS of Saint-Josse on February 15, 2024 on the theme of food aid.

All these activities, meetings and partnerships have made it possible to build a social map of the Brussels-Capital Region with the help of our partner 22Rogier. We will talk about this in the "Tools" section of this report.

3.3.1 Collective activities

Past experience of CIB's social projects has shown a clear added value of collective activities. Bringing people together is an efficient way to share information and lived experience and to stimulate peer to peer learning in a controlled setting. Collective aspect offers more opportunities for networking, to have other points of view, but also to feel less alone in a certain situation.

First group activity:

On December 13, 2023, we organised our first collective activity at 22Rogier as part of the Info Kiosk BXL on the topic of culture shock. This topic is important, because it is a recurring theme in people's

processes to build a life in a new country. It is interesting to talk about this topic in a group and to see what can help overcome this culture shock.
The workshop was facilitated by the project manager and an intercultural mediator of Syrian origin from CIB. The activity lasted 2h30 and a lunch was included.
Twelve people were registered, but only six (five women and one man) actually came, all of various origins: Syria, Eritrea, Morocco, Peru, Turkey and Iraq. The feedback was very positive.
Here are the themes that were discussed:

- Definition of culture shock
- Discussion: What were the culture shocks you experienced when you came to Belgium? How did you overcome them?
- Culture shock curve
- Positive/negative stress
- What do you need to improve your situation?
- Questions / Evaluation

The main conclusions that could be drawn from this workshop are as follows:

- Integration takes years, the impression is that you have to make this effort constantly, even after years in the country.
- If the system/government does not sufficiently support integration, despite the migrant's willingness to integrate, precarious situations may continue.

The collective session also resulted in individual questions on work, family reunification, legal aid, Belgian citizenship and finding leisure activities.

Second group activity:

On 21 February 2024, a group activity was organised at 22Rogier on the best tips for feeling at home in Brussels. Through the Info Kiosk BXL we gained a great deal of knowledge on the different organisations and services that exist in Brussels. This activity permitted to share this information with the target audience in a collective way.
Nine people were registered and six (two men and four women) attended. The nationalities were again very varied: Morocco, Turkey, Guinea, Italy, Syria and Peru. The workshop was facilitated by the project manager and an intercultural mediator of Syrian origin from CIB. The activity lasted 2h30 and a lunch was included.
Here are the themes that were discussed:

- What is a home?
- Practical case of an isolated family
- Maslow's pyramid of needs
- Good deals in Brussels (inclusion, activities, leisure, culture, volunteering, languages, training, etc.)
- Questions from participants about their individual situations
- Evaluation of the workshop

The main conclusions that could be drawn from this workshop are as follows:

- Integration must be done for everyone at their own pace, not everyone has the same needs. Participants expressed that the difficulty to meet people increased.
- Needs are complex and Maslow's pyramid is not elaborate enough to describe everyday needs that are intertwined and do not fit into a single category.
- Strong interest in the group in all things volunteering, discounts for holidays and activities and for training.

3.3.2 Tools

As part of the Info Kiosk BXL service, useful and easy-to-use tools for beneficiaries and/or professionals were developed. These tools were created according to the needs the team observed.
For example, a social map of Brussels in paper was made with the main places that are important to our audience. This existed already as an app, but not everyone has internet access, has a phone or knows how an app works. In paper format, it also exists and has just been updated after 5 years (Le Bon Plan), but these are mainly emergency aid places, which is often not what our public needed.
We have therefore created a card with the map of Brussels on the front (with a focus on certain municipalities) and "pins" with colours and numbers in order to link them to a certain theme and structure listed on the back with the corresponding coordinates. An overview of this map can be found in Appendix 6.
For the information providers, existing social maps were also updated. As described above in chapter 2, useful social maps of Brussels exist, but they are not always adapted to the fast-changing reality on the ground.
Over the course of the meetings with the service providers, it became clear that the gathered information would be an important added value for the Info Kiosk BXL and for other social workers. This lead to the creation of an online platform via the Notion app in collaboration with 22Rogier. On the platform, there are three main categories: themes, structures and related people.
It is possible to access the tool via this link:
https://bloom-pigeon-55c.notion.site/Informations-sociales-Sociale-informatie-88ef06438fc94f41a5932189f9f840f6
Additionally, a fact sheet was made for TCN's indicating the services at CIB that are directly accessible to TCN's, to facilitate quick referrals. This factsheet includes the addresses, opening hours, contact details and brief description of the following Caritas International services: reception, social service, the BXL Info Kiosk, the Ukraine helpdesk and the Fedasil and Caritas Bordet Info Point.
As a large number of undocumented migrants contacted the Info Kiosk BXL, although they were strictly speaking outside the scope of the project, it became necessary to at least provide them with basic information, especially taking into account their often very precarious situation. A basic document was created that gives information on the social, legal, food and hygiene assistance available in the city.
We have also developed a document that explains the practical and administrative procedures regarding housing and moving. We noted that a large part of the questions concern the search for housing. This is why we wanted to collect the knowhow of CIB's colleagues to create a complete and explanatory document on how to look for accommodation in Brussels and more specifically in relation to the following points: the lease contract; home insurance (fire, civil liability); the inventory of fixtures; the rental deposit; rent and charges; the role of the CPAS and the municipality; the social tariff; the transfer of medical records, mail, energy and subscriptions; the installation bonus; the rehousing allowance and many other aspects to be taken into account in your home (bills, sorting of rubbish, heating, hygiene, etc.).
Finally, we also collected many flyers of interesting services in Brussels for our public and made them available in the room in which we were on duty.

4 Evaluation

In this chapter, two aspects of the Info Kiosk BXL are analyzed. Firstly, the functioning of the Info Kiosk BXL itself and secondly, observations made during the activities of the Info Kiosk BXL on the access to services and basic rights in Brussels.
This chapter does not intend to make a scientific analysis, but rather to give some reflections that have developed over the course of the activities and that are based on permanent monitoring of activities and evaluation of the final statistics.

4.1 Observations on the functioning of the Info Kiosk BXL

As set out in the objectives (see point 2.2.), the project aimed to get a better understanding on how to best reach the target audience of TCN's.
The Info Kiosk BXL worked. It proved that it is possible to create a basic info point with limited resources that reaches a diverse audience that needs help accessing rights. The formula that was used clearly has its limits. The absolute numbers of beneficiaries the Info Kiosk BXL has reached are at best average.
Different approaches to reaching the audience were used (see also point 3.2.9.): from handing out flyers during the weekly market day to hanging up posters, setting up shop in the same building as other first line services, joining street workers, attending events of diaspora organisations and CSO's and spreading information via both traditional and social media.
None of these approaches significantly increased the amount of people contacting the Info Kiosk BXL. Nonetheless, they all had their effect. In 73% of cases where this information was collected, people were referred by other organisations (including CIB). In 25% of cases, people found their way to the Info Kiosk BXL via social media, family and friends, flyers or posters.
However, it is interesting to note that there was still an increase in the number of people who contacted the service throughout the year. Indeed, if we compare the average number of people who came from July to mid-December 2023 (first half of the project) to that between January and mid-May 2024 (second half), we go from about 1.5 to 2 people per day on average. There is thus an increase in contacts over the course of the project, albeit not a strong one. Generally we see that especially word of mouth advertising takes time to take root.
Cultural sensitivities are also an aspect to take into account. For example, the permanence alongside the SSQ 1030 EPN in the Turkish café was less successful because of the very close-knit and essentially male community. One man himself explained that the customers of the café will surely not come to the Info Kiosk BXL, because they will not necessarily dare to discuss their problems with a woman. Well-developed communities, such as Moroccans, Turks and Romanians may also be more inclined to find help within their community. In other CIB activities, such as the Ukraine Helpline and collective sessions for resettled refugees, the collaboration with cultural mediators or people who share a language/culture with the target audience have shown to increase accessibility and trust. This has not been possible for all activities of the Info Kiosk BXL mainly because of the diverse background of the target group and the resources available.
The majority of the public we reached was already in touch with other organisations. This shows that making your service known among professionals and creating working relations helps beneficiaries find the service. Other organisations also believe that a service such as the Info Kiosk BXL is essential and very useful, perhaps also because they are less familiar with the asylum and migration sector and do not necessarily know where to turn for these issues. However, the question remains if and how publicity efforts reach people in need that are not already in touch with service providers. And more specifically, what needs do not reach the surface?

Do the limited number of consultations reflect a limited need for help? As already set out in chapter 2, Brussels has a good number of service providers that offer services to TCN's. At the time of writing, other groups such as asylum seekers without reception facilities and undocumented migrants have a more difficult time meeting their most basic needs compared to TCNs with a legal stay in Belgium. However, the activities of the Info Kiosk BXL, but also of other socio-legal activities of CIB, show that accessing rights and services is a continuous process often spanning years. Complex issues can pop up at any time ore can be dragged along for a long time as a result of complex procedures, lack of specialized support, or lack of effort to tackle the problem. An example of this are the Belgian citizens (most often with a migration background) that contacted the Info Kiosk BXL (see point 3.2.6.). In most cases adults can acquire Belgian citizenship when they have a permanent residence permit and 5 years of legal stay in the country, combined with proof of integration and economic participation. The fact that a considerable percentage of consultations (13%) were made by this group of people, shows that a more durable residence in the country does not automatically result in an easy access to basic rights. Even after 20 years in the country, they do not necessarily know where to turn with their questions. There are so many obstacles: the digitisation of services, the language barrier, discrimination in employment and housing, understanding the Belgian system based on administration and papers, etc. Finding solution often requires very dedicated individual accompaniment. Not very familiar with a service focused on quick referrals, it has been challenging to decide where accompaniment by the Info Kiosk BXL ends. It has taken constant attention to find a balance between providing basic information and at the same time providing people with solutions. Avoiding extra referrals has been essential in this approach: the service the Info Kiosk BXL refers to should be able to provide the service that is needed or provide individual accompaniment without referring the person to another service yet again. Often people could also be referred to one of CIB's specialized services offering this individual accompaniment. The other way around, CIB's specialized services could rely on the Info Kiosk BXL to give them insights into the vast social map of Brussels. Indeed, social workers operate under increased pressure that makes it challenging to constantly be in touch with the changing dynamics of the service providers. This bridge function of the Info Kiosk BXL has proven to be a very interesting practice that has shown potential for future development.

Also outside of CIB similar problems occur. Professionals identify very few of available service providers and tend to always reorient people to service providers they know without looking any further. This is how we observe that local networks – especially in certain municipalities – are quite elaborate, while network knowledge at the regional or national level has many gaps.

4.2. Observations on access of TCNs to basic rights and services in Brussels

- Beneficiaries are often very poorly informed about their situation, they are not aware of their rights and do not always understand what is happening to them. For example, people looking for housing are not always aware that the market is saturated and that there is a "crisis" in the reception area.

- Although TCNs may meet eligibility criteria to access specific rights, many practical, administrative or legal obstacles may prevent effective access. For example:

    - Government institutions on different levels may refuse to take responsibility without ensuring that people actually receive help from the institution they refer them to. Examples include:
        - Discussions between PCSW's and Fedasil, the Federal Asylum Agency. Fedasil is responsible for material aid to asylum seekers, PCSW's are responsible for social assistance to beneficiaries of international protection and asylum seekers that are exempted to receive material aid by Fedasil. In the phase between receiving a protection status and accessing social assistance, often

discussions arise between PCSW's and Fedasil on who's responsibility it is to guarantee a person's human dignity is respected.
        - Discussions on which PCSW is responsible. PCSW's responsibility is linked to the territory of the municipality. Especially when the place of residence is difficult to establish (for example a person who is recognized as a refugee but is living on the street due to the reception crisis), PCSW's can question their competence.
        - Finally, on multiple occasions government institutions shift their responsibilities on to civil society organisations or generally do not respect their obligations to guarantee effective access to certain rights or services. A clear example is the lack of access to reception facilities for asylum seekers and in some cases beneficiaries of temporary protection. In other cases for example municipalities will not help people access digital administrative services and will refer people to CSO's to assist them.

    - Having an official address and a registration in the population registry is often essential to get effective access to social rights. For example, here is a typical vicious circle: without an address/residence, it will be very difficult to obtain residence documents from the municipality. Without residence documents, access to the labor market will not be possible. This way, not having a place to stay not only creates mental and physical problems, but also administrative issues limiting integration possibilities.

    - It has been difficult to avoid being confronted with consequences of the crisis in the reception system for asylum seekers that has been going on for almost three years in Belgium and which leaves single men seeking asylum on the street for months. According to both European and Belgian Law, these people are entitled to quality reception conditions that guarantee a respect of their human dignity. These homeless asylum seekers are not the target audience of the project, but they will try to contact all possible services to find a solution to their extreme emergency situation. This may explain the large proportion of these in our audience (15%). If they receive an international protection status, they find themselves in situations as described above.

    - Access to certain rights can be difficult due to the complexity of legal eligibility criteria and procedures. A classic example is family reunification. Many people cannot effectively access this procedure without assistance from a specialized social worker or lawyer. This type of assistance requires a structural follow up of the case over an extended period of time. Not enough of this type of assistance is available, resulting in overburdened services and people left without assistance, and thus without effective access to their right to family reunification. Many other services of the social and health sector (medical, childcare, food, education, etc.) are overloaded as well and it becomes difficult to refer people in the sector.

- Access to housing is a central, recurring theme. The lower segment of the housing market is saturated. The more precarious the situation of a person and the less stable and/or limited the income, the more difficult it gets to access housing. Social housing for this group of TCN's is rather rare and is confronted with considerable waiting lists. Assistance for TCN's to find housing is not necessarily a complicated task, but it demands a lot of time. Something professional social workers often do not have. As shown, without housing, access to many rights can get practically blocked. We have created a tool (see above) to give advice on housing and to redirect people to organisations that can assist with finding housing, but these organisations are very rare. There

are only one or two organisations to our knowledge that will really support beneficiaries in their search for housing. In addition, these organisations are often so much in demand that appointments can only be made 7-8 months later. Convivial, which is an organisation known for helping in the field, is solicited not only by organisations in the Brussels region, but also by those in Wallonia. During the duration of the project, Convivial has already had to freeze appointments for a few months on two occasions.

5. Conclusion

Before embarking on the journey of the Info Kiosk BXL, the context was quite clear. We would be operating in a city known for its administrative complexity, but with a vibrant scene of committed civil society organisations, though often overloaded and struggling. Developing a complementary one-stop-desk in this climate announced itself as a challenging task. Taking into account resources (for 1 FTE) and limited time, the decision was made to function as a small scale pilot active in a limited geographical area and to explore different aspects of the functioning of a one-stop-desk for TCN's in Brussels. Special focus was put on exploring how to reach the target audience and how to establish a functioning network of service providers to whom people can be referred.

The Info Kiosk BXL managed to execute its main task in a difficult political context and was able to help a number of people find their way through the mosaic of Brussels.

The overall numbers of consultations remained modest but increased over the duration of the project. Different efforts to reach the target audience such as the use of classical media, social media, flyers and posters, meetings and exchange with other service providers were tested as well as different forms of terrain presence (expanding locations of the Info Kiosk BXL, attending events for newcomers or diaspora communities, etc.). All of these resulted in people contacting the Info Kiosk BXL. However, most people who contacted the service were pointed in the right direction by other organisations. This shows the added value of developing a good network, but it also begs the question whether we reached the public that would have a difficult time finding quality individual assistance.

In these cases, a service provider such as the Info Kiosk BXL would have to remove almost every obstacle refraining the person in need to contact the services. This includes taking time to talk to people in person, dealing with cultural sensitivity and language barriers (for example via the use of interpreters and cultural mediators) and outreach work. Often services exist that apply some of these measures, but we see a window for improvement to combine as much of these measures as possible, both the ones that were tested and the ones we observed that may have been lacking.

During the activities we observed the needs are real. Multiple gaps in access to basic rights and services were observed. They are a result of administrative and legal deficiencies, a lack of resources (for example: limited offer on the housing market, insufficient specialized family reunification case workers) or complex (administrative) problems that have been left without appropriate dedicated attention by the TCN and/or service providers.

Acting as a service that limits itself to referring people to other, adequate service providers may not always convene with the objectives to offer accessible and effective help. There is a large operating area between simple questions that require a one-minute answer and highly complex cases that can only be solved by specialists. Often a middle way needs to be travelled where an operator has the knowledge to explore a problem, listen to a person, give a first advice and reorient if necessary. The decision to put a lot of effort into meeting other service providers, understanding their work and creating networks and partnerships has paid off and can be seen as a promising practice. Over time, this turned the Info Kiosk BXL into a social map 2.0, a first point of departure for both professionals and TCNs to help unlock access to basic rights.

6. Appendices

Appendix 1

One pager of the Info Kiosk BXL's start

caritas international.be

Projet AccessIn

Objectifs projet :

- Informer et réorienter les TCN
- Accès à de multiples services spécialisés
- Permettre la coopération entre les services (non-) gouvernementaux

Objectifs Caritas :

- Proposer un OSD utile, reconnu et durable
- Acquérir de nouveaux contacts, accès au public cible
- Élaborer et mettre à jour notre propre carte sociale de Bruxelles
- Accéder à et créer des documents informatifs réutilisables

Public :

- TCN reconnus résidant dans la Région de Bruxelles-Capitale
- Besoins : accueil, réorientation, activités, aide sociale, juridique, administrative et financière

Phases :

1. Avril-Juillet : informer et prendre contact avec services Caritas et autres organisations + préparer évaluation/plan comm sur l'année
   - Organisations à Bruxelles (communes, CPAS, ASBL…)
   - Services internes Caritas
   - Université de Liège

2. Juillet-Décembre : communication et développement des permanences + élargir le réseau bruxellois + trouver 2de location
   - Acteurs gouvernementaux/associatifs
   - Associations de communautés de TCN

3. Décembre-Juin : stabilisation, échanges, activités collectives, évaluations, rapportage

Permanences :

- 2 demi-jours Caritas par semaine
- Tél. : tous les jours pendant les horaires de bureau
- Sans rendez-vous
- Activités collectives : 3x/an

Matériel : salle, brochures, flyers, documents, cartes…

Langues : Bruxelles Accueil, collègues…

Communication : plan et campagne

Évaluation : opinion public cible et partenaires, efficacité, utilité, efficience

Rapport : analyse de données, informer décideurs politiques

Appendix 2

Tasks planning Info Kiosk BXL

Project	AccessIN
Projet managers	Pieter Van Roeyen & Saskia Curchod
Organisation	Caritas International Belgium
Date of création	13.04.2023

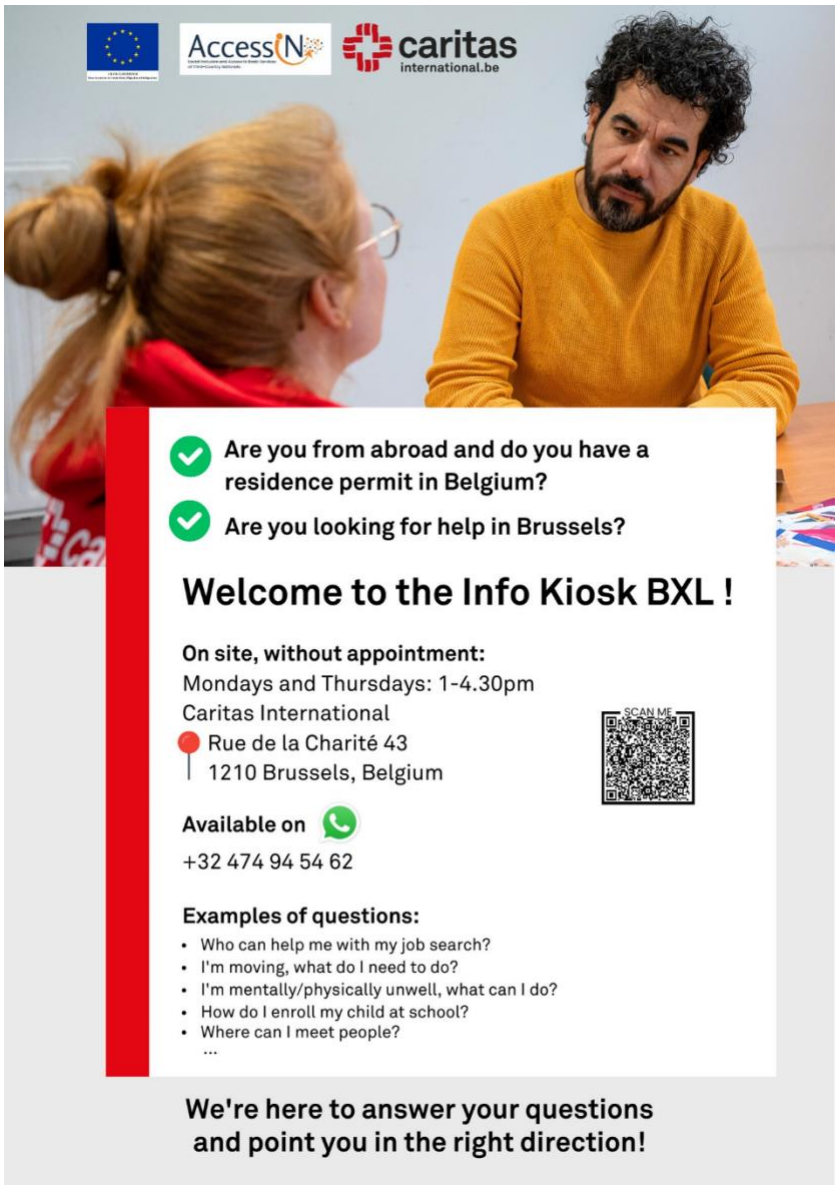
Legend:	COMPLETED	ONGOING	OVERDUE	CANCELLED	ABANDONED

	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June
PHASE 1 (April-June)															
Making the project a reality															
Internal presentations (COM, SS, reception, etc.)															
Contacts and partnership with Brussels stakeholders															
Communication, evaluation and budget plan															
Meeting and agreement Université de Liège															
Setting up equipment and logistics for consultations															
PHASE 2 (July-December)															
Communication campaign															
Contacts and partnership with Brussels stakeholders															
Develop social map															
Consultations first location															
Consultations second location															
Intermediate report															
Collective activity 1															
Exchange session with all partners 1															

PHASE 3 (January-June)															
Consultations first location															
Consultations second location															
Contacts and partnership with Brussels stakeholders															
Develop social map															
Evaluation 2															
Collective activity 2															
Exchange session with all partners 2															
Collective activity 3															
Exchange session with all partners 3															
Finalise social map															
Think of the activity's future															
Final report															

Appendix 3

1st version flyer Info Kiosk BXL, English



Appendix 4

Article about the permanency at the 22Rogier in the Schaerbeek Info journal

ACTION SOCIALE

Une nouvelle permanence pour les personnes d'origine étrangère

Permanence Info Kiosk BXL - @Le22Rogier, les lundis 9h-12h

Depuis décembre dernier, l'Info Kiosk BXL de Caritas International collabore avec Le22Rogier (l'antenne sociale du CPAS de Schaerbeek) pour informer et orienter les personnes d'origine étrangère à Bruxelles. Vous avez des questions sur votre titre de séjour, l'accès aux droits, la recherche d'emploi, les loisirs ou la vie en Belgique en général ? Soyez les bienvenus au n° 22 de l'avenue Rogier les lundis de 9h à 12h !

Face aux nombreux services et organisations à destination des personnes d'origine étrangère, il est parfois difficile de s'y retrouver. Le but des permanences Info Kiosk BXL : fournir une information correcte et réorienter les bénéficiaires vers les ressources adéquates. Elles abordent des sujets variés : nationalité belge, séjour, permis de conduire, cours de langue, mutuelle, santé mentale et physique...

L'horaire ne vous convient pas ? D'autres permanences sont proposées à Saint-Josse les lundis et les jeudis de 13h à 16h30 dans les bureaux de Caritas International (rue de la Charité 43). Vous pouvez aussi contacter l'équipe par téléphone ou WhatsApp : **0474 94 54 62**

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Ces permanences abordent des sujets variés : nationalité belge, séjour, permis de conduire, cours de langue, mutuelle, santé mentale et physique...

SOCIALE ACTIE

Een nieuwe permanentie voor mensen van buitenlandse origine

Permanentie van Info Kiosk BXL - Le22Rogier, maandag van 9 tot 12 uur

Sinds december vorig jaar werkt de Info Kiosk BXL van Caritas International samen met Le22Rogier (de sociale antenne van het OCMW van Schaarbeek) om mensen van buitenlandse afkomst in Brussel te informeren en te oriënteren. Hebt u vragen over uw verblijfsvergunning, de toegang tot uw rechten, het vinden van een baan, vrijetijdsactiviteiten of het leven in België in het algemeen? U bent van harte welkom op maandag van 9 tot 12 uur in de Rogierlaan 22!

Het grote aantal diensten en organisaties voor mensen van buitenlandse afkomst maakt het voor hen soms moeilijk om hun weg te vinden. Het doel van de Info Kiosk BXL-permanenties is om correcte informatie te verstrekken en begunstigden door te verwijzen naar de juiste bronnen. Het gaat om een breed gamma van onderwerpen: de Belgische nationaliteit, een verblijfsvergunning, rijbewijzen, taalcursussen, het ziekenfonds, geestelijke en lichamelijke gezondheid enz.

Passen de uren niet voor u? Wie wil kan ook in Sint-Joost terecht, op maandag en donderdag van 13.00 tot 16.30 uur in de kantoren van Caritas International (Liefdadigheidsstraat 43). U kunt ook telefonisch of via WhatsApp contact opnemen met het team: **0474 94 54 62**

Deze permanenties behandelen een breed gamma aan onderwerpen: de Belgische nationaliteit, een verblijfsvergunning, rijbewijzen, taalcursussen, het ziekenfonds, geestelijke en lichamelijke gezondheid enz.

Appendix 5

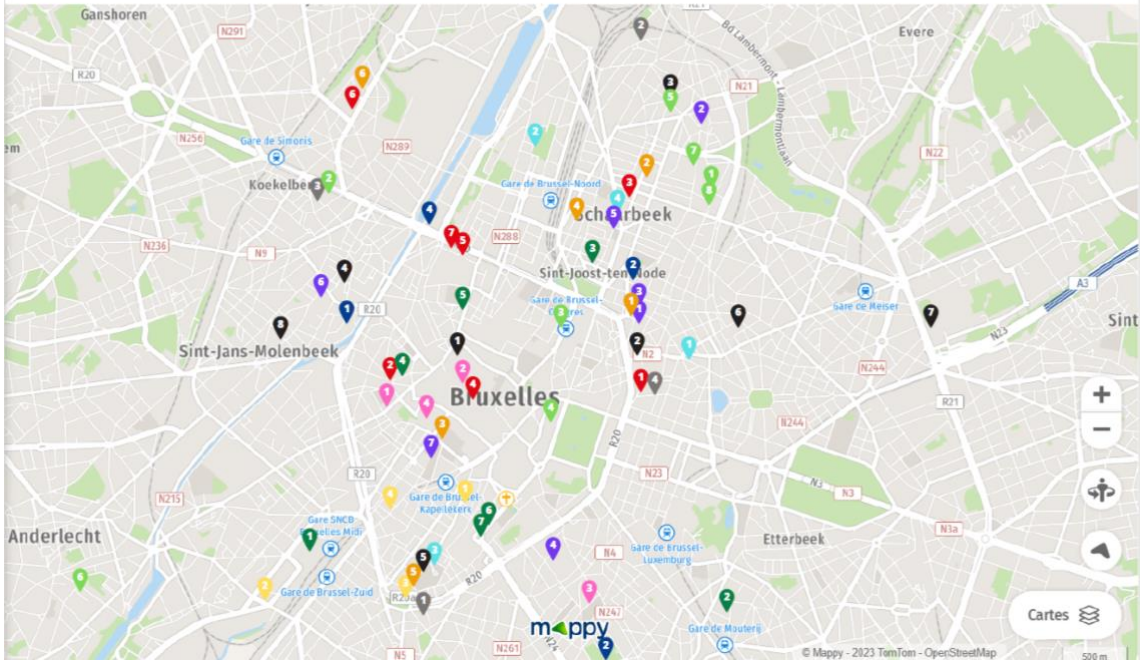
2nd version flyer Info Kiosk BXL, English

Appendix 6

Social map (printed on paper, recto-verso) of some municipalities of Brussels and its important organisations for our public.

caritas international.be

Plan Bruxelles



Communes et CPAS
1. Centre administratif Brucity : Rue des Halles 4 > 02 279 22 11
2. Administration communale Saint-Josse : Avenue de l'Astronomie 12-13 > 02 220 26 11
3. Administration communale Schaerbeek : Hôtel communal, Place Colignon > 02 244 75 11
4. Administration communale Molenbeek : Rue du Comte de Flandre 20 > 02 412 37 90
5. CPAS de 1000 Bruxelles : Rue Haute 298a > 02 543 61 11
6. CPAS de Saint-Josse : Rue Verbist 88 > 0800 35 254
7. CPAS de Schaarbeek : Avenue Auguste Reyers 70 > 02 240 30 80
8. CPAS de Molenbeek : Rue de l'Indépendance 56 > 02 412 53 11

CAP/CAW
1. Caritas International Belgique : Rue de la Charité 43 > 02 229 36 11
2. Siréas : Rue du Boulet 26 > 02 649 99 58
3. Services Sociaux des Quartiers 1030 : Rue de la Poste 156 > 02 218 76 88
4. Bruxelles Accueil Porte Ouverte : Rue de Tabora 6 > 02 511 81 78
5. Maisons de Quartier : Boulevard d'Anvers 31 > 02 209 62 70
6. La Porte Verte : Boulevard du Jubilé 124 > 02 421 04 85
7. CAW Bruxelles : Boulevard d'Anvers 34 > 02 486 45 02

Aide juridique
1. Myria : Place Victor Horta 40 > 02 212 30 00
2. CIRÉ asbl : Rue du Vivier 80-82 > 02 629 77 10
3. Vluchtelingenwerk Vlaanderen : Rue Botanique 75 > 02 225 44 00
4. Association pour le Droit Des Étrangers (ADDE) : Rue du Boulet 22 > 02 227 42 41
5. Objectif asbl : Rue du Canal 2-4 > 02 511 23 93
6. Bureau d'Aide Juridique : Rue de la Régence 63 > 02 519 83 05
7. Balie Brussel : Place Poelaert > 02 508 67 62

Santé
1. Maison médicale Saint-Josse : Place Saint-Josse 15 > 02 899 69 62
2. Maison médicale Schaerbeek: Boulevard du Roi Albert II 39 > 02 217 39 39
3. CHU Saint-Pierre, Urgences : Rue Haute 290 > 2 535 40 60
4. Service PHARE (handicap) : Rue des Palais 42 (sur rdv) > 02 800 82 03

Santé sexuelle
1. Planning familial Saint-Josse : Place Quetelet 4 > 02 217 44 50
2. Planning familial Josaphat, Schaerbeek : Rue Royale-Sainte-Marie 70 > 02 241 76 71
3. Planning familial Rosa, Bruxelles : Rue du Midi 120 > 02 546 14 33
4. Espace P... (prostitution) : Rue des Plantes 116 > 02 219 98 74
5. Centre de Prise en charge des Violences Sexuelles (CPVS) : Rue Haute 320 > 02 535 45 42
6. GAMS (mutilations) : Rue Gabrielle Petit 6 > 02 219 43 40

Santé mentale
1. D'Ici et D'Ailleurs : Rue Fernand Brunfaut 18B > 02 414 98 98
2. Service de Santé Mentale Le Méridien : Rue du Méridien 68 > 02 218 56 08
3. Service de Santé Mentale Ulysse : Rue de l'Ermitage 52 > 02 533 06 70
4. Solentra : Sainctelette Square 17 > 02 477 57 15

Hygiène et nourriture
1. Nativitas asbl : Rue Haute 116-118 > 02/ 512 02 35
2. DoucheFlux : Rue des Vétérinaires 84 > 02 319 58 27
3. La Fontaine : Rue Haute 346 > 02/510.09.10
4. Pierre d'Angle asbl : Rue Terre Neuve 153 > 02 513 38 01
5. Rolling Douche : 1000 Bruxelles > 0474 41 40 07

Emploi et formations
1. Actiris, VDAB, Bruxelles Formation : Avenue de l'Astronomie 30 > 0800 35 123
2. Mission locale Schaerbeek (Milocs) : Rue de Jérusalem 46 > 02 247 77 22
3. Mission locale Saint-Josse (mlstj) : Rue de l'Union 31 > 02 210 89 30
4. Duo for a Job : Rue de Stassart 48 > 02 203 02 31
5. SIEP : Rue de la Poste 109 -111 > 02 640 08 32
6. Lire et Écrire : Rue de la Borne 14 > 02 412 56 10
7. Huis van het Nederlands : Rue Philippe de Champagne 23 > 02 313 96 00

Jeunes
1. Infor Jeunes : Rue Van Artevelde 155 > 02 514 41 11
2. Service Droit des Jeunes : Rue du Marché aux Poulet 30 > 02 209 61 61
3. Mentor Escale : Rue Souveraine 19 > 02 505 32 32
4. Mino Ndako : Rue du Jardin des Olives 2 > 02 217 46 20

Intégration
1. BAPA Via, Schaarbeek : Rue Kessels 14 > 02 563 52 50
2. BAPA Via, Molenbeek : Boulevard Léopold II 170 > 02 563 52 51
3. BAPA Bxl : Boulevard Pacheco 34 > 02 279 49 70
4. BON, site Bruxelles : Rue de la Chancellerie 17a > 02 701 73 80
5. BON, site Schaerbeek : Place Colignon 10
6. BON, site Anderlecht : Rue des Déportés Anderlechtois 1
7. Maison des Femmes : Rue Josaphat 253 > 02 240 43 50
8. SINGA : Rue Van Hoorde 47 > 0470/57.65.07

Addiction
1. Dune : Avenue Henri Jaspar 124 > 02 503 29 71
2. Transit : Rue Stephenson 96 > 02 215 89 90
3. Projet Lama, Molenbeek : Rue Montagne aux Anges 25 > 02 411 51 61
4. Infor Drogues : Rue du Marteau 19 > 02 227 52 52