The Red Cross collects feedback from the migrants and refugees as a form of accountability. In 2017, two significant surveys will be done to see if adequate health services are provided to people and to find out how they feel about safety and dignity in the camps where the Red Cross is present in Greece.

This paper presents the results of the first survey conducted. The Red Cross does this to put communities of migrants and refugees, at the center of what we do.

The survey focuses on questions to migrants and refugees concerning the quality and quantity of the services provided by the Red Cross in the camps of Nea Kavala, Lavrio, Skaramagkas and Ritsona, regarding health and safety as an overall feeling in the different camps.

Community Engagement and Accountability (CEA) is the Red Cross approach for putting communities at the centre of what we do by integrating communication and participation throughout the programme cycle. A key part of CEA is to capture the immense knowledge that community members have about their reality and include it in decision making processes and activities provided to the community. This survey was driven by the aim of reaching out to all affected people in – including those most vulnerable – to hear about their feelings and experiences in order to shape the activities and to improving accountability.

Almost all the site residents (97%) who needed medical assistance looked for the services of the Red Cross Basic Health Care Units in their sites.

29% of total people who were referred to external health services did not go to the clinic / hospital.

Obstacles they mentioned:
- No interpretation service in the clinic/hospital (24%)
- Did not know how to get there (18%)
- No AMKA (Greek Social Security number) 10%

29% (with many more women than men) considered the external medical assistance not adequate because of:
- Attitudes of the clinic staff of the centres they were referred to (38%)
- The medical treatment was not according to their expectations (38%)
- No interpretation was available (29%)

A third of the total population living in the sites (34%) feel unsafe, with the highest rates in Ritsona (52%). The feeling of unsafety is often connected to the entering of outside people in sites, as there is currently limited control by Greek authorities on who can access the sites.

Relatively few (10%) persons expressed they do not feel treated with respect by staff working in the site, but it is a serious issue of trust. The survey does not provide information about the reasons for this opinion nor for the gender difference. Red Cross commits to look into the reasons and address any relevant issues on its side.
**Adequate Access to Health Care**

Red Cross is responsible for providing basic health care in the surveyed sites, with other organizations also supporting with specialized services.

Almost all the site residents (97%) who needed medical assistance looked for the services of the Red Cross Basic Health Care Units in their sites. Only 9 persons (3% of the total survey respondents) mentioned that they were not able to receive medical attention from Red Cross Basic Health Care Unit.

### Access to Medical Services Inside the Site

Access to Basic Health Care is available though it does not measure the quality of the services.

### Access to External Medical Services

<table>
<thead>
<tr>
<th>Site</th>
<th>% of People Referred to External Clinic/Hospital Who Did Not Go</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nea Kavala</td>
<td>10%</td>
</tr>
<tr>
<td>Lavrio</td>
<td>21%</td>
</tr>
<tr>
<td>Ritsona</td>
<td>42%</td>
</tr>
<tr>
<td>Skaramagas</td>
<td>32%</td>
</tr>
</tbody>
</table>

### Adequate External Medical Services

Access to Medical Services Inside the Site

<table>
<thead>
<tr>
<th>Site</th>
<th>% Considering External Medical Services are Not Adequate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nea Kavala</td>
<td>22%</td>
</tr>
<tr>
<td>Lavrio</td>
<td>14%</td>
</tr>
<tr>
<td>Ritsona</td>
<td>31%</td>
</tr>
<tr>
<td>Skaramagas</td>
<td>36%</td>
</tr>
</tbody>
</table>

### Feedback from Migrants

65% women & 35% men

- 29% of those that needed medical assistance were referred to external medical services didn’t go to the clinic/hospital
- 10% had no AMKA (Greek Security number)
- 18% didn’t know how to get to the place
- 24% received no interpretation service in the clinic/hospital
- 37% were still waiting for their appointments

- 29% of the total number of people who received medical attention in external medical services, consider that the assistance received was not adequate
- 38% of people (3% of the total survey respondents) mentioned that they were not able to receive medical attention from Red Cross Basic Health Care Unit.
- 38% the medical treatment was not according expectations
- 38% attitudes of the clinic staff
- 29% no interpretation available at the clinic/hospital
- Only in Skaramagas and Ritsona
- Trained interpreters to accompany patients might resolve a part of these problems expressed by migrants.
FEELING OF SAFETY AND DIGNITY

| % of site residents responding they **do not feel safe** living in their reception site | Fights in the site | Outside people enter site | Robberies / delinquency | Rodents / snakes | Toilets / showers far from containers | Lack of lighting at night | Insecure infrastructure risk of fires, floods etc. | Drugs & alcohol | No police security in the site |
|---|---|---|---|---|---|---|---|---|---|---|
| Nea Kavala: 38% | 4% | 14% | 36% | 41% | 27% | 50% | 81% | 9% | 4% |
| Lavrio: 18% | 10% | 10% | 30% | 20% | 70% | 54% | 19% | 4% |
| Ritsona: 52% | 91% | 93% | 48% | 74% | 54% | 81% | 9% | 4% |
| Skaramagas: 27% | 76% | 59% | 13% | 19% | 4% | 13% | 74% | 9% |

People were allowed to give more than one answer.

In Skaramagas people also feel unsafe as the site is open to the sea. Some also talk about fear of harassment.

Ritsona is the only site where cases of Sexual Gender Based Violence / racial discrimination have been reported as cause of feeling unsafe.

**When feeling unsafe...**

- Weak community links make people more vulnerable and feel unsafe. We can see the contrast between Lavrio and Ritsona (where the majority of respondents mention that they look for the support of neighbours when they feel unsafe).

**Treated respectfully by staff working on site**

<table>
<thead>
<tr>
<th>Not treated with respect</th>
<th>Nea Kavala</th>
<th>Lavrio</th>
<th>Ritsona</th>
<th>Skaramagas</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nea Kavala</td>
<td>93%</td>
<td>81%</td>
<td>74%</td>
<td>68%</td>
</tr>
<tr>
<td>Lavrio</td>
<td>80%</td>
<td>91%</td>
<td>72%</td>
<td>63%</td>
</tr>
<tr>
<td>Ritsona</td>
<td>91%</td>
<td>80%</td>
<td>72%</td>
<td>64%</td>
</tr>
<tr>
<td>Skaramagas</td>
<td>74%</td>
<td>63%</td>
<td>64%</td>
<td>61%</td>
</tr>
</tbody>
</table>

**In general men expressed a notable higher perception of not being respected than women, but this pattern is different in Lavrio.**

The survey does not reveal why a part of the migrants do not feel respected by the staff... the Red Cross commits to having focus group discussions to further understand the issue.
## Sample Interviewed

**Nea Kavala:**
- Men: 59%
- Women: 41%

**Lavrio:**
- Men: 57%
- Women: 43%

**Ritsona:**
- Men: 47%
- Women: 53%

**Skaramagas:**
- Men: 50%
- Women: 50%

Households (HH) interviewed people were selected randomly with the support of site maps. The interview was done to the HH head or, if not available or when the container was not inhabited by a family, with any other adult living in the container.

**Respondents Profile**

### By gender
- Nea Kavala: 59% men, 41% women
- Lavrio: 57% men, 43% women
- Ritsona: 47% men, 53% women
- Skaramagas: 50% men, 50% women

### By language spoken
- Arabic: 65%
- Kurmanji: 18%
- Dari/Farsi: 8%
- French: 5%
- English: 4%
- Others including Sorani, Urdu, Pashtu: 1%

In Ritsona almost the totality of their residents (97%) are Arabic speakers, in Skaramagas also there is a main majority of Arabic speakers (77%), while in Lavrio most of the residents speak Kurdish-Kurmanji (75%).

There is a high diversity of nationalities and languages in Nea Kavala, with Arabic as a main language (36%), closely followed by English (29%) and French (24%) due the population from African countries that is living in this site.

French and English speakers are mainly migrants from African countries. Although the interview were conducted in French and English they have different native languages.
ANNEX Household Survey Questionnaire

General information
Date of interview:
Site:
Language of the person interviewed:
Gender:
Age:

B) Adequate access to health services
B1. In the last month did you need any medical service? YES / NO
If NO: questionnaire ends, skip to safety and dignity section below
If YES: ask following question:

B1.2. Did you visit the Red Cross health service? YES / NO

B1.3 If NO: WHY
- Not opened when I felt sick
- Not feel safe
- RC clinic didn’t provide the service I needed
- Others:

B1.3.1 If NO (to Q.B1.2): Did you visit any other health service inside the site instead of Red Cross? YES / NO

B1.4. Did you need to be referred to external clinic/hospital (Public Hospital or clinic/Private hospital or clinic/ NGO/agency clinic)? YES / NO
If YES (to B1.4) In case you were referred, did you go to the hospital/clinic? YES / NO
If NO: WHY
- Didn’t know how to go
- No money for transportation
- No interpreter available
- Other:

If YES: Did you receive adequate medical care in the hospital/clinic you were referred? YES / NO
If NO: WHY
- Medical treatment was not according your expectations
- No medicines available
- Attitude of clinic staff
- Other:

C) Feeling of Safety
C1. Do you feel safe living in this site? YES / NO
C1.1 If NO, Why:
- Lack of lighting at night
- Toilets/showers far from containers
- No separation between male and female WASH facilities
- Robberies/delinquency in the site
- People from outside the camp enter the camp easily
- Fights between different groups living in the site
- Insecure infrastructure (risk of fires, floods, etc)
- Presence of rodents or snakes or other animals
- Other:

C2. What do you do when you experience any situation when you are not feeling safe:
- I don’t do anything
- Don’t know what to do
- Talk with camp management
- Call to police
- Talk with staff of organisations working in the site
- Talk with people neighbours/friends living in the site
- Other:

D) Feeling of Dignity
D1. Do the staff working in this site (site management, agencies and NGOs) treat you respectfully? YES / NO