

Contents

Editorial	7
1. Introduction	9
1.1 Background	9
1.2 Objectives and organisational framework	10
1.3 About this publication	12
2. Methodology	14
2.1 Self-evaluation	15
2.1.1 Why is the method of self-evaluation so central to this project?	15
2.1.2 Some comments on self-evaluation	16
2.2 External evaluation: Outcome Mapping	18
2.3 Internal evaluation: self-evaluation as method	20
2.4 Specific methods: Team Days and feedback loops	22
2.4.1 Team Day 1 – description of proceedings and major steps	23
2.4.2 Team Day 2 – description of proceedings and major steps	26
2.4.3 Team Day 3 – description of proceedings and major steps	27
3. Care for vulnerable refugees and victims of torture in Europe	31
4. Services offered by centres	35
4.1 About the Partner Organisations	35
4.1.1 Zebra, Austria – A holistic approach to the needs of traumatised people	36
4.1.2 Equator Foundation, the Netherlands – Linking mental health recovery to social integration	38
4.1.3 ICAR Foundation – A Romanian human rights initiative in a transitional political climate	40
4.1.4 XENION, Germany – The starting point is the story and the reality of clients' lives	43
4.1.5 Primo Levi Association, France – Multidisciplinary care and support for victims of torture and political violence	46

5.	Key issues and challenges	50
5.1	Political and social problems	50
5.2	Treatment	52
5.3	Advocacy	55
5.4	Organisational issues	56
5.5	Summary	57
6.	Examples of good practice	59
6.1	XENION – Social work with refugees and victims of torture and human rights abuses	60
6.2	Equator Foundation - Restoration of an individual's psychological and social identity	68
6.3	Zebra – Professional interpreting in health-care settings	72
6.4	ICAR – An organisation using the chance to secure recognition for survivors in the Romanian society	79
6.5	Primo Levi Association – Treatment and support provided by a multiprofessional team working with an interdisciplinary approach	86
6.6	Summary	93
7.	Conclusions and recommendations	94
7.1	Counselling	95
7.2	Institutions providing services	98
7.3	Decision making bodies	99
7.4	Quality assessment and development	101
7.5	Bucharest Declaration	103
8.	Challenges for the future	106
	References	109
	Annex I – A simplified version of the empowerment tool	109
	Annex 2 – Project timetable	111