



# Ramadan Celebration Survey

at the Hellenic Red Cross' Accommodation Centres for Unaccompanied Young People

Community Engagement and Accountability (CEA)



April 2023

# CONTENTS

Survey .....	page 1
Methodology .....	page 2
Feedback .....	page 3
Actions .....	page 4
Best practices .....	page 5
Challenges .....	page 6
Final words .....	page 7

## Survey

The present research was designed within the framework of the Community Engagement and Accountability (CEA) approach with the aim of ensuring a timely and reliable response to the specific needs of young people during Ramadan.

Recognising that during Ramadan many of the young people living in Hellenic Red Cross Accommodation Centres would have different needs and preferences to during the rest of the year, a survey was organized to help understand:

- ➔ a) the dietary needs and preferences of residents during Ramadan
- ➔ b) any necessary changes to the kitchen, dining room and water heater schedules for washing
- ➔ c) any necessity for a special prayer area
- ➔ d) how residents would like to celebrate the end of Ramadan (Eid)



*Festive activity for Eid, ACA Athens*

The survey was conducted in all five Accommodation Centres for Unaccompanied Young People (three in Athens and one each in Kalavryta and Agria Volos), covering 90-100% of residents in each Centre over three weeks from 27/02/2023 to 15/03/2023.



*"The survey was designed by the CEA Focal Point for the Accommodation Centres after communication with the Facility Coordinators and in close collaboration with the Centres' CEA managers."*



Taking into account the specific contexts - conditions, needs, opportunities and challenges - of each Accommodation Centre, it was decided to conduct the survey in a personalised and tailored way. For this reason, a combination of different CEA methodologies and tools were used.

Four questionnaires were prepared for the Accommodation Centres in Athens and Volos, each adapted to the specific context of the centre they were to be used in. The questions were adapted by the CEA managers of each Centre to ensure they fitted the needs of residents and the Centres themselves, and enable staff to be as responsive as possible to the answers received.



Voting, AC Kalavryta

At the Kalavryta Accommodation Centre, individual sessions were held with residents, as well as Focus Group Discussions, during which residents' needs and wishes were discussed and explored.

Surveys were carried out using the electronic data collection and recording tool KoBo Toolbox (Athens), using paper questionnaires (Agria Volos) and voting in a ballot box (Kalavryta), giving young residents the opportunity to express their opinion freely, anonymously and with absolute confidentiality.

The overall process was supported at all stages by the Centre managers, and implemented in cooperation with interpreters providing language support.



**Questionnaires**



**Kobotool**



**Vote**



**Family meetings**

# Feedback



Although the survey questions differed from Centre to Centre, they all had a common aim - to explore the needs and hopes young residents had for Ramadan. A range of question types were used, including both open and closed questions, for example:



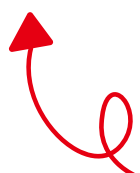
Family meetings, AC Kalavryta

- "Do you plan to fast during the Ramadan period?"
- "Do you think it would be helpful to provide personal prayer mats?"
- "Would you be interested in the creation of a specially designated prayer area?"
- "As part of the Ramadan celebrations, we intend to distribute festive food packages. Would you prefer more sweet or salty snacks?"
- "In what way do you wish to celebrate Ramadan? With a shared meal including joint cooking activities, or with individual food packages?"
- "During Ramadan, what are the times you are most likely to need to use: a) the water heater, b) the washing machine and c) the kitchen?"



The data was processed and analysed by the CEA Focal Person, and a report prepared setting out the survey findings. These were then discussed by the staff teams at each Centre.

At the same time, the results were also posted on notice boards at the accommodation Centres where all the young people who participated could see the results



The survey results highlighted that:

- ✓ The majority of young residents intended to fast during Ramadan
- ✓ There was a need to adjust the operating hours of the water heater, the kitchen and when meals were served
- ✓ Residents expressed a desire for more sweet and savoury treats during the Ramadan period
- ✓ Respondents wanted to mark the end of Ramadan with a shared meal to celebrate.
- ✓ Residents asked for the creation of a prayer space



Completion of the questionnaire, AC Kalavryta

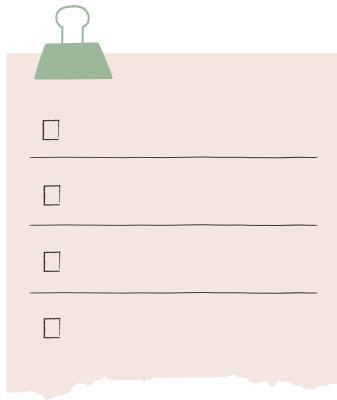


Festive activity for Eid, AC B Athens

## Actions

Based on the survey results and discussion sessions, the following actions were taken:

- ➔ Changes were made to the operating hours of the kitchen, dining room and water heaters
- ➔ Residents' daily diet was enriched with nuts and fruits in consultation with a nutritionist.
- ➔ Prayer rooms were created and prayer mats provided
- ➔ Individual festive packages of food and sweets were distributed
- ➔ Activities were planned to celebrate the end of Ramadan (Eid)



To complete the consultation process, after the end of Ramadan, feedback was received on the response to residents' needs during Ramadan.

In the Accommodation Centres in Athens and Aghia Volos written feedback was collected, while in Kalavryta face-to-face meetings were held.

The analysis of the comments showed that residents were satisfied that Centre staff demonstrated that they recognised the importance of Eid and took an interest in trying to meet their needs.

## Best practices

- ✓ The gradual consolidation of CEA participatory approaches and methods has contributed to the creation of a climate of trust, familiarity and unity between staff and residents as well as more effective communication and interaction.
  - ✓ Adoption of CEA principles has enhanced the sense of responsibility and accountability of Centre staff towards residents, resulting in more direct and targeted response to their needs.
  - ✓ The establishment of a CEA network (CEA focal points and CEA managers at each Accommodation Centre) has contributed to better coordination and more effective and consistent adoption of CEA approaches to support the running of Accommodation Centres.
  - ✓ The use of electronic tools for feedback (Kobotool, google forms) makes the process feel more formal and professional, giving residents confidence that the process is reliable and impartial.
- Residents appreciated the fact that at the end of Ramadan, they were asked to evaluate the actions taken in response to the survey demonstrating that their opinion mattered and was taken into account.



*Distribution of packages for Eid, AC A Athens*



*Festive activity for Eid, AC B Athens*

- ✓ Using slightly different questionnaires adapted for the context of each Accommodation Centre, rather than sticking rigidly to the same format, ensured that questions and data collected were relevant and actionable in each case. For example, there is not access to a kitchen in every Centre, so asking "what hours of operation would you prefer for the kitchen?" every time would have been inappropriate and unnecessary. Thanks to the individual questionnaires, it was ensured that Centres and their staff could be more responsive to residents' needs.

“The above good practices contributed to the fact that, perhaps for the first time, this year Centres responded so effectively and in a targeted manner to resident's needs and preferences for Ramadan, sharply increasing people's sense of satisfaction.”



Festive activity for Eid, AC A Athens



Distribution of festive packages, AC A Athens

## Challenges

- ✓ As not all residents were fasting for Ramadan, services were provided over extended hours, resulting in increased workload for staff. After initial issues, discussions between management and staff enabled these to be overcome.
- ✓ Due to renovation works, it was not possible to create a dedicated prayer space in one of the Athens Centres. In an effort to overcome this, and in discussion with residents, prayer mats were provided for people to use in their own rooms.
- ✓ Residents' preferences for either a group meal or individual festive packages to celebrate the end of Ramadan were evenly split and to recognise this both were implemented, resulting in unexpected costs exceeding the initial budget.
- ✓ In Volos and Kalavryta Centres, the lack of tablet devices prevented the use of KoBo Toolbox for surveys. It would be very helpful to procure this equipment as staff and residents would like to use this method of data collection.
- ✓ Because different tools were used to collect and process data in each Centre the time required for consolidation and analysis was greatly increased. Use of KoBo Toolbox throughout could have made things much faster.

# Final words



“For the first time, this year I felt that someone was actually interested in knowing how I want to celebrate Ramadan! Thank you for the celebration we organized together.”

*Isak M. Resident, AC C Athens*

“The CEA approach is a way of thinking for us to involve Centre residents in everything we do, making our actions more effective and targeted to their needs.”

*Laura Spyropoulou, Caregiver, CEA manager, AC C Athens*



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