



# Evaluation Report Paréa Lesvos

February 2025



The Paréa Lesvos Community Center, operated by Europe Cares e.V., is the largest community hub for people on the move in Lesvos, Greece. Serving over 40,000 visits annually, it provides essential services like food, mental health support, legal aid, and education through collaboration with 12 partner organizations.

The following evaluation report analyzes and summarizes the main findings of the evaluation survey conducted by the project team between November 2024 and January 2025. It will inspire the future development of the field project and contribute to the broader mission of Europe Cares on Lesvos.

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## Executive Summary

### *Introduction*

Europe Cares e.V. (EC) is a humanitarian organization that provides direct support to people on the move (PoM) and advocates for human rights at the European external borders. Paréa Lesvos, its main project since early 2022, is a community center designed with, by and for displaced individuals. Located near the Closed and Controlled Access Camp (CCAC) on Lesvos, it serves as a hub offering a variety of services, including basic needs, education, legal, and psychosocial support. Europe Cares collaborates with twelve partner organizations to offer these services following a holistic approach of 'one community in solidarity'.

### *Objectives*

The evaluation aims to assess the impact of Paréa Lesvos, focusing on its effectiveness in providing support to PoM in a safe, sustainable, and inclusive manner. Key objectives include:

1. **Assessing community needs and service gaps** to ensure services address real needs.
2. **Evaluating and strengthening current services** to improve effectiveness and collaboration.
3. **Informing future strategy** to adapt programs in response to evolving needs.

The evaluation also ensures that visitors have a platform to provide feedback, contributing to the continuous improvement of services.

### *Methodology*

The evaluation was conducted through a survey between November 2024 and January 2025, targeting displaced people residing at the Lesvos CCAC and visiting the Paréa center. A total of 150 responses were gathered. The survey was available in multiple languages (English, French, Arabic, Farsi, Somali) and included both closed and open-ended questions. The data collection focused on understanding demographic details, service usage, and visitor satisfaction.

### *Findings*

- **Demographics:** The majority of respondents were male (79.9%), and the age group of 18-35 years represented 85.23% of participants. This indicates a gender imbalance when compared to the percentage of men and women residing in the Lesvos CCAC at the time of the survey (respectively 46% and 20%). This can be partly explained by

the higher percentage of men visiting the center; however, other factors might have influenced the results, such as the lower eagerness that women might have had in participating in the study due to cultural resistance and less free time available. Nationalities in Paréa align with the camp communities in the CCAC, suggesting good community representation.

- **Service Usage & Preferences:** The most frequently accessed services were basic needs support, such as cafeteria offerings (18.75%), laundry services (13.02%), and lunch distribution (11.63%). Recreational and psychosocial activities like sports (10.59%) and the Paréa Club (3.99%) were also popular. Educational activities, legal support, and psychological support had smaller but notable participation. All the services offered in Paréa are used at least by some members of the target group, showing that the variety of offerings is useful and appreciated by the community.
- **Frequency & Duration of Visits:** The majority of visitors did not follow a regular weekly schedule. About 25.5% of visitors stayed the whole day at Paréa, while others attended at specific times depending on the services offered.
- **Outreach & Awareness:** Most visitors (67.63%) learned about Paréa through word of mouth from family and friends, indicating the importance of informal networks in spreading information about services.
- **Satisfaction:** The majority (85.91%) of participants expressed the highest level of satisfaction with Paréa's services. Additionally, more than 88% felt welcomed by the staff and volunteer team, confirming the center's success in creating a safe and supportive environment.

### *Challenges*

- **Access Issues:** A significant number of participants (36%) mentioned that the distance between the camp and the center was a problem, followed by concerns about translation - especially for the Farsi- and Somali-speaking communities - (13.33%) and transportation (13.33%).
- **Gender & Age Insights:** The distance issue was reported as the biggest challenge across gender groups, while women were more likely to cite issues with opening hours.

### *Improvements Suggested*

- **Increased Bus Frequency:** 10% of participants requested more frequent bus services connecting the camp to the center.

- **Service Expansion:** Suggestions include extending hours for the laundry and barber shop, offering more English classes, and improving clothing and cafeteria services.
- **New Services:** Participants also requested a dedicated children's space and showers with hot water given the lack of the latter service in the camp.

### *Visitor Feedback*

In the last part of the survey, the visitors had the opportunity to leave a message for Paréa. Many expressed gratitude for the services and staff, highlighting Paréa's role as a supportive and welcoming environment.

### *Conclusions & Recommendations*

- **Access Challenges:** it is necessary to increase the bus service frequency and improve translation services, especially for Farsi and Somali speakers.
- **Service Quality & Expansion:** expanding hours for key services (laundry, English classes, barber shop) and improving cafeteria and clothing offerings were recurring requests. Partners involved in these services will be informed of these findings. It might be worth informing other NGOs active on the islands of these needs expressed by the community.
- **Gender Inclusivity:** Efforts to engage more women in activities and ensure their needs are met should be prioritized.
- **Children's Space & Hygiene:** the need for a Child Friendly Space will be met in April 2025, when Europe Cares will open a safe space for children. Advocating for showers with hot water in the camp is essential to ensure dignified living conditions for the camp residents.
- **Continuous Feedback & Partnerships:** Ongoing visitor feedback and collaboration with other NGOs are essential for continuous service improvement and addressing the evolving community needs.

In conclusion, Paréa Lesvos is highly appreciated by the visitors, whose positive feedback and ideas will inspire the future development and contribute to the broader mission of Europe Cares on Lesvos.

## Introduction

Europe Cares e.V. (EC) is a humanitarian organization dedicated to supporting people on the move<sup>1</sup> (PoM) and advocating for human rights at the European external borders. Through direct assistance and community-driven initiatives, we strive to create dignified spaces where displaced individuals can find support, empowerment, and a sense of belonging.

At the heart of our mission is **Paréa Lesvos**, the main project of Europe Cares. Since early 2022, Paréa Lesvos has been a community center—built **by, for, and with** people on the move, alongside those standing in solidarity with them. Located on the island of Lesvos within walking distance from the *Closed and Controlled Access Camp* (CCAC), it serves as a hub for essential services, social connection and community engagement for the camp residents. Following a holistic approach, Europe Cares welcomes in Paréa twelve partner organizations<sup>2</sup>, like-minded NGOs who offer support to the visitors, ensuring access to a wide range of services in one place (basic needs, education, legal, and psychosocial support).

## Objectives

This evaluation report aims to assess the impact of Paréa Lesvos, in particular how effectively the field project accomplishes the mission of Europe Cares of supporting people on the move in Lesvos in a safe, sustainable and inclusive way through professional services based on their needs, preferences and active engagement.

Therefore, the following objectives have been defined:

1. **Assessing Community Needs and Service Gaps** – Identify emerging challenges, underserved areas, and critical gaps in services to ensure EC's efforts address real community needs without duplicating existing initiatives.
2. **Evaluating and Strengthening Current Services** – Review the effectiveness of EC's programs and partnerships to identify areas for improvement, enhance collaboration, and maximize collective impact.
3. **Informing Future Strategy and Project Development** – Use data-driven insights to guide EC's strategic direction, ensuring programs and services are adaptive, community-driven, inclusive, and sustainable in response to evolving community needs.

In addition, the evaluation process ensures that visitors have a platform to share their perspectives. Their insights are a vital contribution to our shared vision of a truly community-oriented space. Moreover, we continuously seek to support our partner organizations in refining their services and provide our volunteer team who supported the

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<sup>1</sup> The term 'people on the move' is an umbrella term which includes asylum seekers, recognized refugees, migrants, etc.

<sup>2</sup> The services offered in Paréa Lesvos are operated by Europe Cares and 12 partner organizations. To read more about them, please visit the [website](#).

evaluation process with opportunities to grow their expertise in first-response humanitarian work.

## Methodology

The following evaluation report summarizes the main findings of the evaluation survey conducted by the Europe Cares project team between November 2024 and early January 2025.

### Target Sample

The survey targeted the displaced population currently residing at the Lesvos CCAC and visiting the Paréa Lesvos Community Center. Participants are referred to as 'visitors'<sup>3</sup>. Although the field project is targeted at PoM residing both in the CCAC and in other facilities<sup>4</sup> on the island, the following evaluation has been conducted only with the former group of visitors. In fact, whereas data concerning the camp population is easily accessible and regularly shared by the local office of the United Nations High Commissioner for Refugees<sup>5</sup> information regarding the latter group is not available. Moreover, the former group represents a much bigger percentage of people on the move on the island<sup>6</sup>.

A total of 150 responses were gathered during a period when the average number of visitors was 300 per day<sup>7</sup>.

The survey was prepared and conducted by the Europe Cares project team, including field volunteers under the supervision of the Project Coordinator. Data collection occurred between November 2024 and January 2025. The findings were analyzed and summarized by the Project Coordinator in collaboration with the EC central team between January and February 2025.

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<sup>3</sup> The term 'visitors' is used by EC in lieu of 'beneficiaries' as a more active term highlighting the agency and self-determination of the people to whom the project is targeted.

<sup>4</sup> Safe shelters, shelters for unaccompanied minors, other accommodation on the island, etc.

<sup>5</sup> Data concerning the population in the Lesvos CCAC may be found in the weekly snapshots regularly published on the [UNHCR Operational Data Portal](#).

<sup>6</sup> At the time of the research, 3,318 were residing at the CCAC and 152 were hosted in other facilities, as described in the UNHCR Weekly Snapshot published on the 4th of December 2024.

<sup>7</sup> For more information regarding the monthly number of visitors, you can check the monthly reports regularly published on the Europe Cares' [website](#).

## **Survey**

The survey<sup>8</sup> included a mix of closed-ended questions, such as multiple-choice, and open-ended questions to balance efficiency with depth. It was available in English, French, Arabic, Farsi, and Somali, and cultural mediation was available upon request.

Participants could access the survey through online Google Forms using QR codes displayed on multilingual informative posters around the center. Printed copies were also provided for participants less familiar with phone use. Camp residents attending services were invited to participate digitally, either on their own devices or on a device provided by the EC local team.

Participants' anonymity was guaranteed to foster honest and candid responses. Data was securely collected and stored to ensure privacy and compliance with ethical research standards.

## **Data Collection and Analysis**

The survey was designed with a focus on community participation and empowerment, ensuring that respondents felt valued and heard. Culturally sensitive questions were included, relevant to participants' lived experiences, and the survey was translated into multiple languages to accommodate diverse linguistic needs.

Quantitative data was captured through structured, closed-ended questions measuring demographic information, service usage, and satisfaction levels. Qualitative data was gathered through optional open-ended questions, allowing participants to share deeper insights, personal challenges, or suggestions for service improvement.

## **Method of Analysis**

Data from closed-ended questions was analyzed using Excel. Statistical tools were applied to calculate frequencies, percentages, and other relevant measures to assess demographic information, satisfaction levels, and preferences.

Open-ended responses were analyzed using thematic analysis. Responses were coded to identify recurring themes and patterns, providing a deeper understanding of participants' experiences and suggestions for improvement.

## **Limitations**

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<sup>8</sup> See Annex for the English version of the survey.



Despite the survey being offered in multiple languages, some participants may have faced difficulties in understanding or responding to the survey due to language gaps or literacy levels.

Further, in the last two years, the permanence of camp residents in the CCAC has considerably shortened due to the sped-up asylum procedure and frequent organized transfers to the mainland. This leads to ever-changing dynamics in the camp population in terms of age, sex and nationality groups during the period of the research (63 days) which might affect the result concerning the representation of different gender, age and nationality groups among the visitors.

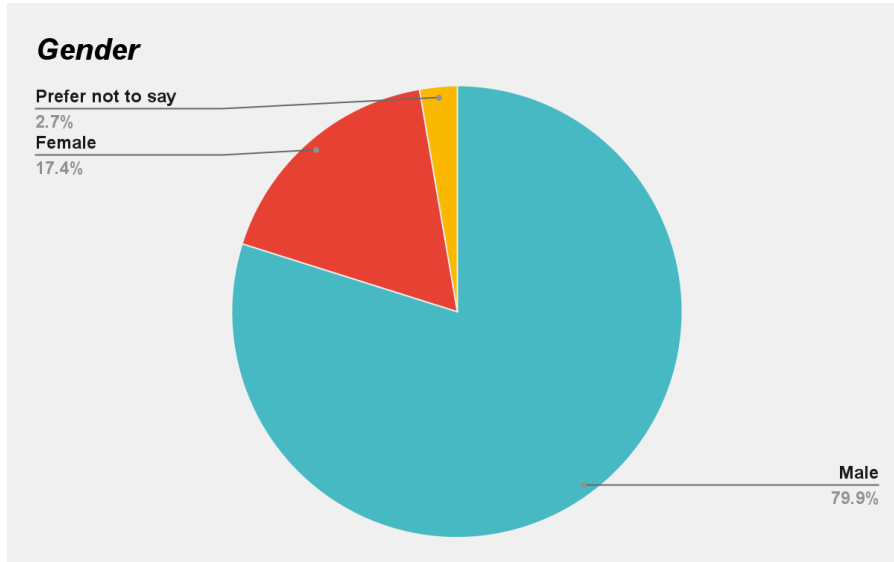
Moreover, the short stay of the visitors on the island and, consequently, in the Paréa Lesvos community center creates a third limitation. The target group involved in the evaluation might have limited information and partial impression of the services offered in the center, due to the limited time spent there. Nonetheless, as an organization, Europe Cares is used to working in a fast-paced and unpredictable environment; therefore, the findings of the following evaluation will be complemented by additional MEAL tools used on a monthly basis with the visitors of the center to assess their preferences and satisfaction with the services targeted to them.

Finally, it is important to note that the visitors might have felt uncomfortable and unable to share their fully honest opinions regarding the services, due to the power imbalance between them as the target group of the services themselves and the EC local team members conducting the survey and providing the services in the center. Although the visitors were preventively informed that the survey could be filled in anonymously, in total autonomy in their native language and in a private and more isolated space in the center, the conflict of interest is a factor that might have influenced some of them.

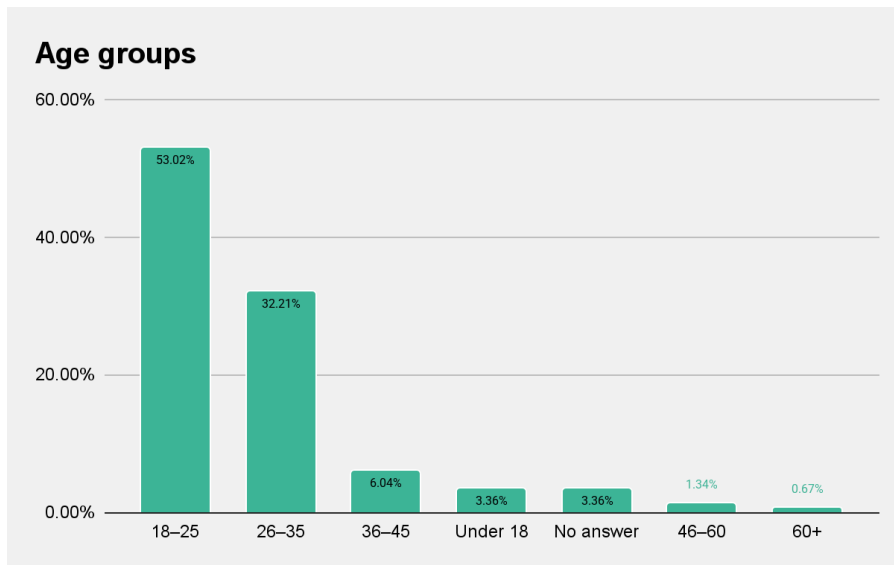
## Findings

### Demographics of the target group

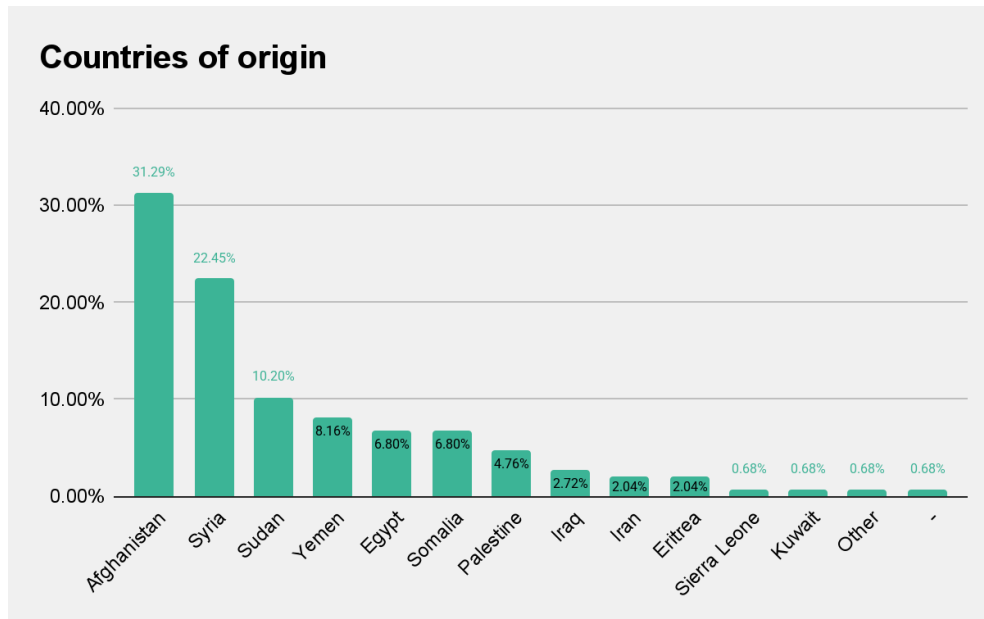
The results of the following evaluation show that men represent the majority of our visitors, accounting for 79.9%, followed by 17.4% of women. As for the age groups, the vast majority are aged between 18 and 35 (85.23% of the participants); nonetheless, all age groups are represented including minors and people in their 40s, 50s and 60s. As for the nationalities, our center welcomes more than twelve nationalities, with Afghanistan, Syria and Sudan being the most represented communities.



Graph 1: Gender of participants to the evaluation



Graph 2: Age of participants to the evaluation

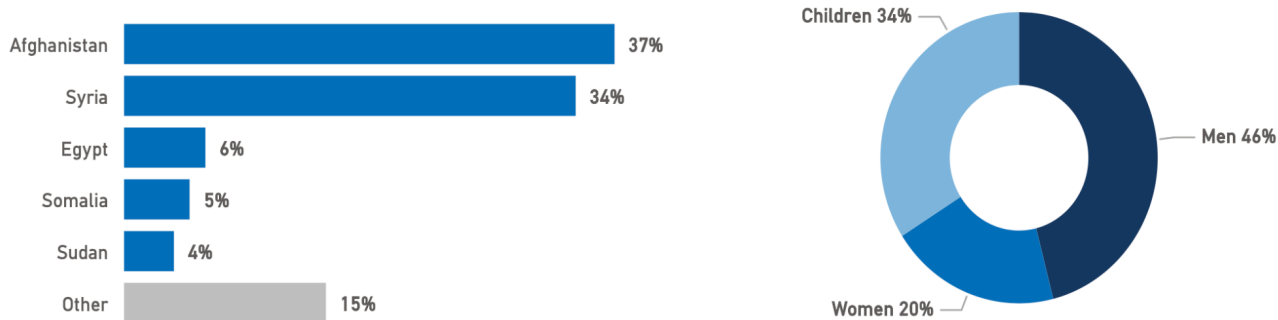


Graph 3: Countries of origin of participants to the evaluation

We can compare the following results with the official data concerning the gender, age and nationality groups in the camp population<sup>9</sup> to understand how inclusive the center is. By comparing the percentage of men and women who participated to the evaluation (17.4% to the percentage of adult women residing in the CCAC at the time of the research (20% against 46% of men), we can see that there is a considerable difference and it can be assumed that they are underrepresented among the visitors in the center. The difference may be partially explained by the lower eagerness that women might have had in participating in the study due to cultural resistance and linguistic obstacles. Although the results are more balanced than in the evaluation report of 2023<sup>10</sup>, we can conclude that sex representation is still limited in our project.

<sup>9</sup> The data concerning the CCAC population derive from the Lesvos Weekly Snapshot published by the UNHCR Greece on the 4th of December 2024 on their data portal.

<sup>10</sup> In our 2023 evaluation report men accounted for 83.8% and women for 15.7%.



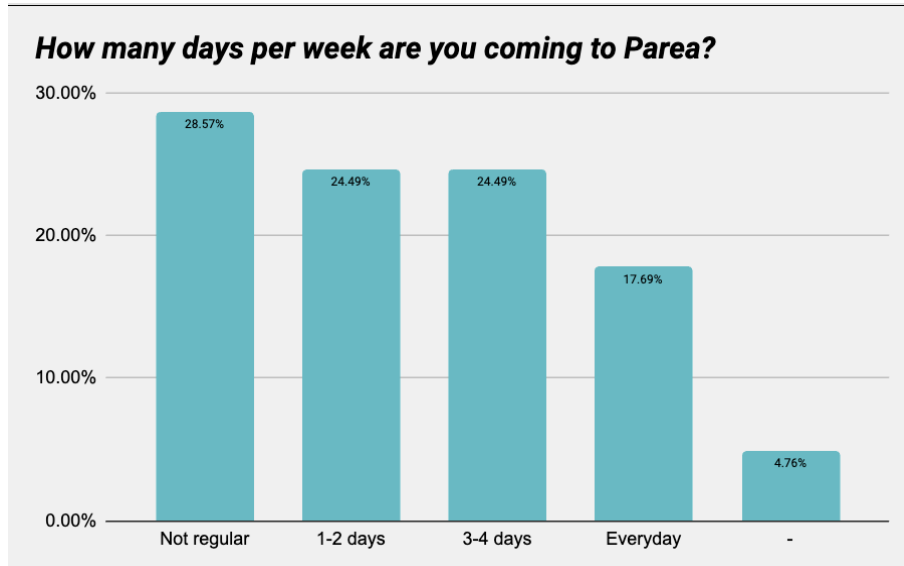
Graph 4: UNCHR, Aegean Islands Weekly Snapshot 30 Dec 2024 - 05 Jan 2025, population in the Lesvos CCAC

As for community representation, comparing the data gathered from our survey (graph 3) with the statistics provided by UNHCR (graph 4), we can conclude that the camp community is well-represented in Paréa in terms of nationalities. In fact, the 5 most numerous camp communities (Afghans, Syrians, Egyptians, Somalians and Sudanese) at the time of the research are also among the 6 most represented communities in Paréa. From these results, we can also assume that most of the communities present in the camp are accessing our services and are part of the daily life of the center, including the less numerous ones.

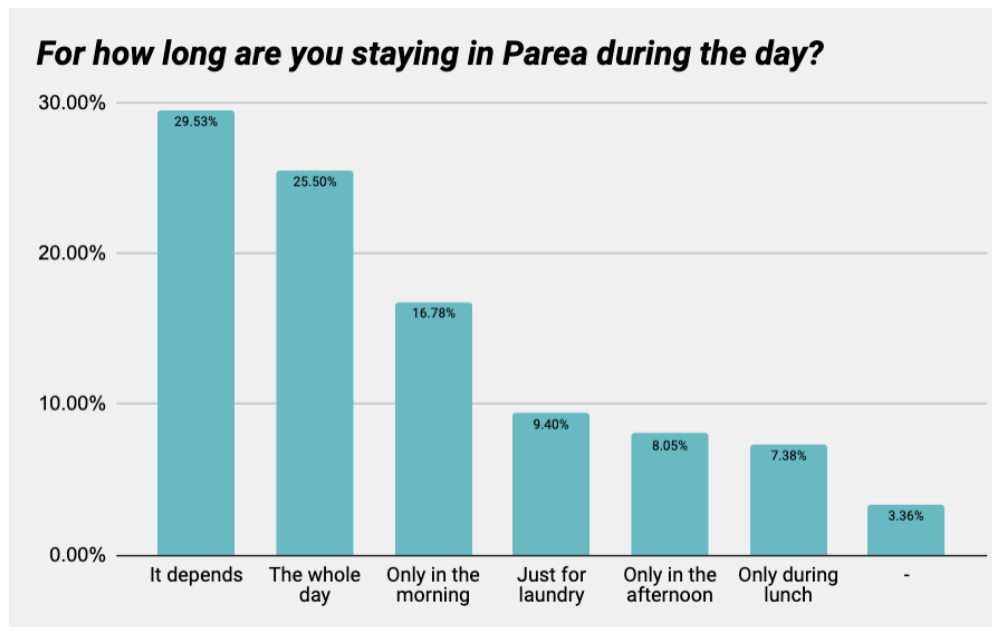
## Behavioral patterns & preferences of the target group

As for the frequency of their visits to the center, the majority of the visitors does not have a regular weekly schedule (28.57%), followed by those visiting three or four times a week and once or twice a week (both 24.49%), and those spending every day at the center (17.69%). The visitors' permanence in the center may vary depending on the day for almost one third of the participants. Around 25.5% of the visitors spend the whole day<sup>11</sup> in Paréa, with smaller groups attending the center in specific moments of the day; this may be explained by the specific service or activity they might be joining which is being offered at a specific time of the day.

<sup>11</sup> The Paréa community center is open from Monday to Friday from 10am to 4pm.

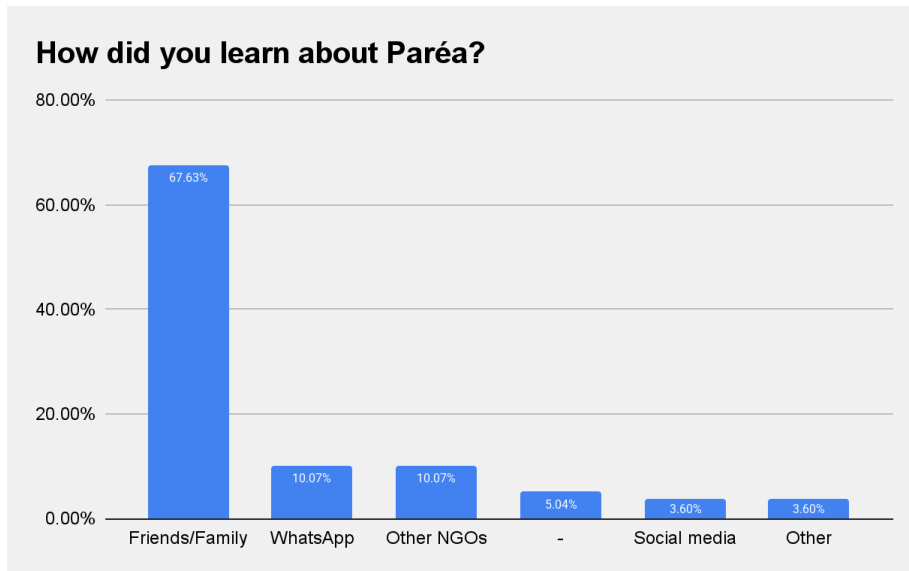


Graph 5: how many days per week do you come to Paréa?



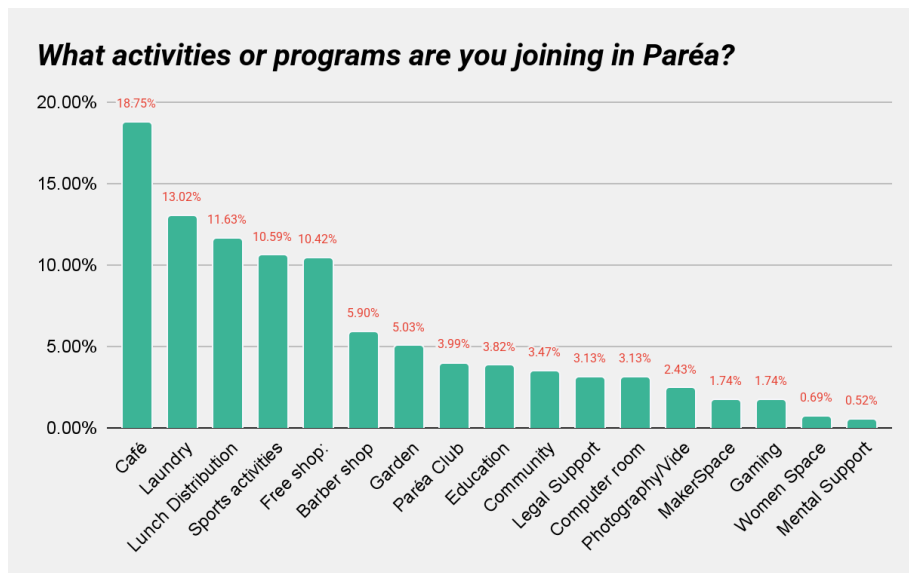
Graph 6: for how long do you stay in Paréa during the day?

Given the diversity of the answers, we may assume that the visitors schedule is quite diverse and irregular and there is no specific repeating pattern arising.



Graph 7: how did you learn about Paréa?

When asked how they found out about the project, most visitors replied that they heard about it from family and friends (67.63%), showing that the rule of mouth is the most frequent way to access information and much more widespread than other tools used for outreach, including messengers channels, promotion through other NGOs and social media.



Graph 8: what activities or programs are you joining in Paréa?

In order to better understand the community's needs and preferences, the participants were asked what activities offered in the center - by EC and all the partner organizations - they join more often. These are the main findings (as shown by graph 8 above):

- The most popular services are related to the provision of basic needs such as the cafeteria<sup>12</sup> (distribution of season-appropriate drinks and snacks) (18.75%), laundry service<sup>13</sup> (13.02%), lunch distribution (11.63%), clothes<sup>14</sup> and hygiene<sup>15</sup> items distribution in the Free Shop (10.42%).
- Among the most popular spaces there are the barber shop<sup>16</sup> (5.9%) and the garden<sup>17</sup> (5.03%).
- Recreational and psychosocial activities are also mentioned regularly, including sports activities (10.59%), the Paréa Club (3.99%), community events (3.47%), the gaming zone<sup>18</sup> (1.74%), and the Women Space (0.69%)<sup>19</sup>.
- A good number of participants showed an interest in educational offers such as language classes<sup>20</sup> (3.82%), computer<sup>21</sup> (3.13%) and photography classes<sup>22</sup> (2.43%).
- Finally, legal support<sup>23</sup> was mentioned, alongside the Makerspace<sup>24</sup> and psychological support<sup>25</sup> (respectively 3.13%, 1.74%, 0.52%).

The fact that all the services offered in Paréa have been mentioned at least a few times confirms the need to continue offering all of them. Moreover, the variety of services available seems to effectively satisfy visitors with different needs and preferences.

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<sup>12</sup> The café is run by the Europe Cares team, distributing drinks, snacks and lunch portions every day.

<sup>13</sup> The laundry service is offered by the partner organization Leave No One Behind every day.

<sup>14</sup> Clothes distributions are run by the partner organization Collective Aid and are regularly open to women, men and children newly arrived to the island.

<sup>15</sup> Hygiene items are distributed daily by Leave No One Behind for all the men residing the CCAC, given that women can be served in the camp.

<sup>16</sup> The barber shop is open three times a week and run by the partner organization Refugee Assistance Doro Blancke.

<sup>17</sup> The community garden is run by the partner organization Sporos Regeneration Institute.

<sup>18</sup> An area where visitors can play video games.

<sup>19</sup> All the following psychosocial and community engagement programs are run by Europe Cares. Once a week, the partner organization Yoga and Sport with Refugees offers more structured sports activities. Twice a year, the partner Artists Giving Back are offering art therapy sessions to the visitors in the center.

<sup>20</sup> Language classes (English and German) are offered twice a week by the partner organization Refugee Assistance Doro Blancke.

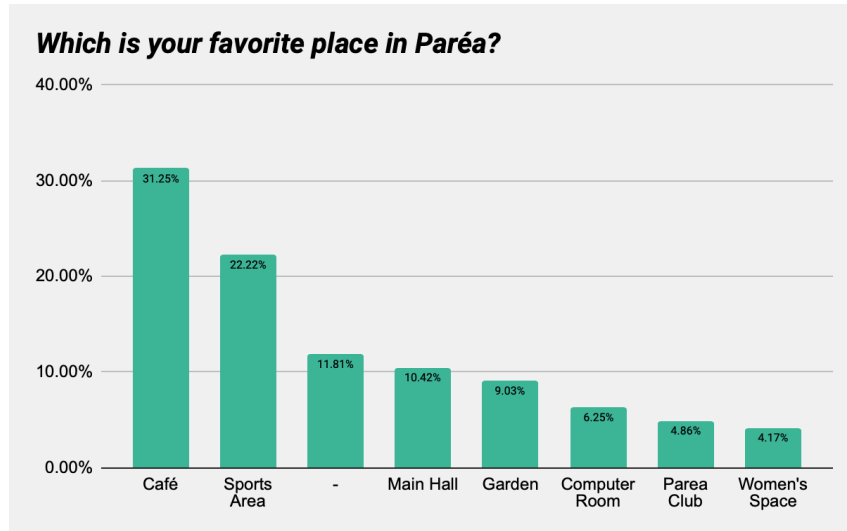
<sup>21</sup> Photography classes are offered regularly by the partner organization Refocus Media Lab.

<sup>22</sup> A computer room with 12 computer devices connected to the internet is run by Europe Cares who also offers workshops to develop the digital skills of the visitors.

<sup>23</sup> Legal support is offered by several legal organizations who collaborate with the center.

<sup>24</sup> The Makerspace is a space run by the partner organization Makerspace Lesvos where visitors can get their bikes, technical devices and clothes fixed.

<sup>25</sup> Psychological support is offered to children and adults by the partner organizations Boat Refugee Foundation and Terra Psy.



Graph 9: which is your favourite place in Paréa?

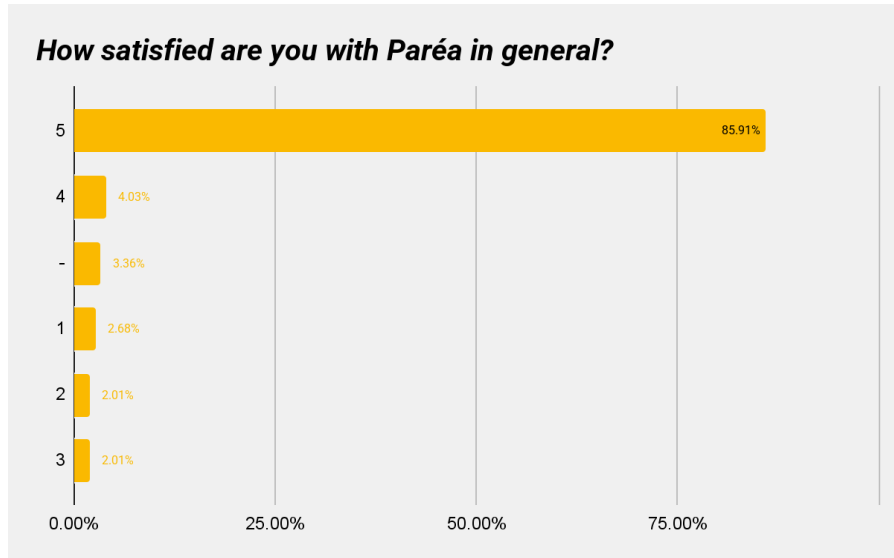
Participants were also asked about their favourite place in Paréa and results show very similar findings as the question above with the café and the sports area being the most popular spaces.

## Satisfaction level

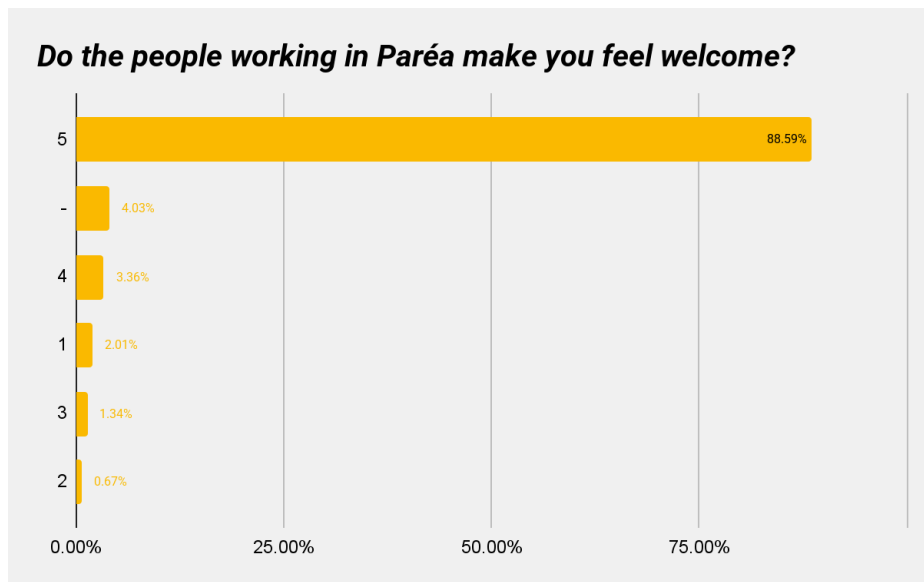
In the second part of the survey, the visitors were asked how satisfied they were with the activities and services they had accessed in Paréa, on a scale from 1 (not satisfied) to 5 (very satisfied). The absolute majority of them (85.91%) shared the maximum level of satisfaction, followed by a high level of satisfaction (4 out of 5) accounting for 4.03%.

Moreover, one of the major goals of the Paréa Lesvos project is to provide a safe place for people on the move, where they can feel welcome and comfortable. The findings of the following evaluation are extremely positive in confirming that more than 88% feel very welcomed by the people working in Paréa.





Graph 10: how satisfied are you with Paréa in general?



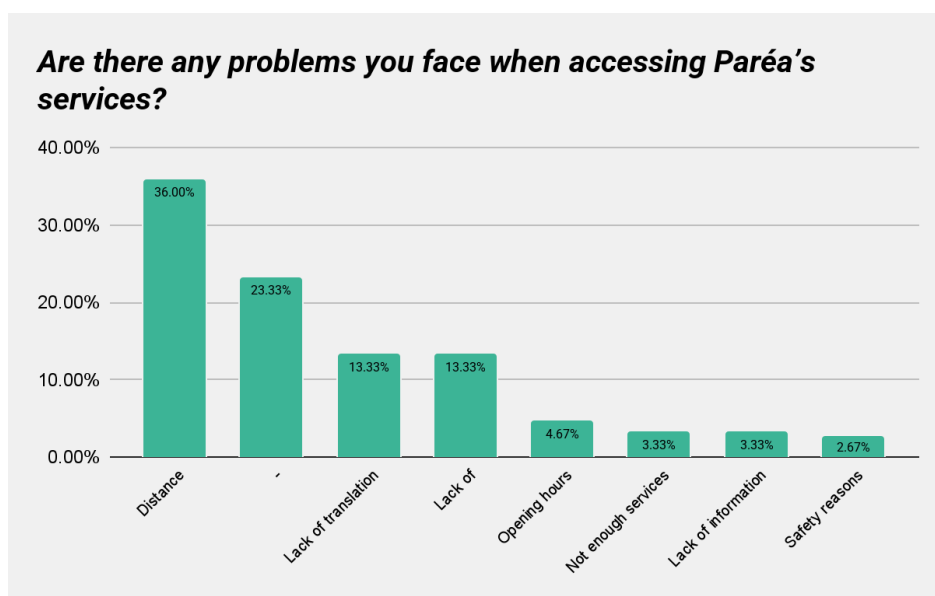
Graph 11: do the people working in Paréa make you feel welcome?

## Challenges faced by target group in accessing the services

In the last part of the survey, the participants were asked whether there were any problems they faced in accessing the services offered in the community center. They could select

multiple options among the following: distance<sup>26</sup>, lack of transportation<sup>27</sup>, lack of translation<sup>28</sup>, lack of information, opening hours, not enough services offered, safety concerns, none.

Notably, 23.33% (35 out of 150) expressed they faced no problems at all. More than one third (36%) stated that the distance between the camp and the center was an issue, followed by 13.33% expressing concern about the lack of translation and the lack of transportation. There were some complaints about the opening hours (4.67%), the insufficient number of services provided (3.33%), the lack of information about the project itself (3.33%) and finally safety concerns (2.67%).



Graph 12: have you faced any problems when accessing Paréa's services?

By analyzing the feedback shared by the participants in each gender and age group, there seems to be similar results across different groups. In fact, the distance represents the biggest limitation among both women and men visiting the center (respectively for 46.15% of men and 39.5%). However, the second biggest limitation for almost 20% of the female participants is represented by the opening hours - which are not a major limitation for men, accounting for the least voted limitation by this gender group-. The lack of transportation impacts 15.38% of women and 17.65% of men, being the second biggest limitation for the

<sup>26</sup> The community center is located 1,2km away from the Lesvos CCAC, approximately 15-20 minutes by walk. Nonetheless, it is located on a hill which can be difficult to reach for more vulnerable people and in case of adverse weather conditions.

<sup>27</sup> Europe Cares offers a daily bus service running once from the camp to Paréa, and once from Paréa to the camp; however, this service prioritizes vulnerable cases, such as the elderly, disabled, and caregivers with their children and can only accommodate a small number of visitors.

<sup>28</sup> At Paréa, most organizations work with cultural mediators who are supporting the project on a voluntary basis. Therefore, the capacity may be at times limited.

latter followed by the lack of translation (15.31%). Safety concerns, the insufficient number of services offered and the lack of information regarding the project itself do not seem to represent a major concern for many visitors, neither among the women, nor among the men.

In particular, the Farsi-speaking community seems to be the most affected by the insufficient translation services offered in the center, with 25.53% of the participants highlighting this issue, followed by 22.22% of Somali speakers.

Gender	None	Distance	Lack of information	Lack of translation	Lack of transportation	Opening hours	Not enough services	Safety
<b>Female</b>	1 (3.85%)	12 (46.15%)	1 (3.85%)	2 (7.69%)	4 (15.38%)	5 (19.23%)	0 (0%)	1 (3.85%)
<b>Male</b>	15 (12.42%)	47 (39.5%)	4 (3.36%)	18 (15.31%)	21 (17.65%)	3 (2.52%)	8 (6.72%)	3 (2.52%)
<b>Prefer not to say</b>	5 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
<b>Totals</b>	<b>21</b>	<b>59</b>	<b>5</b>	<b>20</b>	<b>25</b>	<b>8</b>	<b>8</b>	<b>4</b>

Graph 13: limitation in accessing services by gender group (number of mentions and percentage of mentions in the specific gender group)

As for the differences among age groups, as shown in graph 14, distance is the most voted limitation across several age groups. Lack of translation seems to be the biggest disadvantage for minors, while the lack of transportation is affecting especially the visitors aged 26-35. This may probably be explained by the fact that the bus service provided between the camp and the community center prioritises vulnerable target groups, including the elderly, disabled people and caregivers with their children.

Age group	None	Distance	Lack of information	Lack of translation	Lack of transportation	Opening hours	Not enough services	Safety
<b>No age</b>	0 (0%)	5 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
<b>Under 18</b>	0 (0%)	1 (20%)	0 (0%)	2 (40%)	1 (20%)	0 (0%)	0 (0%)	1 (20%)
<b>18–25</b>	15 (18.99%)	32 (40.51%)	3 (3.8%)	11 (13.92%)	10 (12.66%)	6 (7.59%)	2 (2.53%)	0 (0%)
<b>26–35</b>	4 (8.33%)	17 (35.42%)	2 (4.17%)	6 (12.5%)	11 (22.92%)	3 (6.25%)	4 (8.33%)	1 (2.08%)
<b>36–45</b>	1 (11.11%)	3 (33.33%)	0 (0%)	1 (11.11%)	1 (11.11%)	0 (0%)	2 (22.22%)	1 (11.11%)
<b>46–60</b>	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)
<b>60+</b>	1 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
<b>Totals</b>	<b>21</b>	<b>59</b>	<b>5</b>	<b>20</b>	<b>23</b>	<b>9</b>	<b>8</b>	<b>4</b>

Graph 14: limitation in accessing services by age group (number of mentions and percentage of mentions in the specific age group)

## Proposed changes & improvements to the project

Finally, the visitors were asked the following questions:

- *How can we improve Paréa? Which services can we make better?*
- *If you could change one thing about Paréa, what would it be?*

It is important to mention that the very vast majority of participants said there was nothing to change or used the space to thank the team for all support offered (respectively 50% for the first question and 64.67% for the second one). Several shared ideas on ways to improve the existing offerings and on new services they would like to have.

As illustrated in the table below, the most requested improvements to the existing offerings concern the frequency of the bus service connecting the camp with Paréa (10%), and the amount and quality of the clothes distributed (8%), as well as of the drinks served in the cafeteria (3.33%) which should be improved. 3.33% of the participants requested that

both the laundry and the Barber Shop schedule be expanded, and 2.67% of the participants requested to have more English classes. Facility improvements were also requested with 2.67% of the participants requesting to shorten the distance between the community center and the camp, and 2% to expand the volleyball court.

<b>Recommendations to improve existing services</b>	<b>N. of mentions</b>
Increase bus service frequency	15
Better quality of clothes distributed	12
More and better quality of drinks served	5
Expand schedule of Barber shop	5
Expand laundry schedule	5
Offer more English classes	4
Decrease distance from the camp	4
Expand volleyball court	3

As for the suggestions for new services, 3.33% underlined the need for a space dedicated to children, while 2.67% requested to have showers facilities with hot water, a football field and more educational offerings.

<b>Suggestions for new services</b>	<b>N. of mentions</b>
Create space for children	4
Open showers facility with hot water	3
Create football court	3
More educational offers	3

The participants to the survey were also asked what else they needed that is not provided in the camp. Shower facilities with hot water<sup>29</sup> and clothes distribution<sup>30</sup> were mentioned

<sup>29</sup> There have been repeated issues raised by the NGOs supporting the WASH sector in the CCAC regarding the low temperature in the shower facilities. This is a recurring issue during the winter months when the temperature on the island can be extremely low. As of February 2025, no solutions have been found.

<sup>30</sup> Upon arrival, camp residents receive a ticket for the clothes distribution in Parea or in nearby projects. Nonetheless, the distributions are only open to new arrivals and the waiting time may take up to several weeks due to the limited capacity.

several times, followed by complaints regarding the food distributed in the camp, and the need to have more English classes and vocational training<sup>31</sup>.

<b>Suggestions for services unavailable in camp</b>	<b>N. of mentions</b>
Showers with hot water	10
Clothes distributions	9
English classes	2
More and better quality food	2
Vocational training	1

## **An open message from the visitors**

The aim of the following evaluation was also to give our visitors the space to express any other feedback or ideas and to voice their opinions. Therefore, in the very last section of the survey, they were asked whether there was anything else they would like to share. Many of them left us a very positive message of gratitude and respect for the daily work the teams of Europe Cares and all the partner organizations are doing in Paréa. Some may be found below.

“I would like to thank you for your great effort and hope that you enjoy your life and are happy in it as you have made us happy.”

“The best thing I found in Parea is the smile of the volunteers.”

“I am grateful to all of you. You are my family.”

“Thank you for your efforts.”

“Thank you to all the Parea staff; they work very hard.”

“I love Parea, very polite and friendly staff.”

“Thank you very much for your hard work and services. I wish you all the best.”

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<sup>31</sup> There are several educational offers in the camp for language classes and IT classes, as well as some vocational training opportunities.

“Keep up the good work and hope for the best.”

“You are wonderful people who provide me with so much free help and stand by us in our difficult time.”

“I love you. I came to talk about our culture, our dialect, and our love for our neighbor, Europe. Thank you.”

“Thank you, you are kind. I love you all.”

“You are all so good, you are the best thing in this world. May God protect and care for you. I feel safe and happy in your country. I feel truly secure, very much so. Thank you.”

“I would like to thank you on behalf of all the Syrians who have visited the area and those who have not yet visited.”

## Conclusions & Recommendations

The evaluation survey conducted with the visitors between November 2024 and January 2025 has provided valuable insights into the impact and effectiveness of the services provided to people on the move in the community center. The findings demonstrate that Paréa is fulfilling its core mission of offering essential services, fostering social connections, and creating a welcoming environment for displaced individuals. However, there are also several areas where improvements can be made to better address the evolving needs of the community it serves.

### **Positive Impact of Paréa**

The high level of satisfaction among visitors—85.91% reporting maximum satisfaction with the services—reflects the success of Paréa in meeting the immediate and diverse needs of its target population. The community center has established itself as a vital space for visitors, with particular appreciation for basic needs services, such as food and clothing distribution, as well as recreational and psychosocial activities. The overwhelmingly positive feedback on the welcoming atmosphere at Paréa further highlights its role as a safe and supportive environment for people on the move.

### **Identified Gaps and Challenges**

Despite the success of the center, several challenges remain. Issues related to the physical distance between the camp and Paréa, limited transportation options, and translation barriers have been identified as significant obstacles. These limitations hinder access for some visitors. Safety concerns, insufficient number of services offered and lack of information regarding the project were only mentioned by a very limited number of visitors.

## Gender and Age Representation

The evaluation revealed some gender imbalances in participation, with men comprising a higher proportion of respondents than women. This suggests that women may be underrepresented in the services offered by Paréa, potentially due to cultural resistance, language barriers, or other systemic factors. Further outreach efforts, particularly in engaging women, should be considered to ensure more equitable participation. Additionally, although all age groups were represented, there is an opportunity to tailor services to better meet the needs of different age demographics, particularly minors and elderly individuals, who may face distinct challenges.

## Recommendations for Improvement

### 1. Address Access Challenges

- **Increase Bus Service Frequency:** The 1.2 km distance between Paréa and the CCAC is manageable for most visitors, but it poses a challenge for vulnerable individuals, particularly during adverse weather conditions. Enhancing the visibility and accessibility of Paréa from the camp is essential. Visitors frequently cited the limited capacity of the bus service as a barrier to access. Increasing the frequency of buses, especially during peak times, would help alleviate this issue. Given the high cost of transportation, dedicated fundraising efforts should focus on expanding this service.
- **Improve Translation Services:** Language barriers, particularly for Farsi and Somali speakers, limit the ability of visitors to fully engage with services. Hiring additional volunteer cultural mediators could significantly reduce these barriers, ensuring better access for all.

### 2. Expand Service Offerings and Improve Quality

- **Considering expanding and improving the current services:** Visitors have expressed a need for extended hours for essential services such as the laundry, barber shop, and English classes. Additionally, requests for higher-quality clothing were noted. There might be strong limitations to accommodate this request due to



the limited capacity of the partner organizations involved in these services. However, the results of the following evaluation will be shared with them, as well as with other organizations active on the island that might be able to complement the services offered in Paréa.

- **Improving Cafeteria Services:** Several visitors requested more varied drinks in the cafeteria. Europe Cares will explore ways to improve and diversify the drinks served. An additional survey will be conducted to clarify the preferences of the visitors.

### 3. Enhance Gender Inclusivity and Representation

- **Engage More Women in Activities:** Women are underrepresented in surveys and some activities at Paréa. To better understand and address their specific needs, a targeted evaluation focusing on women's experiences and preferences would be valuable. Increasing women's participation in activities should be a priority, as the information gathered thus far is limited and may not fully represent their needs.

### 4. Respond to Visitor-Driven Suggestions

- **Children's Space:** There is a demand for dedicated spaces for children. A Child Friendly Space, set to be opened in April 2025 by the Europe Cares team, will help meet this need, providing a supportive environment for children and families in the camp.
- **Advocate for Showers with Hot Water in the camp:** access to clean, hot water for showers is a basic need that is currently lacking in the Lesvos CCAC. Visitors have highlighted this as a crucial issue affecting their hygiene and well-being. It is essential to advocate for the inclusion of this service in the camp to ensure dignified living conditions for residents.

### 5. Monitor and Iterate on Services

- **Continuous Feedback Mechanism:** Establish a more robust mechanism to collect regular feedback from visitors, especially after the implementation of new services or improvements. This could include periodic surveys, focus groups, or informal conversations with visitors to ensure that Paréa is continuously adapting to their evolving needs.
- **Utilize Data for Ongoing Improvement:** Given the diverse needs of visitors across age groups, genders, and nationalities, it is crucial to use data from evaluations to

inform decision-making. Continuously reviewing program offerings and adjusting them based on visitor feedback and shifting circumstances will ensure that Paréa remains adaptable and effective.

## **6. Continue strengthening Partnerships**

- **Collaboration with Other NGOs:** Continue to strengthen partnerships with other NGOs in Paréa and on the island to avoid service duplication and ensure the most efficient use of resources. The 'one community in solidarity' model has proven successful in offering a comprehensive number of services and programs and should continue to inspire the work of Europe Cares in Paréa.

## Annex

### Questions of the survey

#### **Visitors of Parea**

- 1 *Which is your country of origin?*
- 2 *What is your preferred language for communication?*
- 3 *What age group do you belong to?*
- 4 *What is your gender?*
- 5 *When did you arrive on the island?*

#### **Engagement**

- 6 *How did you learn about Parea?*
- 7 *How many days per week are you coming to Parea?*
- 8 *For how long are you staying in Parea during the day?*

#### **Satisfaction**

- 9 *Do the people working in Parea make you feel welcome?*
- 10 *How satisfied are you with Parea services in general?*

#### **Preferences**

- 11 *What activities or programs are you joining in Parea?*
- 12 *Which is your favorite place in Parea?*

#### **Feedback for current services, needs and suggestions**

- 13 *Are there any problems you face when accessing Parea's services?*
- 14 *How can we improve Paréa? Which services can we make better?*
- 15 *If you could change one thing about Parea, what would it be?*
- 16 *What else do you need that is not provided at the camp or Parea?*
- 17 *Is there anything else you would like to say to us?*

### **Appreciations**

Evaluation team: Olga Saliampoukou, Elena Battaglino, Abdiaziz Jama, Johanna Kühl, Emiliano Pettenò, Kristina Stumpf, Stefanie Wegener