





## Who we are

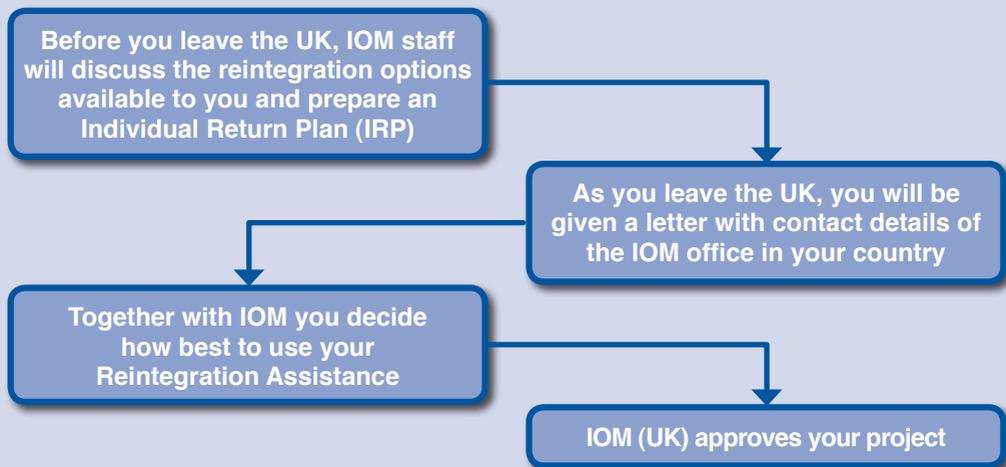
IOM is the world's leading independent migration agency. Since it was founded in 1951 it has helped over 13 million migrants, in the belief that migration – if dignified, orderly and voluntary – is of benefit to the individuals concerned and society as a whole.

**Since 1999 IOM UK has assisted more than 27,000 people to return to some 130 countries.**

IOM UK runs two voluntary return programmes: one is for anyone who has been in the asylum system at any stage - applying, appealing, refused – (VARRP); another for irregular migrants – who have overstayed their visas or have been smuggled or trafficked into the country (AVRIM). Under both programmes we arrange flights and onward transportation to the home doorstep but under the scheme for asylum seekers we also provide Reintegration Assistance in the country of return. This is delivered not in cash but in the form of targeted payments to pay for education, vocational training, job placements or, in 80% of cases, to help buy equipment and supplies to set up a small business.

This leaflet features just a handful of the many stories from people who have returned home after living in the UK. Circumstances vary from country to country, from individual to individual, but this brief snapshot shows how Reintegration Assistance can make a contribution to a more sustainable return home.

## The Reintegration Assistance process



### Angola, Luanda Grocery shop

Mr. F returned to Luanda in April 2006. He was given a piece of land by his mother and with IOM Luanda's advice, decided to open a grocery shop since there were no other shops in his area. After receiving approval for his business plan, he sourced material to build the premises and the shop was opened in October 2006.

He is confident that his business will work, especially since the shop is open on Sundays when most families are at home and other shops are closed. Mr. F has previous experience as a sales assistant, so it will be easier for him to manage his own business. He is delighted to be reunited with his wife and son in Luanda and believes that he is contributing to Angola's economy.



### Angola, Luanda Training and education

Mrs. F returned with her son to Luanda in September 2005. They are living in the city with Mrs. F's mother. Shortly after their return, she contacted IOM Luanda with two plans in mind. Firstly, she wanted to register her son in a primary school and secondly, join a part-time vocational

training course to help her find a job. She had her plans approved and IOM paid for her son's registration fees and his first year in school.

Mrs. F also received financial support from IOM to cover the costs of a *Personal Assistant and Administration, Marketing and Public Relations Course* at the National School of Commerce, and an IT course at NCR Angola Info Technology. She passed the final exam with very good results.

In the meantime, she met up with another returnee from the UK and in partnership they opened a mattress shop. However, Mrs. F finally gave up the business when she found a job in a nursery school. She is happy with her current position but is still looking for a job where she can apply all the skills she acquired on the courses.



### Angola, Luanda Fishing business

Mr. N left the UK in October 2005 and now lives in Luanda with his parents and brothers. Upon his return, he contacted IOM asking for help to find a job. IOM referred him to several companies, including BP Angola and SADC. After he attended IOM Luanda's Business Management Seminar in November 2005 (co-funded by IOM London and IOM Bern), he submitted his plan to open a small business with his father and his brother, who were fishermen. His business plan was approved by IOM and was able to buy a motor and other accessories to improve his boat. Currently four fishermen work for him as casual labourers. Mr. N is now a fish distributor for the local market, restaurants and hotels. This business allows him to take care of himself until he can find a job related to his training and experience.



### Angola, Luanda Grocery shop

Mrs. C and her daughter returned from London in March 2006 and now live in Luanda with relatives. Upon their return, they contacted IOM for advice. After Mrs. C talked to people working in sales, she decided to open a local grocery shop and hoped it would allow her some spare time to look after her daughter. They are now living in a new neighbourhood which is far from a supermarket or other shops - so she believes the business will be successful.

She used her Reintegration Assistance to rent storage, obtain shop premises, and buy some shelves, a counter, and a computer for her stock control. She also secured the necessary official licence to run the business. She finally bought her initial stock and opened her shop in October 2006. She bears the responsibility of both the management and the sales. Mrs. C is grateful for the help she received from IOM because without it she could not work and now has the means to look after both herself and her daughter. She believes it was the right decision to return to Angola.



### Democratic Republic of Congo, Kinshasa Motorized boat

Mr. and Mrs. L lived in the UK for several years before they decided to return to Kinshasa. Returning to Kinshasa in June 2006, they were very happy with the help they had received from IOM London. Mr. L had extensive experience in the transport sector since he had worked for the Congolese national public transport company for thirty years. In September 2006, with the Reintegration Assistance from IOM, Mr. and Mrs. L were able to purchase a motorized boat for the transportation of goods and people on the Congo river. This created jobs for three people: a driver, a driver's assistant and a manager of the boat who were all skilled and experienced.



### Democratic Republic of Congo, Kinshasa Pharmacy

Mr. M returned to Kinshasa in May 2006 after more than three years in the UK. Initially, he bought a second-hand minibus with the help of IOM, hired a driver and managed to make a daily income of 50 US dollars. Unfortunately, the activity ceased after three weeks due to the mechanical failure of the vehicle. After having done some repairs, he sold the vehicle and used the money to set up a pharmacy with the support and advice of a local NGO network involved in the medical field. He now manages the pharmacy with the help of his sister, who is a nurse.



### Ethiopia, Bahir Dar

University lecturer and photocopy business



Mr. M lived in the UK for more than nine years and returned to Ethiopia in August 2004 with IOM. He was well informed about Reintegration Assistance opportunities before his departure. With a Master's degree in Petroleum Geosciences, Mr. M was advised to apply to various institutions and universities. Mr. M finally found employment as a lecturer at the Bahir Dar University in the north of the country. In April 2005, Mr. M also decided to take an advanced computer training course with IOM's financial support in order to become a certified professional. He is now running a photocopy and internet shop during his spare time. *"I have found the programme good and it enabled me to have my own business."*



### Ivory Coast, Abidjan

Gas shop

Mrs. G returned to Abidjan in October 2005 with her two year old son. At first she had to stay with a friend and due to her limited financial resources found life very difficult. Prior to her return she was uncertain of what activity to undertake. She finally decided to open a gas shop taking advantage of her previous experience as a market seller and of the fact that most households in Abidjan use gas. The first challenge she faced was buying her initial stock due to a shortage of gas bottles available from the supplier. This delayed the launch of her business.

IOM was able to provide her with additional support for the rent of her shop premises for the first month. The shop has been running since April 2006 and she is generally very satisfied with the project. *"It is my only one true hope at the moment."*



### Ivory Coast, Abidjan

Food shop



Mr. T returned to the Ivory Coast with IOM in February 2006 after ten years in London. When he returned, he benefited from Reintegration Assistance which he used to set up a photography business centre in March 2006. However, following poor sales, he decided to close his business after just three months.

When he informed IOM staff in Abidjan, they advised him to be patient and not expect profits straight away due to the length of time it takes for a business to be successful. Despite this recommendation, Mr. T decided to change activity and opened a general shop.

The profitability is still low since he had already used an important part of his budget to set up his first aborted project. But he is positive that it is going to work out and says that he will do his best to make it a success.



### Kenya, Nairobi

Buying and selling of second hand vehicles

Mr. O returned to his home country in April 2006. In June 2006, he received his Reintegration Assistance and started a second-hand vehicle trading business. *"The process right from London through to Nairobi went well. I cooperated by submitting each document I was asked to produce, and my payment went through. I am buying second-hand Japanese vehicles through an agent who assists me to find local clients. I purchased my first car through the funding from IOM and made a profit of 40,000 Kenyan Shillings (580 US dollars) when I resold it. I invested the capital and bought a second vehicle on which I made a profit of 30,000 Kenyan Shillings. I am now waiting to ship in the third car. Payment from the cars' sales takes time to collect, approximately between two and a half months to three months. I usually do sales promotion by word of mouth. Thanks to the business, I have also been able to start a theatre company. That is my passion and I have experience in this field. I train church youth groups in theatre and also write plays and offer voice training. My newly formed and registered company is known as Theatredon Consultancy Services and I have completed five consultancy projects so far. I plan to open an office where I can be easily reached and also create a website and print business cards for promotions. I am able to meet my basic needs i.e. food, shelter and clothing."*



### Kenya, Nairobi Auto spare parts shop

*“I lived in a London suburb in the UK for eight years before returning home in May 2006. I was very impressed with the way my return to Kenya was handled. I am grateful that IOM London honoured the promise of financing my business start-up. At first, I experienced difficulties in completing my business plan but with assistance from IOM Nairobi, this became easier for me as IOM took the trouble to take me through the entire process. I was able to open an auto spare parts shop in August 2006. I have no plans other than to continue with the business as it is my only source of income. Though my client base is not yet well established I know that it will take some time and I believe that one day my business will flourish and reach greater heights. Without it, my future and return home would have been desperate. I am happy that I can pay for my house rent and buy food for my family.”*



### Nigeria, Lagos Public transport

Mr. O returned to Nigeria in September 2004 after spending a little over a year in the UK. He used his Reintegration Assistance to purchase a passenger bus. He employs a driver and a conductor and uses the profits to fund his theology studies. He has plans to expand his transport business and employ more people whilst working as a pastor and evangelist. Unfortunately, the bus was off the road for a while because it needed a new engine, which Mr. O could not afford. IOM agreed to fund this in order to make his business operational again.



### Nigeria, Lagos Snack bar

Ms. A returned to Lagos in May 2006. With IOM’s assistance, she opened up a little snack bar in a busy area of Lagos. She has purchased a fridge, a generator and a TV, and employed her neighbour to complete the necessary carpentry work. When she was visited by IOM, Ms. A was in the process of building a little kitchen behind her bar and had ordered a glass display for the food. In the future she wants to employ one or two staff and rent a room close to her business. Overall IOM was very impressed by her entrepreneurial spirit and believes that she will do well.



### Sudan, Khartoum Islamic dress shop



Mr. S was away from his family for over ten years. He worked in Europe and the Middle East so that he could give his family a better standard of living. But after contracting multiple sclerosis, he was desperate to return to his home country to be reunited with his family. He was able to do so with help from IOM in June 2006. He is very grateful to IOM since he was assisted to return as well as provided with an electrically assisted medical bed and a toilet conversion adapted to his needs. It was a big shock for him not to be in a position to work anymore as he was the main bread winner for the entire family. Nevertheless, with IOM’s support, his daughter (pictured) was able to open an Islamic clothes shop, which is now the main source of income for the family.



### Uganda, Kampala

#### Transportation business and clothes shop

Ms. N returned to Kampala in March 2006 with IOM. She decided not to put all her “eggs in one basket”, so with IOM’s assistance started two different businesses. She used IOM’s Reintegration Assistance to buy two motorcycles for a transportation business and then used her own savings to get the necessary stock to start a clothes shop. Her two businesses are doing well.

*“I’m glad I got IOM’s assistance because it has helped me a lot and through it I am able to pay my son’s school fees, buy food and also save a bit!”*



### Uganda, Kampala

#### Transportation

Mr. C returned to Kampala in May 2006. He completed a course in mechanical engineering before leaving Uganda and when he returned, after doing some research, he found that the transportation sector could provide a viable business opportunity. IOM helped him purchase three motorcycles and some tools. Since he repairs the bikes himself he does not have any additional expenses apart from major repairs and is able to earn 270 US dollars a month.



### Uganda, Kampala

#### Restaurant

When Ms. N returned to Uganda in June 2006, she realized that a lot had changed and found it very hard to make a decision about what to do. Fortunately, with the support of her brother and IOM’s advice, she managed to set up a restaurant. It is in an excellent location and she is positive that this will generate a good income and allow her to expand her business soon.



### Uganda, Kampala

#### Hostel

After his return to Kampala in June 2004, Mr. W started a pine tree nursery project. He discovered that to make a profit from this activity he would have to keep his production costs down by operating on a large scale. He therefore decided not to plant more trees but use the money he had already earned from the trees to convert his mother’s house into a hostel, with three rooms available to rent. Although he struggles to make ends meet in other ways, the business is profitable and he currently employs two people. Mr. W has a strong interest in nature and is thinking of starting a project on HIV and forestation in the near future.



### Uganda, Kampala Pig Farming

Ms. A returned to Kampala in December 2004 after a couple of years in the UK. Her family has a farm and when she returned home she already knew that she wanted to invest in pig farming. She asked IOM to purchase four pigs to start her farm and as of January 2007 had twenty young piglets. Ms. A's farm is expanding and she is very appreciative of IOM's Reintegration Assistance. *"I have managed to resettle back in my country permanently. The assistance is great. IOM should inform more people about it because if they were aware of the existence of this kind of assistance, they would opt for it."*



### Zimbabwe, Harare Pig farm

Mr. P received assistance from IOM to start a pig farm. Due to the rocketing beef prices in Zimbabwe a remarkable number of families are resorting to pork which is good news for Mr. P.

To cut down on the high cost of transporting the meat to Harare, Mr. P is selling pork to people in his home area. Disease is one of the challenges he faces since it has caused him to lose part of his herd. To meet this challenge he now makes sure the appropriate vaccines are always close-by.

In addition to the pig farm, he also opened a grinding mill which is serving fellow villagers well. During a recent visit by IOM, a queue of villagers could be seen from a distance - they had come in numbers to get their maize ground into maize-meal. The availability of electricity makes his job easier, as electrically-operated grinding mills are efficient. Two people have been employed to work in the mill and the third takes care of the pigs. Mr. P currently commutes from Harare to monitor the two projects and he is planning to stay in his home town. In the future he intends to expand his pig farm as he is currently under-utilizing the pigsty.

### Zimbabwe, Bulawayo Construction company

After staying in the UK for five years, Mr. D decided to return home in January 2006 to be reunited with his family. He had previous training and experience in building houses and he decided to start a construction company in Bulawayo. Through the Reintegration Assistance he received from IOM, Mr. D managed to buy the necessary building equipment. He currently employs two people to help him, although he is finding business difficult in Bulawayo. He has to compete with other companies, most of which are big and well established. Owing to the continuous rise in the cost of building materials, he often has to wait for his clients to provide him with materials in order to continue the work.



### Zimbabwe, Bulawayo Public transportation

*"I returned to Zimbabwe in 2006 after nearly three years in the UK. My life in the UK was quite tough. I could not manage to look after myself and I had left my family behind. I wanted to come back and be with them once more. A friend then introduced me to IOM's programme.*



*My family owns a house and that is where I have been staying ever since I returned. I decided to request IOM's assistance to purchase a minibus because it is easy to manage. IOM paid for part of the minibus and I managed to pay off the difference from my daily takings when I started operating.*

*It was quite important because I can now feed and educate my kids with the money I am earning from the minibus. I am not employed by anyone; I'm just running the transport business. I run the transport business on my own and have employed one person and am already supporting myself and my parents."*



## Zimbabwe, Harare

### Beauty Salon



Ms. M returned to Harare in 2006 after spending six years in the UK. She always had a passion for the beauty therapy industry and from the assistance she received from IOM, she managed to start a beauty therapy salon.

She went into partnership with her sister who had the experience and knowledge in the beauty industry and recently opened a second beauty salon at a local hotel where she offers services including facials, massages, manicures and pedicures. She never attended any beauty therapy course but her enthusiasm for the subject has seen her confidently make her way into

the market. Although there is a lot of competition in the capital city, Ms. M is pleased that she has enough customers to enable her to pay the five people she employs in her two businesses.

In future she has plans to open more beauty salons as well as import the required chemicals in bulk. The major challenge Ms. M faces is the limited availability of foreign currency, which is required to import the chemicals. But whatever the challenges, Ms. M says that she enjoys her job so much because she has always loved working with people.



## Zimbabwe, Bulawayo

### Recording studio

*“I returned in December 2004 after two and a half years in the UK. I heard about IOM’s programme from friends. When I returned home I did not have much cash and adjusting to the current situation was really difficult. I was given assistance from IOM to start a recording studio since I had some experience in this field. When I was in the UK I had the chance to work in the recording business and with my passion for music, I decided to set up my own studio.*



*I am now running the business. It’s doing well. I am employing two people, my wife included. I feel there is a lot of potential. The sky is the limit in this line of business, but the only constraint is cash. I wish I could get some studio drums, a bigger mixer and more studio space because right now I cannot record big groups like church choirs.*

*When I returned I was staying with my grandparents, but now I’m proud to say I have my own house. I am still running my studio from my grandparents’ house, although I am not receiving financial support from any other source and continue to support my grandparents.”*



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