



IRC ITALY

PROTECTION MONITORING REPORT

JULY - SEPTEMBER 2023

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MAP OF ITALY

Pinpoints indicate operational sites of IRC in Italy



POLITICAL CONTEXT

During the third quarter of 2023, migration remained at the center of the Italian government's political agenda, while people seeking safety continued risking their lives to cross deadly sea routes.

On August 9th, [41 migrants died in a shipwreck off the island of Lampedusa](#). The boat had set off from the coast of Sfax, Tunisia, carrying 45 people towards Italy. The 4 survivors, who came from Ivory Coast and Guinea Conakry, are thought to have been [in the water for more than a day before being rescued](#). The local public prosecutor has opened an investigation into the tragedy.

Instead of finding solutions to prevent similar occurrences, the Italian government has focused on **strengthening and extending immigration detention** in an effort to deter migrants. For instance, a [decree](#) was issued on September 14th foreseeing that asylum seekers involved in fast-track asylum procedures [will have to pay 4,938 euros](#) (\$5,310) to avoid detention while their application for international protection is being processed. Some Italian Courts have challenged this measure on the grounds that it contradicts EU law and lacks proportionality. The Ministry of Interior has appealed one of such judgements and the matter is currently being analyzed by the Italian Supreme Court. In addition, [a decree](#) that entered into force on September 20th has extended the time limit for pre-removal immigration detention from 90 days (with a possible extension of 45 additional days) to 18 months. The decree will have to be converted into law by November 20th.

At the same time, faced with demands from employers, on July 6th the Italian government approved [a decree that will allow 452,000 non-EU workers to enter Italy between 2023 and 2025](#). In Italy, the Flows Decree (*Decreto Flussi*) determines the number of non-EU workers that may be admitted to the country, divided by type of employment. In order to promote regular migration, the Italian Government has expanded the occupational categories and sectors included in the Flows Decree, and increased quotas for employment-related migration. While the decree will allow a higher number of workers to enter Italy than in previous years, it still falls short of facilitating the entry of the 833,000 workers that would be needed in the next 3 years according to employers.

Lastly, on July 23rd, Italy hosted the **International Conference on Development and Migration**. At the initiative of the Italian Government, the leaders of more than 20 Mediterranean and Middle East states, as well as EU leaders and international organizations, met in Rome to address "the root causes of irregular migration flows to defeat human traffickers' criminal activities", and launch "a multi-year road map, with concrete and verifiable commitments by the participating States on development and migration", as stated in the [press release](#) published by the Italian Government. The conference concluded with an agreement to launch the "Rome Process", in which the United Arab Emirates (UAE) have invested 100 million USD. It is [expected](#) to pave the way for similar deals to the agreement struck between the EU with Tunisia.

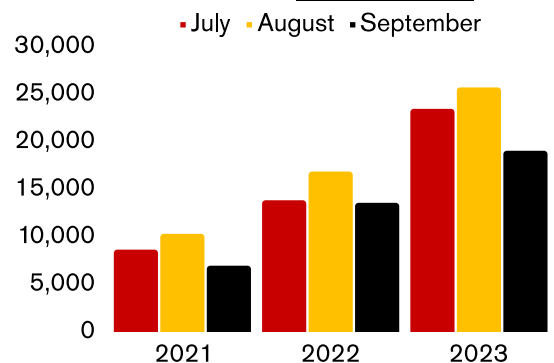
PEOPLE ARRIVING BY SEA

Definitions of terms in yellow can be found in the glossary at p.9

From **July to September 2023**, a total of **68,098 migrants arrived in Italy by sea**, representing an **increase of over 54%** when compared to the **same period in 2022** (44,157).

Newly arrived third-country nationals mainly originated from **Guinea Conakry, Ivory Coast and Tunisia**.

Source: Ministry of Interior, Cruscotto Statistico Giornaliero. Months of [July](#), [August](#), [September](#).



PEOPLE ARRIVING BY LAND FROM THE NORTH-EAST BORDER

From July to September 2023, approximately **14,500 migrants** are estimated to have transited through the **Western Balkans** (Albania, Bosnia and Herzegovina, Kosovo, Montenegro, North Macedonia, Serbia, known as the **Balkan route**), as part of mixed movements. The total from the beginning of the year up to September 2023 amounts to 24,780 migrants in transit, **8% less** than in the same period last year.

Source: UNHCR, [Operational Data Portal](#)

Data regarding land arrivals in Italy through the Balkan Route for this quarter is currently unavailable on the UNHCR portal and the Ministry of Interior's portal.

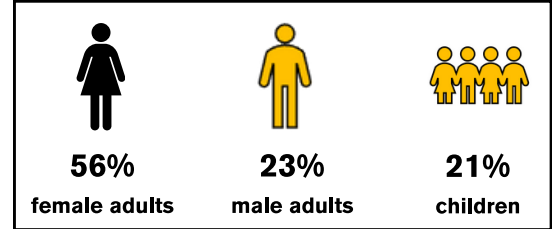
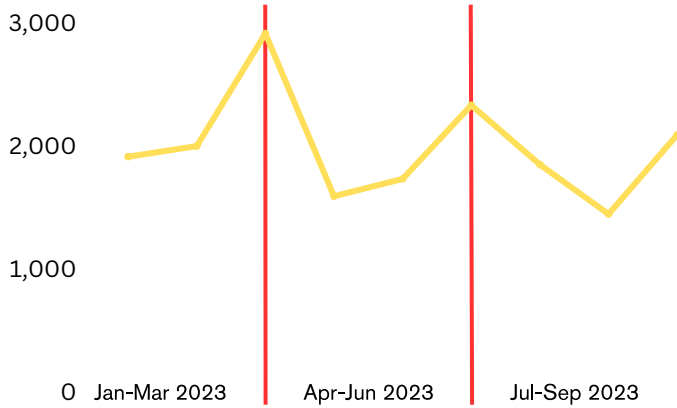
Data collected by IRC staff assisting people in Trieste provides an estimate of land arrivals through the Balkan route in Italy: in the period from July to September, **6,424 people were assisted by IRC staff in Trieste**, amounting to **23% increase** compared to the same period in 2022 (5,225 in July-September 2022).

PEOPLE ARRIVING FROM UKRAINE

Data on the number of Ukrainian arrivals in Italy for this quarter is currently unavailable on the Protezione Civile and the Ministry of Interior's portals. However, data on the number of Temporary Protection Status applications submitted by Ukrainians in Italy is provided below.

During the third quarter of 2023 (July 1st - September 30th, 2023) **5,341 Ukrainians applied for Temporary Protection**, representing a **4% decrease** from the previous quarter (April 1st - June 30th, 2023), during which a total of **5,559** Ukrainians applied for Temporary Protection.

TEMPORARY PROTECTION STATUS APPLICATIONS



The majority of applicants were **adult females**, representing **56%** of the total number of applications - a percentage that has remained consistent throughout the year. **Children** make up **21%** of the total number of applicants (**47% girls** and **53% boys**), the majority being aged between **10 and 17**.

The regions which registered the highest number of Temporary Protection applications (July 1st - September 30th, 2023) were **Lombardy** with 1,157 requests (22%), **Emilia Romagna** with 767 (14%), **Campania** with 511 (10%) and **Veneto** with 425 (8%). This distribution is largely the same as last quarter. The other regions in which IRC provides support to Ukrainian migrants (**Piedmont and Friuli Venezia Giulia**) registered a lower number of requests (366 (7%) and 175 (3%), respectively).

Source: Protezione Civile, Dashboard [richieste di protezione temporanea](#) (Temporary Protection requests)

RECEPTION CENTERS

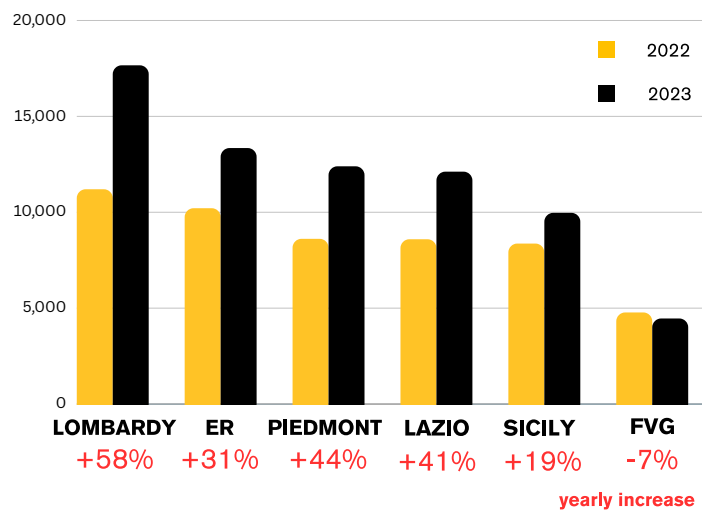
As of September 30th, 2023, **141,107 migrants are being hosted in the Italian reception system**, including:

- **599 in hotspots** (reception upon arrival).
- **105,737 in first-level reception centers** (CPA - governmental first reception centers; and CAS - centers for extraordinary reception).
- **34,771 in second-level reception centers** (SAI - Reception and Integration System).

The regions with the highest concentration of migrants in reception centers are **Lombardy** with **13%** of the total migrant population hosted within the reception system, and **Piedmont, Emilia-Romagna (ER)** and **Lazio** that host the **9%**. In the other regions in which IRC operates the concentration of migrants in reception centers is lower (**Sicily 7%** and Friuli Venezia Giulia **FVG 3%**).

Source: Ministry of Interior, Cruscotto Statistico Giornaliero. Months of [July](#), [August](#), [September](#).

MIGRANTS IN THE ITALIAN RECEPTION SYSTEM



UNACCOMPANIED CHILDREN

As of September 30th, there are **23,531** registered unaccompanied children (UAC) in Italy. **88%** of them are **males**, and **12%** are **females**. The most common age group is **17 years old**.

The top nationalities are **Egypt** (21%), **Ukraine** (18%), **Tunisia** (10%), **Guinea Conakry** (9%) and **Gambia** (7%). The majority are located in **Sicily** (26%), **Lombardy** (12%), **Emilia Romagna** (8%), **Campania** (6%) and **Calabria** (6%).

During this quarter, the number of newly arrived unaccompanied children has grown consistently: **1,947** in July (**96.5%** males and **3.5%** females), **2,561** in August (**97.5%** males and **2.5%** females), **2,435** in September (**96%** males and **4%** females).

Source: Ministry of Labor and Social Policy, [Monthly data on Unaccompanied Children](#).



23,531

UAC in Italy as of September 30th, 2023

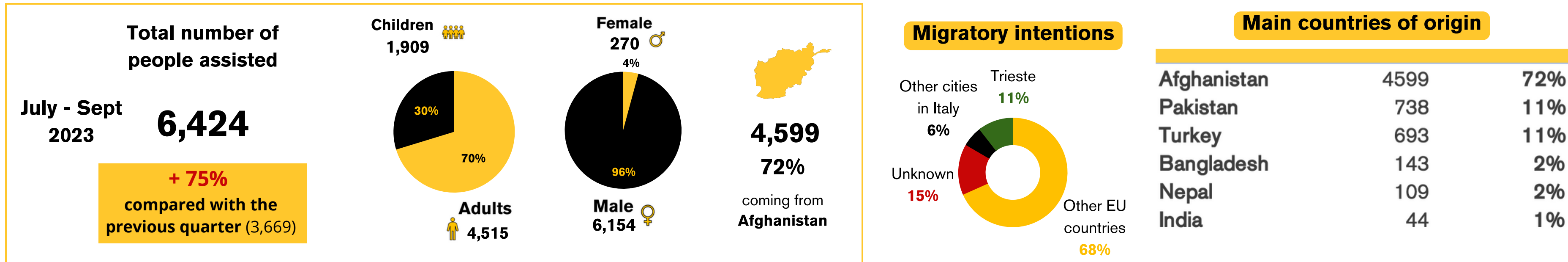
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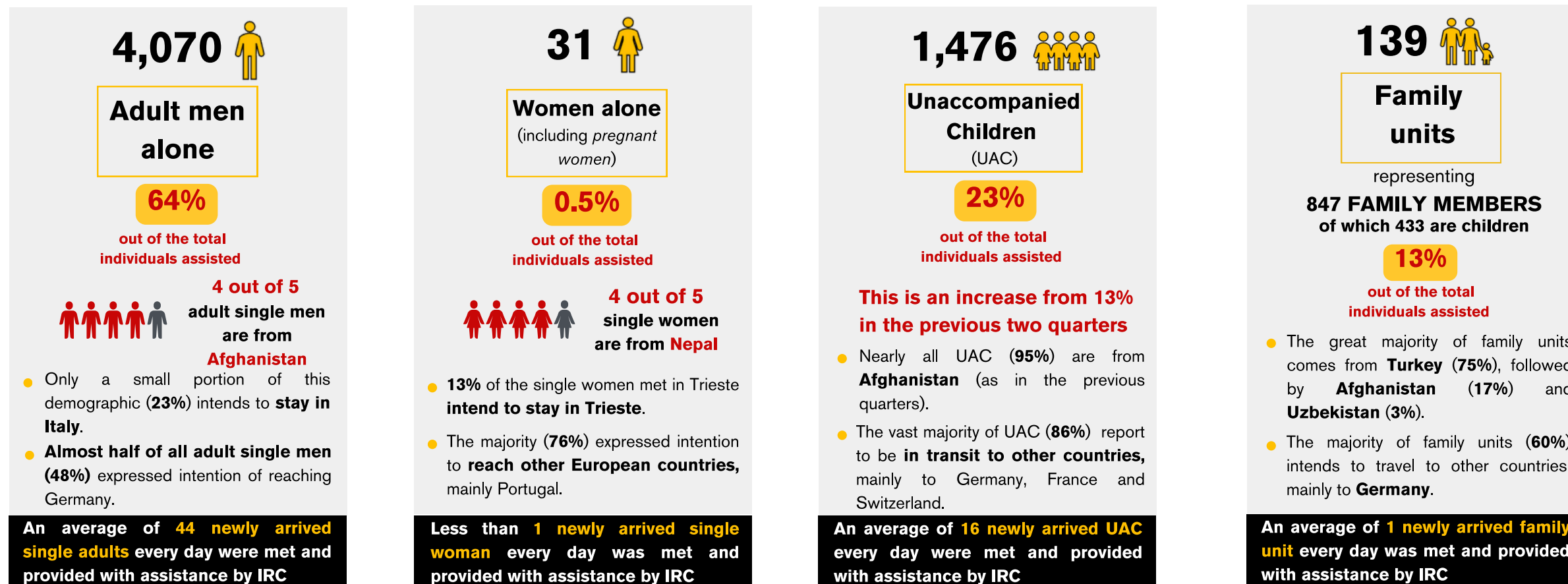
Land arrivals from the Balkan route in Trieste (Italian-Slovenian border)



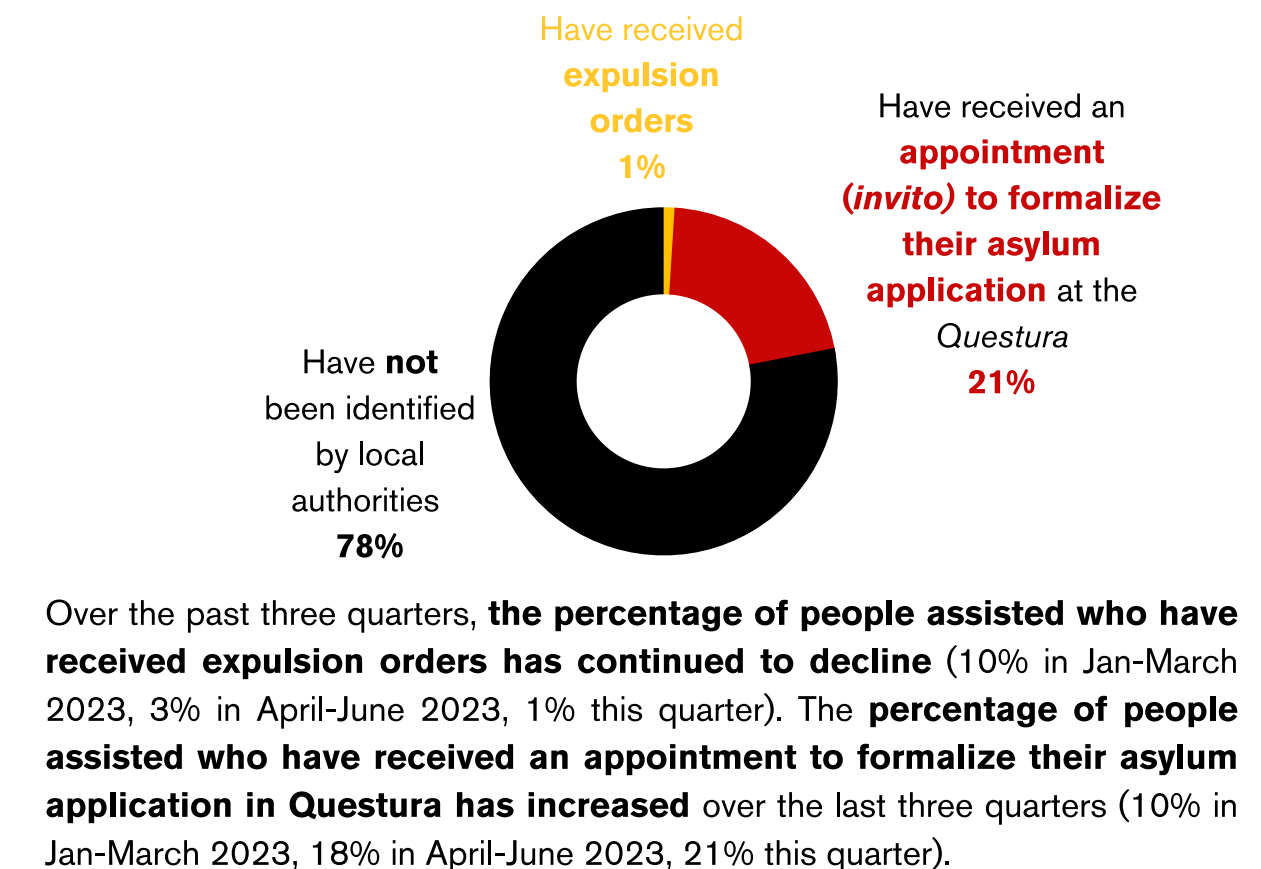
DEMOGRAPHICS OF PEOPLE ASSISTED BY IRC



Main demographic profiles



Legal status





Obstacles in applying for asylum

Over the past quarter, challenges associated with applying for asylum in Trieste have persisted. There is still a consistent shortage of available appointments slots at the **Questura**, making it challenging for migrants to secure appointments for filing their asylum claims. **Many individuals have shared with IRC staff that they have visited the Questura repeatedly, sometimes for up to 40 consecutive days, to secure an appointment, often with little or no success.** Frustrated by this prolonged and uncertain process, people have increasingly sought legal assistance to navigate the complexities of the asylum application procedure.



Obstacles in accessing UAC reception facilities

Since the beginning of June, due to a huge increase in unaccompanied children (UAC) arriving in the territory of Trieste, local reception facilities for children filled up rapidly, exhausting all available spots and forcing the competent authorities to accommodate UAC in emergency facilities, sometimes alongside with adults, in contravention of the legal standards of UAC reception defined by the law (2013/33/UE). On some occasions and for the first time since IRC has been operating in the area, **police forces failed to intervene in taking charge of unaccompanied children** reported by staff via telephone, neglecting their obligations and denying the children the immediate assistance stipulated by law.



Obstacles in accessing the reception system for asylum seekers

The impossibility to immediate access to territorial reception facilities for asylum seekers, which has persisted since June 2022, coupled with an increase in people seeking safety during the summer period, has worsened the humanitarian situation of asylum seekers during this last quarter. Challenges faced by local and national authorities in organizing regular transfers of asylum seekers to other locations in Italy exhausted the local reception capacity, leading to **very long waiting periods (approximately two months as of September) for accessing reception facilities. Approximately 500 asylum seekers are currently sleeping on the streets of Trieste and station benches**, with many staying in the **silos**. The **silos**, an abandoned building adjacent to Central Station, lacking water or electricity, has become the residence of hundreds of people who not only live in inhumane and degrading conditions, but are also exposed to the smugglers' violence and abuses. In the month of September, three police operations were carried out under the coordination of the local **prefettura** responsible for the reception of the asylum seekers to monitor the administrative position of dozens of people living inside silos, some of whom have been reported of illegal squatting on the property.



No emergency shelters for women and families

On June 30th, the Trieste municipality decided to terminate the so-called "cold emergency plan", an initiative that, during the winter months, supplements the number of available beds to enhance the local overnight shelter capacity. Furthermore, in response to the increased presence of UAC, the municipality decided to allocate the remaining places exclusively for the emergency accommodation of unaccompanied children, resulting in the closure of the only room available for women and families. This decision had a significant impact on all the 139 families with children and 31 women alone met during this quarter who were left without any place to sleep. IRC staff reported that they spent the night outdoor, waiting on station benches before catching early morning trains to continue their travel to other countries.

INFORMATION AND SERVICES NEEDS²

The main information and services requested were related to:



RECEPTION
(access to reception centers for asylum seekers)



OVERNIGHT SHELTER
(temporary emergency accommodation in local dormitories)



ASYLUM PROCEDURES AND LEGAL INFORMATION



TRAVEL



CONNECTIVITY
(Wi-Fi, SIM cards and phone credit)



MEDICAL AID AND MENTAL HEALTH SUPPORT
(Especially treatment for flu and seasonal disease, skin wounds, injuries occurred during the trip and scabies)



FOOD AND NFI
(Especially clothes, blankets and tents for protection from the cold)

This snapshot is a quarterly analysis of the experience of migrants arriving in the city of Trieste from the Balkan route and their main needs. The data in this snapshot were collected jointly by IRC and Diaconia Valdese through a monitoring activity carried out only in the area of Trieste's central station (between Piazza Libertà and the day centre in via Udine) every day including weekends and holidays, during the daytime and partially in the evening.

Please note that these figures refer only to newly arrived migrants encountered and assisted by IRC and Diaconia with information provision and NFIs distribution and might not comprehensively depict the actual numbers of individuals moving through Trieste.

^{1 2} This information is not based on quantitative data, but on observations collected from field staff through a bi-monthly survey for protection monitoring purposes.

Please note that for this reason, people's information and services needs listed above have not been ranked or prioritized.

REFUGEE.INFO CLIENTS

85,186
total number of active website users

+19%
compared to previous quarter

1,247¹
unique clients provided with individualized support
(i.e., **two-way communication** with a moderator)

Male
78%

Female
21%

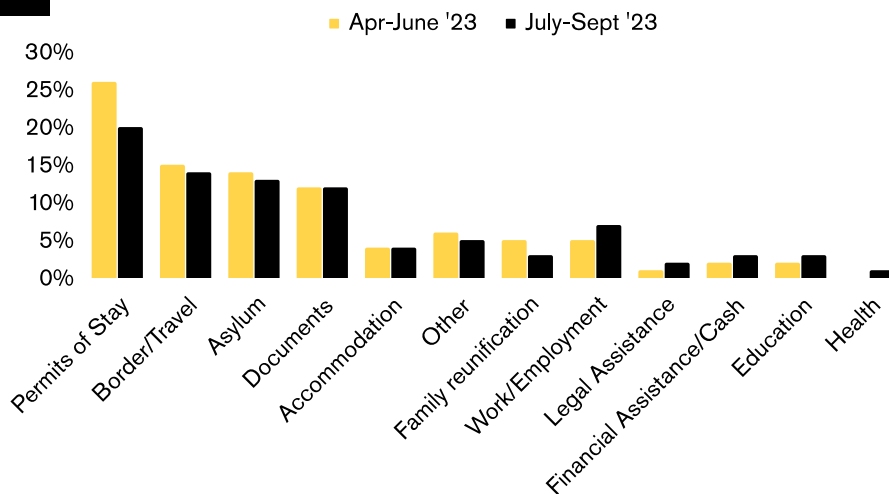


AFGHANISTAN, PAKISTAN and NIGERIA
most common countries of origin of clients provided with individualized support according to RI moderators ³

Definitions of terms in yellow can be found in the glossary at p.9

CLIENTS' INFORMATION AND SERVICE NEEDS

Two-way communication topics ⁴



Top 4 most visited articles on Refugee.Info website ⁵

Article title	Unique visitors ⁵
'Your right to travel'	8065
'For those living in Italy more than 5 years: Permesso di Lungo Periodo (ex carta di soggiorno)'	5567
'Driving license in Italy'	5221
'How to check the status of your permit of stay online'	3997

Between the quarters of April-June 2023 and July-September 2023, the most visited articles on the Refugee.Info website largely stayed the same, with the exception of 'Driving license in Italy', which was not among the most frequently visited articles in the previous quarters. There were also no variations in the frequency of topics addressed in two-way communications (messages between clients and R.I moderators) between this quarter and last quarter, besides a small increase in messages related to Work/Employment and a slight decrease in messages regarding Permits of Stay.

The most common topics addressed in two-way communications remain: **Permits of Stay; Border/Travel; Asylum; and Documents.**

The specific questions asked by users in each of these categories did not vary significantly from the previous quarter.

Clients' main information needs



PERMITS OF STAY

- **Work permit** (how can I convert my study permit to a work permit? Can I still convert my **protezione speciale** into a work permit?).
- **Permesso di soggiorno UE per soggiornanti di lungo periodo** (how to apply?).
- **Length of the process of issuing/renewing permits** (when will I receive my permit?).



BORDER/TRAVEL

- **Information on travelling abroad** (both outside and within the EU, with or without VISA), **and to the country of origin with a specific permit** (Protezione speciale, Asylum, Temporary protection).
- **Family reunification** (How can I bring my family to Italy?).



ASYLUM

- **Asylum application** (How to check the appointment date with the **Commissione Territoriale**? How to know when the asylum decision will be ready?).
- **Questura appointments** (How to get an appointment with the Questura? Where can I find a Questura in my city?).



DOCUMENTS

- **Italian Dichiarazione di ospitalita'** (how can I get ospitalità?).
- **Citizenship** (how to apply for citizenship?).
- **Institutional barriers** (for instance, **Poste Italiane** requires additional documents such as passport and ID card to open a basic bank account).

This snapshot presents findings from a quarterly analysis of data collected from IRC's digital information service, [Refugee.Info \(RI\)](#), which provides refugees and migrants with multilingual, accessible, actionable and accurate information nationwide through instant messaging apps, social media and a website.

¹ **Two-way communication** refers to conversations between clients and Refugee.Info moderators online through Facebook Messenger, Whatsapp and Telegram.

² Source: ZenDesk - Analysis based on a sample of 753 unique conversations.

³ This finding is not based on quantitative data, but on observations collected from field staff (5 Refugee.Info moderators) through a bi-monthly survey for protection monitoring purposes.

⁴ Source: ZenDesk - Analysis based on a sample of 703 unique conversations for April-June '23 and 1,045 for July-Sept '23. The graph is based on the **percentages of messages received on specific topics in relation to the total number of messages for each quarter.**

⁵ Source: Google Analytics 4 (GA4). **Unique users** visiting the website within the period considered in GA4 are calculated as *active users*, i.e. anyone who has an engaged session or when GA4 collects the *first_visit* event or a specific event parameter relating to time.

In recent months, IRC Italy has strengthened its efforts to systematically and regularly monitor the protection situation of its clients. Monitoring activities aim at identifying shifts in the protection landscape by identifying rights violations, protection risks faced by the affected population, and the information and services needs of people assisted. Kindly note that IRC Italy's monitoring efforts do not cover the entire country, but rather are limited to reporting observations made and clients reached through IRC programs. The **Introduction** and **political context** are the only exceptions, as they are based on secondary data.

Monitoring data is collected using the following methods:

- **Protection at the Borders (Trieste):** the city of Trieste is one of the main entry points in Italy for land arrivals through the Balkan route. The team, composed of the Area Manager and two field protection assistants, gather client-related data (e.g. gender, age, nationality, vulnerabilities, pushbacks) while disseminating information and NFIs. All data collected is anonymous and documented in a spreadsheet connected to a Dashboard.
- **Refugee.Info (RI):** The RI team tracks the number of messages that are sent to and received by moderators per topic, by tagging messages with "labels". These labels sort the messages into categories. The team also use labels for clients' ages and genders, and labels indicating if any messages were sent to/from Ukrainian clients or Afghan clients. RI moderators tag each message with a label once they respond to a query in Zendesk (the platform through which moderators communicate with clients). In April 2023, new labels were added to help monitor clients' protection concerns (trafficking in persons; labor exploitation and irregular work; GBV; pushbacks; discrimination; institutional barriers; obstacles to access asylum; obstacles to access reception; child protection; other forms of violence).
- Since November 2022, moderators of Refugee.Info and field staff in Trieste have been asked to complete a bi-monthly qualitative questionnaire. The answers to this questionnaire allow IRC staff to monitor changes in the most prevalent migrant profiles and demographics, the most frequently asked questions and requested services, barriers to accessing services, and discriminatory practices faced by clients.
- As a result of alterations in the data collection process, the snapshot on Case Management is no longer being produced.

The results of these monitoring activities are presented in this **Protection Monitoring Report**, which is produced on a quarterly basis. The aim of the report is to provide a summary of the current protection context, highlight developments over the reporting period in terms of protection concerns and information and services needs, and highlight any trends. It consists of an **introduction** with information on the current political context, as well as national data on migration flows and the reception system in Italy, followed by **two snapshots** on **Trieste** (Land arrivals from the Balkan route - Protection at the Borders project); and the **Refugee.Info project**.

A **glossary** of Italian context-specific terms along with their definitions is presented at end of the report.

A

Anagrafe – Office of Vital Statistics or General Registration Office

The Anagrafe is the population register in which each municipality keeps track of the numbers of the population residing in the area and the changes occurring in it due to natural and civil causes (birth, marriage, death, emigration, etc.).

Source: <https://www.treccani.it/vocabolario/anagrafe/>

Azienda Sanitaria Locale (ASL) – Local Health Department

The Azienda Sanitaria Locale (or Unità Sanitaria Locale, USL) is a local health department where people register to get an Italian health card and be assigned a GP (general practitioner doctor).

Source: <https://www.infomigrants.net/en/post/41893/terms-and-acronyms-that-asylum-seekers-need-to-know-in-italy>

Assegno Unico Universale per i Figli - Single and Universal Allowance for Dependent Children

The Assegno Unico Universale per i Figli is a financial benefit granted by the Italian government to people with dependent children under 21 living in Italy, or to people with dependent children with disabilities of any age. It may be granted to third-country nationals, provided that they meet some income and residence permit-related requirements.

Source: <https://italy.refugee.info/hc/en-us/articles/5388918400663-Financial-support-and-bonuses-in-Italy>

C

Carta d'identità – Identity card

It is an identification document that is issued by the local municipality (Comune – Anagrafe) once an individual has been registered as a resident there.

Source: <https://www.infomigrants.net/en/post/41893/terms-and-acronyms-that-asylum-seekers-need-to-know-in-italy>

Centro Assistenza Fiscale (CAF) - Fiscal Assistance Center

Organizations, listed in a specific register kept by the Revenue Agency, which give fiscal assistance to taxpayers, including third-country nationals, in matters of tax compliance.

Source: <https://www.agenziaentrate.gov.it/portale/web/english/nse/glossary#C>

Centri di accoglienza straordinaria (CAS) - Centers for Extraordinary Reception

Despite the name, CAS (Centers for Extraordinary Reception) are the most common reception facilities for asylum seekers and have the most available spots. CAS are usually managed by civil society organizations and can take the form of big reception centers or apartments. Services available in CAS include food and accommodation, medical attention and support accessing the national healthcare system, social assistance, and cultural mediation.

Source: <https://italy.refugee.info/hc/en-us/articles/5388911887383-Your-right-to-stay-in-a-reception-center>

Centri di primo arrivo (CPA) - Governmental First Reception Centers

CPA (First Reception Centers) are governmental centers for people who have expressed their will to seek asylum. While in these centers, people undergo the identification and fingerprinting process (if not done in the hotspot), submit their asylum application and wait until the Territorial Commission decides on their case. If they are identified as vulnerable, after submitting their asylum application they may be prioritized for transfer to a second level reception center. Services available in the CPA include food and accommodation, medical attention and support accessing national healthcare system, social assistance and cultural mediation.

Source: <https://italy.refugee.info/hc/en-us/articles/5388911887383-Your-right-to-stay-in-a-reception-center>

Codice Fiscale - Social security number

The Codice Fiscale is the Italian social security number, made up of numbers or a combination of numbers and letters on the basis of the individual's first name, family name, date and place of birth. A Codice Fiscale is required for a number of different activities, such as opening an Italian bank account or signing a job contract.

Source: <https://italy.refugee.info/hc/en-us/articles/5388910816151-Italian-Social-Security-number-Codice-Fiscale>

Commissione Territoriale per il Riconoscimento della Protezione Internazionale - Territorial Commission for the Recognition of International Protection

The Territorial Commissions for the Recognition of International Protection are the authorities who examine applications for international protection. The activities of the Territorial Commissions are coordinated by the National Commission for the Right to Asylum, based in Rome, which is also responsible for the revocation and withdrawal of international protection status.

Source: [https://asylum.dlci.interno.it/chi-siamo#:~:text=Le%20Commissioni%20Territoriali%20per%20il%20Riconoscimento%20della%20protezione%20internazionale%20\(CCTT,Frontiera%20o%20presso%20le%20Questure](https://asylum.dlci.interno.it/chi-siamo#:~:text=Le%20Commissioni%20Territoriali%20per%20il%20Riconoscimento%20della%20protezione%20internazionale%20(CCTT,Frontiera%20o%20presso%20le%20Questure)

Comune – Municipality

The Comune is an administrative division, roughly equivalent to a township or municipality. The Comune is responsible for many basic civil functions such as a registry of births and deaths, registry of deeds, local residency (residenza), parking permits, garbage tax, etc.

Source: <https://www.treccani.it/enciclopedia/comune>

D

Dichiarazione di ospitalità - Declaration of hospitality

The dichiarazione di ospitalità is a mandatory written communication that every landlord/host must produce to inform the Italian authorities that they are hosting someone in their house. It is compulsory for non-EU citizens, even if they are hosted for one day only.

Source: <https://italy.refugee.info/hc/en-us/articles/5392450690711-Italian-Declaration-of-hospitality-Dichiarazione-di-ospitalit%C3%A0>

E

Esenzione X22 (Assistenza sanitaria stranieri provenienti dall'Ucraina) - X22 exemption (Healthcare exemption for foreigners from Ukraine)

The X22 Exemption is a healthcare exemption which is issued to Temporary Protection holders at the time of enrollment in the National Healthcare System and when choosing a General Practitioner and/or Free Pediatrician, following the foreigner's declaration of non-employment. With X22, Temporary Protection holders are exempted from paying the co-pay ('ticket sanitario' in Italian) to access public healthcare services in Italy.

Source: <https://italy.refugee.info/hc/en-us/articles/5388954753175-Your-right-to-public-healthcare>

H

Hotspot - Reception upon arrival

The hotspots are centers, located on EU external borders, where the registration, identification, fingerprinting and medical screening of asylum seekers take place. These operations should be carried out within 48 hours of the asylum seeker's arrival (72 hours in exceptional circumstances).

Source: <https://openmigration.org/en/glossary/>

I

Indicatore Situazione Economica Equivalente (ISEE) - Equivalent Economic Situation Indicator (ISEE)

The ISEE is an indicator of a family's economic condition, issued by the National Institute for Social Security to people with income and assets in Italy. An ISEE is needed to apply for social financial benefits in Italy.

Source: <https://italy.refugee.info/hc/en-us/articles/5388954323607-ISEE>

“Invito” a formalizzare la domanda di asilo - “Invitation” to formalize the application for international protection

The expression of willingness to apply for asylum (or international protection) should not be confused with the formalization of the relevant application, which happens even weeks after the expression of willingness to seek asylum - although it must take place within a short time frame according to the provisions of the current legislation (Legislative Decree 25/2008). From a procedural point of view, the expression of willingness is filed through an “invitation” issued by the territorially competent police headquarters or border police to formalize the application for international protection on the indicated date.

Source: <https://www.rescue.org/sites/default/files/2023-08/Abandoned%20Lives%20in%20Trieste%202022-ENG.pdf> (p.14)

M

Minori Stranieri Non Accompagnati (MSNA) – Unaccompanied Children (UAC)

Also sometimes called ‘unaccompanied minors’, MSNA are children (i.e., people under the age of 18, as defined in article 1 of the Convention on the Rights of the Child) who are outside their country of origin, have been separated from both parents and other relatives, and are not being cared for by an adult who, by law or custom, is responsible for doing so.

Source: <https://www.rescue.org/eu/glossary>

N

Non Food items (NFIs)

Non Food items (NFIs) are items other than food used in humanitarian contexts, when providing assistance to those affected by natural disasters or war or in situation of need.

Source: <https://www.unhcr.org/sy/21-non-food-items-nfis.html>

P

Patronato

Patronato is a fiscal assistance center (see definition of CAF above). While the CAF deals strictly with tax assistance, Patronato offers clients a variety of services, ranging from social security assistance to filing claims to apply for various types of benefits.

Source: <https://italy.refugee.info/hc/en-us/articles/5388954323607-ISEE>

Permesso di soggiorno - *Permit of stay (or residence permit)*

An authorization issued by the authorities of a State that allows a foreigners to reside in their territory in accordance with national and regional regulations.

Source: <https://immigrazione.it/docs/2017/glossario-asilo-migrazione.pdf>

Permesso di soggiorno UE per soggiornanti di lungo periodo – *EU long-term permit*

An EU long-term permit may be issued to third-country nationals who have lived in Italy for at least 5 years. It allows permanent residency and does not have an expiration date. Also known as ‘ex carta di soggiorno’, ‘permesso illimitato’, or ‘00’, this permit prevents people from being expelled from Italy, except in the case of severe State security reasons.

Source: <https://immigrazione.it/docs/2017/glossario-asilo-migrazione.pdf>

Poste Italiane - *Italian postal service*

Poste Italiane is a provider of financial and postal products and services. It offers a range of products: mail and distribution services; payments, mobile data provider and digital services to individuals and corporate institutions. Among these, there are essential services for migrants, such as the possibility to open a basic bank account and to request the permit of stay and its renewal. The company offers these products and services through multi-regional area offices, post offices, branches and online services.

Source: <https://www.poste.it/>

Prefettura – *Prefecture*

A Prefettura is a territorial division of the Ministry of the Interior. In Italy, a Prefetto is the Government’s representative in a local province. The Prefetto’s office is called the Prefettura. There is a Prefettura located in each of the 110 provinces in Italy. Within this office, there is an immigration desk that provides intervention, consultation, and collaboration to protect the rights of migrants.

Source: https://www.unhcr.org/it/wp-content/uploads/sites/97/2020/07/Guida_pratica_rifugiati.pdf

Protezione speciale - *Special protection*

Special protection is a form of national protection that may be granted to individuals who do not qualify for international protection if, in case they were sent back to their country of origin, they would be in danger of persecution based on factors such as race, gender, gender identity, sexual orientation, language, citizenship, religion, political beliefs, or personal and social circumstances, or of violations of Italy's constitutional and international obligations. Additionally, consideration is given to the potential risk of these individuals being forcibly relocated from their country of origin to another country where they could face persecution, torture, or cruel and degrading treatment based on the aforementioned criteria.

Source: <https://italy.refugee.info/hc/en-us/articles/5388907043095-For-people-who-do-not-qualify-for-international-protection-Permesso-per-Protezione-Speciale>

Protezione temporanea - *Temporary protection*

Temporary protection is an exceptional measure to provide immediate and temporary protection in the event of a mass influx or imminent mass influx of displaced persons from non-EU countries who are unable to return to their country of origin. This measure was activated for Ukrainian refugees on March 4th, 2022.

Source: <https://italy.refugee.info/hc/en-us/articles/5457658294813-For-people-fleeing-war-in-Ukraine-Permesso-per-Protezione-Temporanea>

Q

Questura - *Police headquarter*

The Questura is a territorial office of the State Police that works under the direction of the Ministry of the Interior. Its primary task is to ensure the maintenance of public order and security within the province. The Questura also deals with paperwork related to passports, residence permits, and regularization of foreigners, including international protection applications.

Source: <https://www.poliziadistato.it/articolo/960>

R

Residenza – *Residency*

Residency is the place where a person has their habitual stay (Article 43 of the Civil Code). Jurisprudence dictates that residency is determined by an individual’s physical presence in a certain place (with occasional absences), and his/her intention to remain there. Residency is evidenced by registration in a public registry of residents, in which each person must register themselves and those under their authority or guardianship.

Source: <https://www.treccani.it/enciclopedia/residenza-diritto-civile/>

S

Silos

The Silos is a huge and crumbling privately owned building located next to the Trieste train station. Despite being cordoned off by barriers, people who have just arrived in Trieste or those who have applied for asylum - but are forced to wait up to a month and a half to enter formal reception facilities - find shelter in tents set up inside this building. Given the absence of suitable facilities to host migrants and asylum seekers, the Silos has been used as an informal settlement for many years.

Source: <https://www.rescue.org/sites/default/files/2023-08/Abandoned%20Lives%20in%20Trieste%202022-ENG.pdf>

Sistema di accoglienza e integrazione (SAI) - *Centres within the Reception and Integration System*

SAI is a publicly funded network of local authorities and NGOs that provides shelter to unaccompanied children, beneficiaries of international protection, vulnerable asylum seekers and people who have obtained some other residence permits for specific reasons (such as beneficiaries of national protection).

The SAI system consists of small reception structures where assistance and integration services are provided.

Source: <https://italy.refugee.info/hc/en-us/articles/5388911887383-Your-right-to-stay-in-a-reception-center>

Servizio Sanitario Nazionale (SSN) - *National Healthcare Service*

The SSN is Italy's public health system. It is organized under the Ministry of Health and is administered on a regional basis (see 'Azienda Sanitaria Locale above'). It provides healthcare to all citizens for hospital care, emergency care and primary care provided by general practitioners and pediatricians. Those who are registered to SSN have the same rights and duties of Italian citizens including the co-payment of fees for the services provided (ticket). The contribution varies according to the financial situation of the applicant.

Source: <https://italy.refugee.info/hc/en-us/articles/5388954753175-Your-right-to-public-healthcare>



Tessera Sanitaria - *Italian health card*

The Tessera sanitaria is the Italian health card that gives access to health care services. It can be used to book medical checks and get medicines. It also referred to as the TS-CNS, which stands for “tessera sanitaria – carta nazionale dei servizi” (in English, health and national services card), as it gives access to some public services. For third-country nationals, the Tessera Sanitaria will be valid for the same time as their residence permit.

Source: <https://www.agenziaentrate.gov.it/portale/web/english/nse/glossary#R>

