



IRC ITALY

PROTECTION MONITORING REPORT

OCTOBER - DECEMBER 2023

PROTECTION MONITORING



Protection monitoring is the **systematic and regular collection, verification and analysis of information over an extended period of time**, in order to identify violations of rights and protection risks for populations of concern, facilitate the prevention of these violations and risks, and inform effective responses. It means collecting primary and/or secondary data and analyzing them over time to identify trends in the needs expressed and risks faced by the populations of concern.

Protection monitoring is an important tool for both interventions and advocacy. Collecting and sharing high quality information on these issues is essential to making sure that we are able to respond to these needs through programming, referrals and advocacy activities.

As part of its dedicated efforts to enhance its protection monitoring activities, IRC Italy produces **quarterly protection monitoring reports**. These reports are a reflection of IRC Italy's commitment to systematically oversee and assess the protection conditions of individuals encountered and assisted. They capture the profiles, vulnerabilities, protection risks, and needs of IRC clients in Trieste and the rest of Italy, together with significant migration-related context updates covering the whole country. It provides numbers and insights on **clients who use IRC's digital information service, Refugee.Info**, and **individuals arriving in Trieste via the Balkan route**.

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MAP OF ITALY

Pinpoints indicate operational sites of IRC in Italy



BALKAN ROUTE

The Western Balkan Route is one of the **main migratory pathways via land into Europe**. It typically involves crossing multiple countries in the Balkans, often starting from Turkey and moving through countries such as Greece, North Macedonia, Serbia, and others in the region. **Trieste**, despite being located by the sea, **is one of the main entry points in Italy for people arriving from the Balkan route**.



EASTERN MEDITERRANEAN ROUTE



CENTRAL MEDITERRANEAN ROUTE



POLITICAL CONTEXT

During the fourth quarter of 2023, the Italian government continued to adopt migration management measures, resorting to agreements with third countries and yet again amending the national legal framework.

Foreign affairs developments included a [deal reached between Italian Prime Minister Giorgia Meloni and her Albanian counterpart Edi Rama](#), which was announced on November 6th. Under the deal, Italy will build two reception centers in Albania to process the asylum claims of migrants rescued in the Mediterranean Sea by Italian authorities, who will then be disembarked in the Albanian coastal town of Shëngjin. An expulsion and detention facility will also be built 20 km away from the coast, in Gjadër. The centers will have the [capacity to host up to 3,000 migrants at a time](#), with the goal of processing 36,000 applications per year. Pregnant women, children and people with vulnerabilities would not be transferred to these centers but made to land in Italy. The launch has been set for spring 2024. However, while the Italian Parliament is taking prompt steps to ratify the deal, on December 13th the Constitutional Court of Albania temporarily [blocked](#) the ratification in Albania and on January 18th will begin its review to determine whether the deal violates Albania's Constitution.

While strengthening cooperation with third countries, **Italy has also adopted stricter border controls**. Following other EU countries that have [introduced temporary internal border controls](#), on October 18th, the Italian Government announced that [land border checks between Italy and Slovenia were to be reintroduced](#), a measure that was deemed necessary after the ["intensification of crisis hotspots at Europe's borders"](#), particularly following the attack against Israel". The reintroduction of border controls was brought into force on October 21st for a period of ten days, and has since then been extended multiple times to last until at least January 18th, 2024.

Amendments to the national legal framework on migration included the adoption of [decree-law no. 133/2023](#) on October 6th, which was converted into law on December 1st. It includes [measures](#) to "prevent and contrast irregular immigration", as well as changes related to international protection and to the functioning of the Ministry of Interior. With respect to unaccompanied children, the decree provides that relevant authorities [may deviate from the ordinary age assessment procedure](#) in the case of "large, multiple and close arrivals" and that children older than 16 years old may be hosted in reception centers for adults for up to 5 months.

Finally, on December 29th, Parliament approved the budget law ([law no. 213/2023](#)), which includes provisions to **extend the validity of temporary protection permits until December 31st, 2024** and establish that these permits can be converted into work permits. Temporary protection holders were left with uncertainty over their future in Italy until the very last minute, as their permits were due to expire on December 31st, 2023.

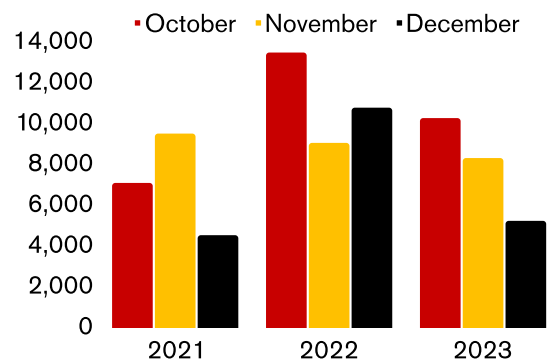
Definitions of terms in yellow can be found in the glossary at p. 9

PEOPLE ARRIVING BY SEA

From **October to December 2023**, a total of **23,831 migrants arrived in Italy by sea**, representing a **decrease of over 28%** when compared to the **same period in 2022** (33,341). However, when considering the **whole year of 2023**, there was a **50% increase in the number of people arriving by sea** (157,652 migrants) compared to 2022 and a **135% increase** compared to 2021.

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

Source: Ministry of Interior, Cruscotto Statistico Giornaliero. Months of [October](#), [November](#), [December](#)



PEOPLE ARRIVING BY LAND FROM THE NORTH-EAST BORDER

From October to November 2023, approximately **5,426 migrants** are estimated to have travelled through the **Western Balkans countries** (known as the **Balkan route**), as part of mixed movements. The total from the beginning of the year up to November 2023 amounts to 30,214 migrants in transit, **14% less** than in the same period last year.

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

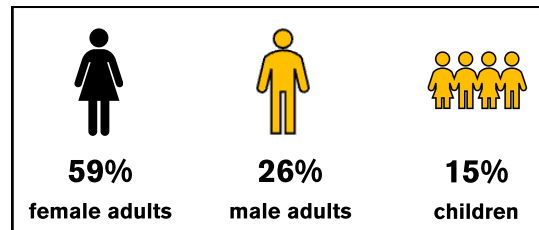
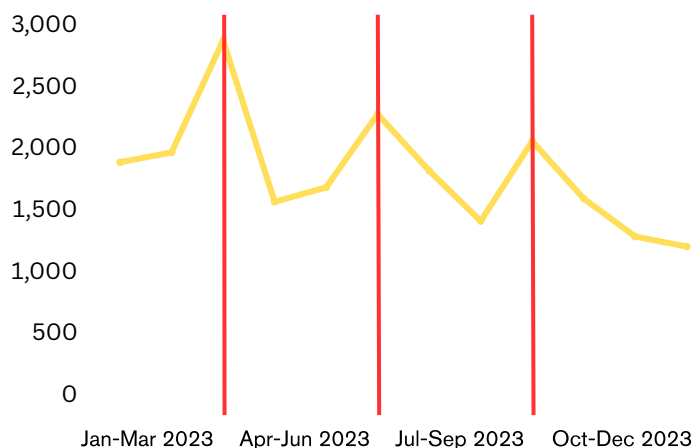
No official national data on land arrivals in Italy are available. From October to December 2023, IRC staff working in Trieste recorded **3,862 people arriving via land from the Balkan route** to whom they provided information, NFIs and referrals to services, registering a **35% decrease** compared to the same period in 2022. Over the course of 2023, **IRC assisted 16,052 individuals in Trieste** coming from the Balkan route, marking a **22% overall increase** from 2022 (13,127).

PEOPLE ARRIVING FROM UKRAINE

Data on the number of arrivals from Ukraine 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 people arriving from Ukraine in Italy is provided below.

During the fourth quarter of 2023 (October 1st - December 31st, 2023) **4,094 individuals from Ukraine applied for Temporary Protection**, representing a **7% decrease** from the previous quarter (July 1st - September 30th, 2023), during which a total of **5,300** people applied for Temporary Protection.

TEMPORARY PROTECTION STATUS APPLICATIONS



The majority of applicants were **adult females**, representing **59%** of the total number of applications - a percentage that has remained consistent throughout the year. **Children** (both in family and unaccompanied) make up **15%** of the total number of applicants (**40% girls** and **60% boys**), the majority being aged between **10 and 17**.

The regions which registered the highest number of Temporary Protection applications (October 1st - December 31st, 2023) were **Lombardy** with 970 requests (24%), **Emilia Romagna** with 503 (12%), **Campania** with 431 (10%) and **Lazio** with 424 (10%). 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 (228 (5%) and 143 (3%), respectively).

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

RECEPTION CENTERS

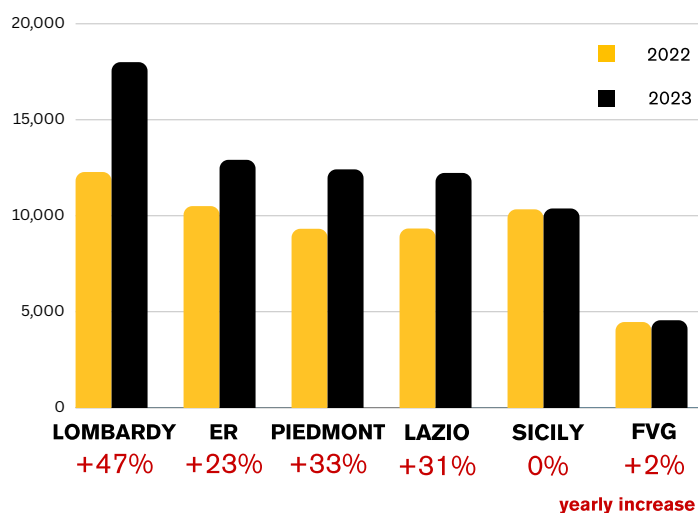
As of December 31st, 2023, **139,388 migrants were being hosted in the Italian reception system (+30% compared to 2022)**, including:

- **1,238 in hotspots** (reception upon arrival).
- **103,334 in first-level reception centers** (CPA - governmental first reception centers; and CAS - centers for extraordinary reception).
- **34,816 in second-level reception centers** (SAI - Reception and Integration System).

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

Source: Ministry of Interior, Cruscotto Statistico Giornaliero. Months of [October](#), [November](#), [December](#)

MIGRANTS IN THE ITALIAN RECEPTION SYSTEM



UNACCOMPANIED CHILDREN



23,226

UAC in Italy as of December 31st, 2023

As of December 31st, there were **23,226 registered unaccompanied children (UAC) in Italy (+15% compared to 2022** with 20,089 UAC on the Italian territory). **88%** of them were **males**, and **12% females**. The most common age group was **17 years old**. The top nationalities were **Egypt (20%)**, **Ukraine (18%)**, **Tunisia (10%)**. The majority were located in **Sicily (26%)**, **Lombardy (12%)** and **Emilia Romagna (8%)**.

During this quarter, the number of newly arrived unaccompanied children has grown consistently until November: **1,472** in October (**97% males** and **3% females**), **1,688** in November (**98.5% males** and **1.5% females**). However, the number in December decreased to **937 (97% males** and **3% females)**.

Source: Ministry of Labor and Social Policy, [Monthly data on Unaccompanied Children 2023](#); [Report on Unaccompanied Children 2022](#)

REFUGEE.INFO CLIENTS

79,820

total number of active website users

1,603¹

unique clients provided with individualized support

(i.e., two-way communication with a moderator)



Male
81%



Female
19%



AFGHANISTAN, PAKISTAN and BANGLADESH

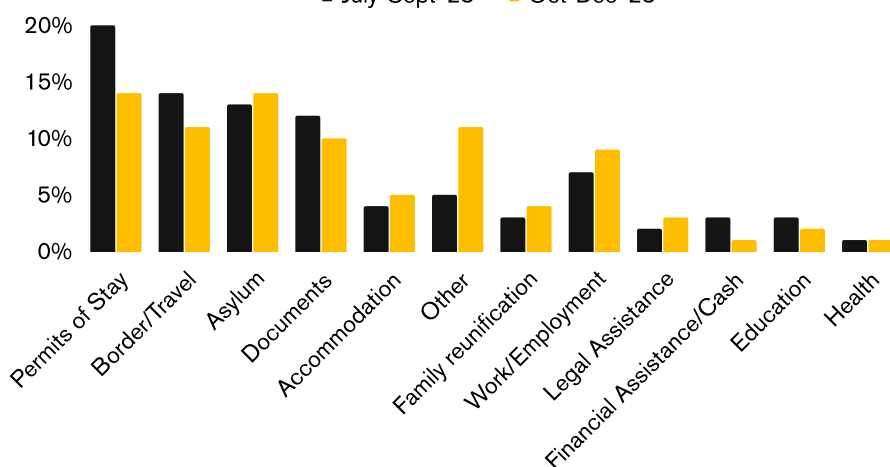
most common countries of origin of clients provided with individualized support, according to RI moderators³

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

CLIENTS' INFORMATION AND SERVICE NEEDS

Two-way communication topics⁴

■ July-Sept '23 ■ Oct-Dec '23



Top 4 most visited articles on Refugee.Info website⁵

Article title	Unique visitors ⁵
'Your right to travel'	6,154
'For those living in Italy more than 5 years: Permesso di Lungo Periodo (ex carta di soggiorno)'	4,339
'How to check the status of your permit of stay online'	4,239
'Driving license in Italy'	4,191

Between the quarters of July-September 2023 and October-December 2023, the most visited articles on the Refugee.Info website remained the same. 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 Asylum, Accommodation, Work/Employment and a decrease in messages regarding Permits of Stay and Border/Travel.

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

Clients' main information needs



ASYLUM

- **Asylum applications** (How can I apply for asylum?; Can I apply for asylum if I am not in Italy? How can I check the Commission date / result?)
- **Questura appointments and delays:** Clients report long waiting times to initiate the asylum procedure/apply for asylum, including the alleged denial of the Questura to receive the asylum application



PERMITS OF STAY

- **How to convert special protection into 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? What are the requirements?)



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?)



LEGAL SUPPORT AND ACCESS TO INFORMATION

- **Where to find legal help** (Where can I find legal support?)
- **Limited access to information:** Clients affirm that some reception centers do not give proper information on how to apply for asylum, seek healthcare or carry out administrative procedures

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 1,214 unique conversations.

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

⁴ Source: ZenDesk - Analysis based on a sample of 1,045 unique conversations for July-Sept '23 and 1,435 for Oct-Dec '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 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. Please note that in November '23 the website interface changed, which might lead to possible user duplicates within the number of unique visitors.

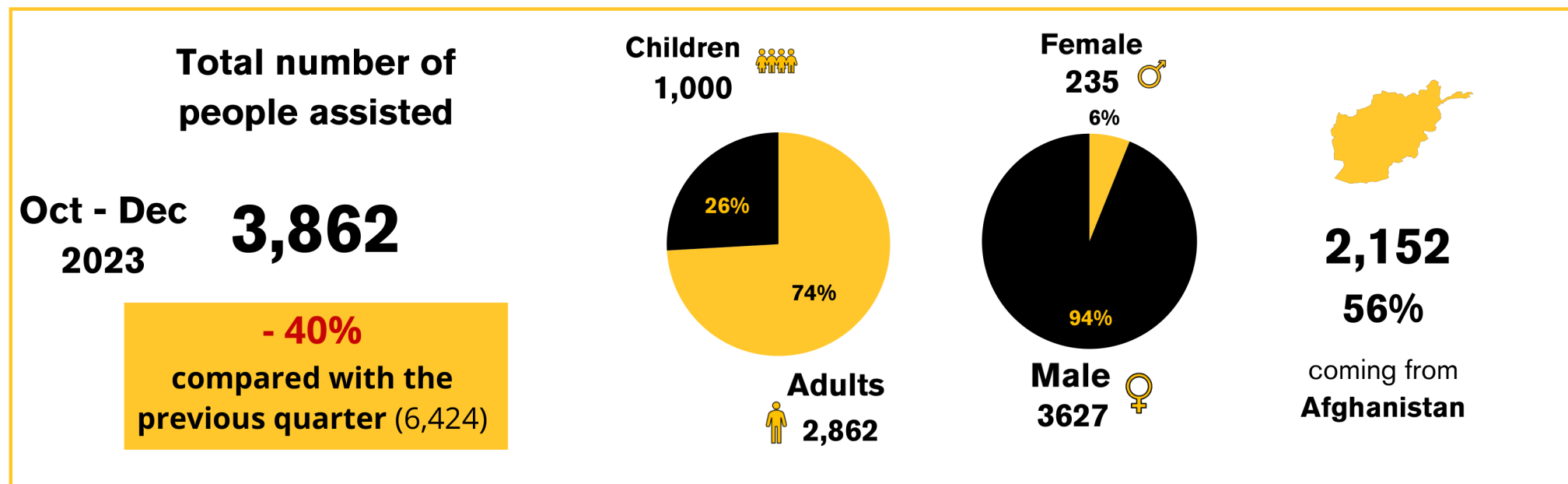
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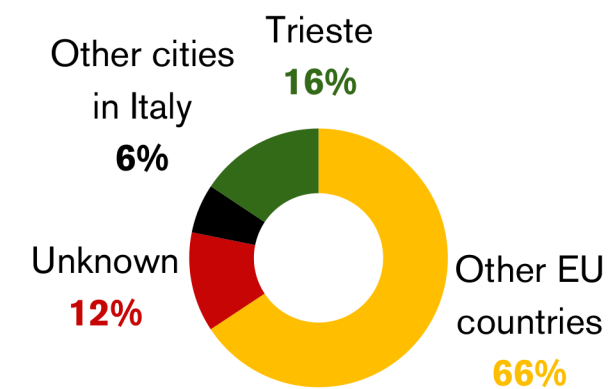
Land arrivals from the Balkan route in Trieste (Italian-Slovenian border)



DEMOGRAPHICS OF PEOPLE ASSISTED BY IRC



Migratory intentions



Main countries of origin

Afghanistan	2152	56%
Turkey	606	16%
Pakistan	483	13%
Bangladesh	158	4%
India	106	3%
Nepal	91	2%
Iraq	78	2%
Iran	58	2%
Syria	50	1%
Sierra Leone	22	1%
Morocco	22	1%

Main demographic profiles

2,421

Single Adult men

63% out of the total individuals assisted

3 out of 5 single adult men are from **Afghanistan**

- Only a small portion of this demographic (30%) intends to **stay in Italy**, the rest is in transit to other **European countries**, especially Germany.

IRC assisted an average of 26 newly arrived single adults every day

39

Single Adult Women
(including pregnant women)

1% out of the total individuals assisted

The main countries of origin of single women are **Nepal** (44%), **Sierra Leone** (18%) and **Turkey** (13%)

- Only 5% of the single women met in Trieste **intend to stay in Trieste**.
- The majority (82%) expressed intention to **reach other European countries**, mainly Portugal.

IRC assisted 1 newly arrived single woman every other day

659

Unaccompanied Children (UAC)

17% out of the total individuals assisted

4 out of 5 UAC are from **Afghanistan**

- There was a **slight decrease** in the number of UAC from the 23% registered in the previous quarter.
- The vast majority of UAC (85%) report to be **in transit to other countries**, mainly to Germany and Switzerland.

IRC assisted an average of 7 newly arrived UAC every day

145

Family units

representing **743 individuals** including 341 children

19%

- The great majority of family units come from **Turkey** (64%), followed by **Afghanistan** (22%). During this quarter, there was an **increase of families from Iran and Iraq**.
- The majority of family units (66%) intend to travel to other countries, mainly to **Germany**.

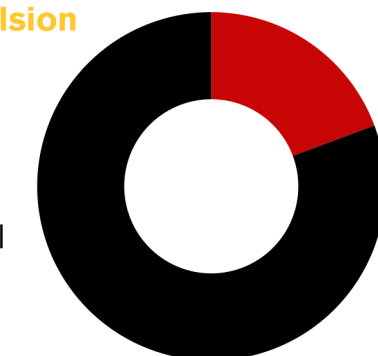
IRC assisted an average of 1 newly arrived family unit every day

Afghanistan continued to be the **most common country of origin** among land arrivals from the Balkan route this quarter (56%), despite there being a decrease in the number of arrivals from Afghanistan compared to the past quarter (72% out of the total in Jul-Sep 2023). **Arrivals of Pakistani nationals decreased, while arrivals of people from Turkish Kurdistan increased**, marking Turkey as the second most frequent nationality encountered for the first time. In general, the **spectrum of nationalities arriving in Trieste has diversified**. For the first time since IRC established a presence at the Italian-Slovenian border, groups of single adults from Syria were encountered, as well as a few individuals from Eritrea and Morocco, and women travelling alone and family units from Sierra Leone and Congo.

Legal status

Have received **expulsion orders** **0%**

Have **not** been **identified** by local authorities **81%**



Have received an **appointment (invito) to formalize their asylum application** at the *Questura* **19%**



Obstacles in applying for asylum persist

Over this quarter, **challenges associated with applying for asylum in Trieste have persisted**, as newcomers continue to make **multiple attempts to access the police station to formalize their application**. This de facto delays newcomers' access to certain rights and compels individuals to endure days or weeks in an 'irregular' legal status. In their numerous attempts to access the **Questura**, **individuals have reported instances where police officers tried to redirect them to apply elsewhere or inexplicably pushed them away**.



Obstacles in accessing the reception system persist

The state of access to reception remains unchanged compared to last quarter, following the ongoing trend of an **average wait of 70 days before asylum seekers can access reception facilities** and exercise their rights. The abandoned area known as the **Silos**, adjacent to the Central Station in Trieste, has served as 'home' to hundreds of people living without water and electricity. Faced with **critical humanitarian conditions**, these individuals are **exposed to additional threats such as hypothermia due to plummeting temperatures**. During this quarter, up to **400 individuals have found shelter there daily**. Taking a securitarian approach, every Wednesday morning, police forces with drug-sniffing dogs enter the Silos to inspect all individuals present. Those lacking asylum documents are escorted to the police station to formalize their legal status in the country, and they also **receive a fine for illegally occupying private property** under Article 633 of the Italian Criminal Code.



Access to emergency overnight shelter

Limited access to local basic services (shelter, food, hygiene etc.) has persisted until November. In December, the municipality's implementation of the so-called "cold emergency plan" meant that the **number of beds in the city's overnight emergency shelters increased**, with approximately 50 additional beds. Unlike the previous quarter, **single women and family units have now access to emergency overnight shelters**. Despite the increased dormitory capacity and the dedicated effort of the network of organizations to secure beds for the most vulnerable, **numerous individuals, including those with medical conditions, may still struggle to find a warm place to sleep**.



Smuggling, violence, and abuses

Unhoused asylum seekers and people temporarily living inside the **Silos** are particularly **vulnerable to the different smugglers' gangs** that control the local area. Individuals reported to IRC **several incidents including extortions, robberies, threats, physical violence, sexual abuse and attempts to forcibly recruit people into the smuggling network for small jobs** (like selling SIM cards or drugs). In early December, a police investigation was conducted at the Silos that resulted in the arrest of 5 smugglers.



Police forces and local authorities take a securitarian approach

Starting **October 21st, 2023** the **Italian government declared a suspension of the Schengen agreement and reintroduced controls at the Italian-Slovenian border**. According to the Italian Interior Minister Matteo Piantedosi, the border closure will continue throughout the winter, with the **deployment of around 150 new policemen for border patrol**. He also reported that [220 migrant individuals were intercepted and returned to Slovenia](#). Contrarily, IRC staff has not collected any evidence of pushbacks towards groups of people from the Balkan routes yet. Some of the newly-arrived people only reported receiving instructions from border police to "go back" without undergoing identification procedures and a general increase in difficulties to enter Croatia's external borders, **denouncing physical violence and robberies perpetrated by border guards**. [In a trilateral meeting held in Trieste on November 2nd](#), the Interior Ministers of Italy, Slovenia, and Croatia declared that the police forces of the three countries will collaborate in new joint operations to patrol the European external borders.

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):** [Refugee.Info](#) is a IRC's digital information service which provides refugees and migrants with multilingual, accessible, actionable and accurate information nationwide through instant messaging apps, social media and a website. 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 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.

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%20e%20presso%20le%20questure](https://asylum.dlci.interno.it/chi-siamo#:~:text=Le%20Commissioni%20Territoriali%20per%20il%20Riconoscimento%20della%20protezione%20internazionale%20(CCTT,Frontiera%20e%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>

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