



IRC ITALY

PROTECTION MONITORING REPORT

APRIL - JUNE 2024



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 IRC is 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 supported. 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. They provide numbers and insights on **clients who use IRC's digital information service, Refugee.Info, individuals arriving in Trieste via the Balkan route, as well as people in transit and asylum seekers in Milan Central Station.**

TABLE OF CONTENTS



↖ MAP - IRC SITES IN ITALY	2
↖ INTRODUCTION AND CONTEXT	3
↖ REFUGEE.INFO	5
↖ PROTECTION AT THE BORDERS People arriving via land from the Balkan route in Trieste	6
↖ PEOPLE ON THE MOVE IN MILAN People on the move supported in Milan Central Station	8
↖ METHODOLOGY	10
↖ GLOSSARY	11

MAP OF ITALY

Pinpoints indicate operational sites of IRC in Italy



POLITICAL CONTEXT

During the second quarter of 2024, Italian citizens elected their Members of European Parliament (MEPs) in the 2024 European elections, and the Italian government continued to collaborate with third countries in the field of migration management.

The **results of the 2024 European elections** confirmed Giorgia Meloni's far-right party Fratelli d'Italia (Brothers of Italy) as the [leading political force](#), with [28.76% of the vote](#) and [24 MEPs elected](#). This result is more than four times higher than [the one secured by Fratelli d'Italia in the last EU election in 2019](#), and exceeds the 26% obtained [in the 2022 national ballot](#), when the party rose to power. The far-right party, Lega, received about [9%](#) of the votes - a sharp drop from its 2019 result, when it won [34.3%](#) - while the center-right coalition reached [9.6%](#). The Democratic Party came in second after Fratelli d'Italia, with [24% of the vote](#), while the 5-Star Movement was third with [10%](#). The turnout at the EU elections in Italy was [48.31%](#), representing a [6% decrease from 2019](#).

With regards to **Italy's collaborations with third countries on migration management**, there have been delays to the opening of the Italian detention centers being established in Albania under the Italy-Albania deal, due to unfinished construction work. While they were expected to open no later than May 20, the facility in Schengjin was reported to be ready on June 5, and the whole complex will be operational on August 1. The centers in Albania are supposed to host people from safe countries of origin intercepted by the Italian Navy or by the Italian Coastguard in international waters, with the exception of unaccompanied children, pregnant women and other vulnerable individuals. However, such exceptions do not seem to be confirmed by the [analysis of the documents](#) supporting the [call for tenders](#) to manage the centers issued by the Rome Prefecture. In addition, the list of safe countries of origin was updated with a [decree](#) issued by the Ministry for Foreign Affairs on May 7. The [list](#) now includes the following countries (with newly-added countries in bold): Albania, Algeria, **Bangladesh**, Bosnia and Herzegovina, **Cameroon**, Cape Verde, **Colombia**, Gambia, Georgia, Ghana, **Egypt**, Ivory Coast, Kosovo, Nigeria, North Macedonia, Montenegro, Morocco, **Peru**, Senegal, Serbia, **Sri Lanka**, and Tunisia.

While the government continued focusing on externalization, **two more deadly shipwrecks** took place off the coasts of Italy this quarter. A shipwreck that took place about 200 kilometers (125 miles) from the coast of Calabria on June 17 left [64 people missing](#) in the Mediterranean Sea. The boat had set off from Turkey eight days earlier, but caught fire and overturned. As of June 22, the Italian coast guard [had recovered several bodies](#) from the shipwreck in the Ionian Sea, bringing the number of known victims to 34, while dozens - [including children](#) - are still missing and presumed dead. In a [separate shipwreck](#) that occurred off the coast of Lampedusa, rescue workers evacuated dozens of people but found 10 bodies trapped below the deck of a wooden boat.

Definitions of terms in yellow can be found in the glossary on p. 11

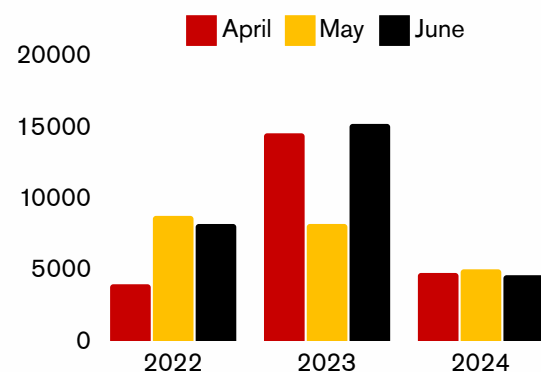
PEOPLE ARRIVING BY SEA

From **April to June 2024**, a total of **14,260 people arrived in Italy by sea**, representing a **decrease of 62%** when compared to the **same period in 2023** (37,824).

Newly arrived third-country nationals mainly originated from **Bangladesh, Syria and Tunisia**.

Unaccompanied children (UAC) arriving by sea comprised 16% of total arrivals (2,332).

Source: Ministry of Interior, Cruscotto Statistico Giornaliero. Months of [April](#), [May](#), and [June](#) 2024.



PEOPLE ARRIVING BY LAND FROM THE NORTH-EAST BORDER

Between January and June 2024, approximately **5,100 people** (**-50%** compared to 2023) are estimated to have travelled through the **Western Balkans countries** (known as the **Balkan route**), as part of mixed migration movements.

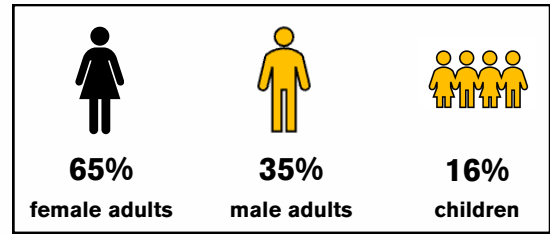
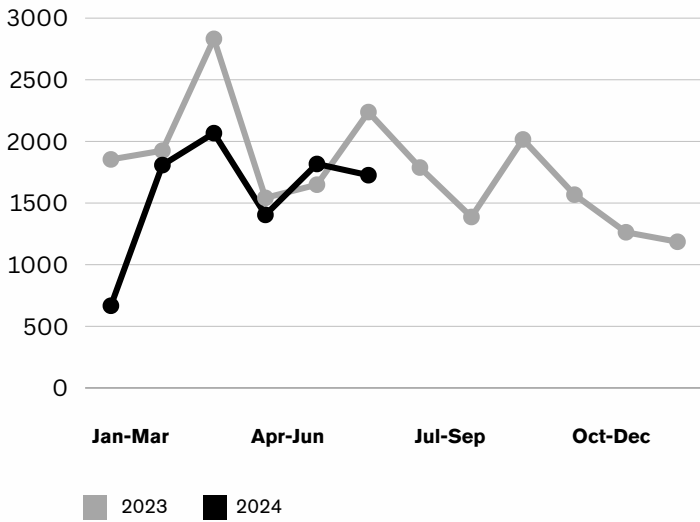
Source: [UNHCR, Operational Data Portal](#)

Between April and June 2024, IRC staff working in Trieste supported **3,063 people arriving via land from the Balkan route**, to whom they provided information, NFIs and referrals to services, registering a **16% decrease** compared to the same period in 2023 (3,669).

PEOPLE ARRIVING FROM UKRAINE

During the second quarter of 2024 (April 1 - June 30, 2024), **4,947 individuals from Ukraine applied for Temporary Protection**. This figure nearly identical to the previous quarter (January 1 - March 31, 2024), during which a total of **4,548** people applied for Temporary Protection.

TEMPORARY PROTECTION STATUS APPLICATIONS



The majority of applicants were **adult females**, representing **65%** of the total number of applications - a percentage that has remained consistent throughout the year. **Adult males** represented 35% of applications this quarter, compared to 29% of applications in the same quarter last year (Apr-Jun 2023). This represents a significant increase from 9% in the first quarter of 2022 (Jan-Mar 2022), in which Russia invaded Ukraine. **Children** made up **16%** of the total number of applicants (**46% female** and **54% male**), the majority being aged between **10 and 17**.

The regions which registered the highest number of Temporary Protection applications (April 1 - June 30, 2024) were **Lombardy** with 1,069 requests (22%), **Emilia Romagna** with 747 (15%), **Campania** with 546 (11%) and **Lazio** with 392 (8%). This distribution is largely the same as last quarter. The other regions in which IRC provides support to Ukrainian nationals (**Piedmont and Friuli Venezia Giulia**) registered a lower number of applications (270, i.e. 5% and 153, i.e. 3%, respectively).

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

RECEPTION CENTERS

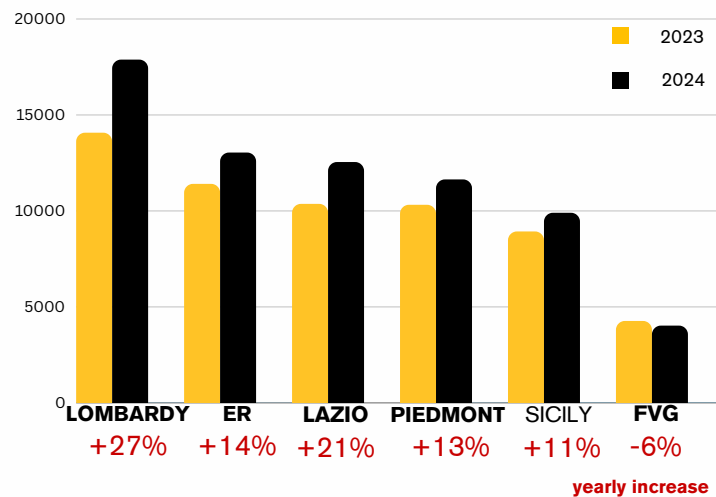
As of June 30, 2024, **137,305 people are being hosted in the Italian reception system (+18% compared to June 2023)**, including:

- **630 in hotspots** (reception upon arrival).
- **99,862 in first-level reception centers** (CPA - governmental first reception centers; and CAS - centers for extraordinary reception).
- **36,813 in second-level reception centers** (SAI - Reception and Integration System).

The regions with the highest concentration of individuals in reception centers are **Lombardy (13%)**, **Emilia-Romagna (ER)** and **Lazio**, which host **9%** each and **Piedmont 8%**. 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 [April](#), [May](#), and [June](#) 2024.

MIGRANTS IN THE ITALIAN RECEPTION SYSTEM



UNACCOMPANIED CHILDREN



20,206

UAC in Italy as of June 30, 2024

As of June 30, 2024, there are **20,206** registered unaccompanied children (UAC) in Italy (**-3% compared to the same period of 2023** when there were 20,926 UAC in Italy). **88%** of them are **boys**, and **12%** **girls**. The most common age group is **17 years old** (49%). The most common nationalities among boys UACs are **Egypt** (22%), **Gambia** (13%) and **Tunisia** (12%), while the most common nationalities among girls are **Ukraine** (78%), **Ivory Coast** (5%) and **Guinea Conakry** (3%). The majority are located in **Sicily** (26%), **Lombardy** (13%) and **Emilia Romagna** (8%).

During this quarter, the total number of newly arrived unaccompanied children (3,256) has **increased (+13%)** compared to the previous quarter (Jan-Mar 24 where 2,878 UAC entered in the Italian territory). In particular, during this quarter, **1,238** UACs arrived in Italy in April (**98%** boys and **2%** girls), **1,120** in May (**97%** boys and **3%** girls) and **898** in June (**96%** boys and **4%** girls).

Source: Ministry of Labor and Social Policy, [Monthly data on Unaccompanied Children 2024](#); [Report on Unaccompanied Children 2023](#)

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REFUGEE.INFO
ITALY



REFUGEE.INFO CLIENTS

97,378

Total number of active website users

1,952¹

Unique clients provided with individualized support

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



Male
86%



Female
13%



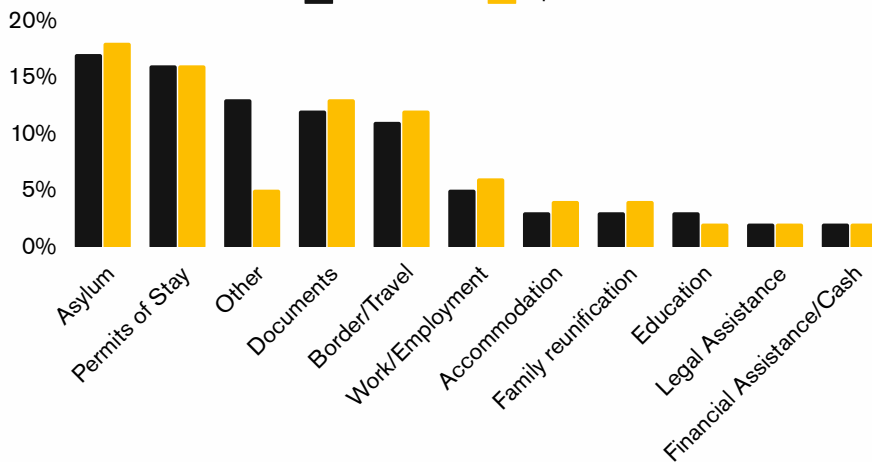
AFGHANISTAN, PAKISTAN INDIA and NIGERIA
Most common countries of origin of clients provided with individualized support, according to RI moderators³

Definitions of terms in yellow can be found in the glossary on p. 11

CLIENTS' INFORMATION AND SERVICE NEEDS

Two-way communication topics⁴

Jan-Mar '24 Apr-Jun '24



Top 4 most visited articles on Refugee.Info website⁵

Article title	Unique visitors ⁵
'Italian citizenship' (<i>in Arabic</i>)	6,514
'Your right to travel'	4,279
'For those living in Italy more than 5 years: Permesso di Lungo Periodo (ex carta di soggiorno)'	3,637
'Driving license in Italy'	3,621

Between the quarters of January-March and April-June '24, the most visited articles on the Refugee.Info website remained the same. There were also no significant variations in the frequency of topics addressed in two-way communication between clients and RI moderators, besides a small increase in messages related to 'Asylum', which remains the most frequent message category this quarter, and small increases in messages related to 'Documents', 'Border/Travel', 'Work/Employment' and 'Accommodation'.

Clients' main information needs



ASYLUM

Asylum applications: The main topic of interest remains the asylum process (*How can I apply for asylum? How can I check the Commission date / result? How can I anticipate my appointment in Questura?*).

Questura appointments and delays: also in this quarter, Milan was mentioned by clients as one of the cities with the longest waiting times, in some cases up to one year.



PERMITS OF STAY

The questions received by moderators related to permits of stay did not vary greatly from the previous quarter.

Most questions in this category related to: **how to convert a special protection permit into a work permit** (*Can I still convert my **protezione speciale** into a work permit?*) and **permesso di soggiorno UE per soggiornanti di lungo periodo** (*How to apply? What are the requirements?*).



DOCUMENTS/BORDER TRAVEL

Other informational needs included:

Where to find legal help (*Where can I find legal support?*).

Documents needed for travel (*Do I need a visa to travel from one country to another? What countries can I travel to?*).

Dublin regulation (*As a student, does the Dublin Regulation apply to me if I want to apply for asylum in another EU country?*).



ACCOMMODATION

Clients were also interested in **information on available types of accommodation and how to access them** (*How can I stay in a reception center? How can I find accommodation? How can I get hospitality?*).

Moderators reported an increase in the number of homeless people asking for guidance on accessing the reception system, due to a lack of information about procedures and awareness of their rights as asylum seekers.

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.

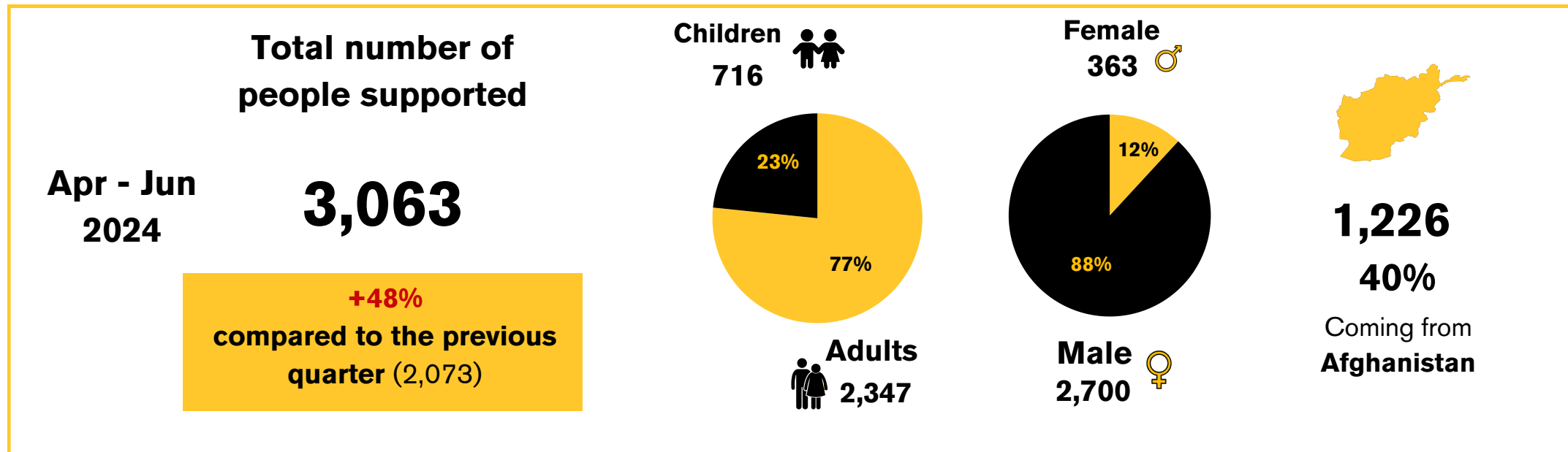
² Source: ZenDesk - Analysis based on a sample of 1,389 unique conversations.

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.

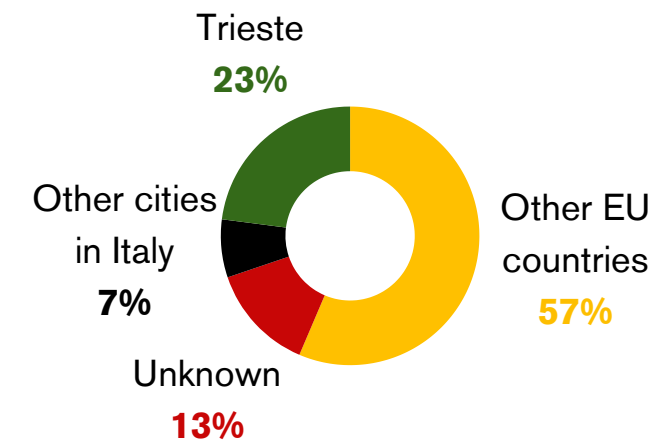
⁴ Source: ZenDesk - Analysis based on a sample of 1,435 unique conversations for Jan-Mar '24 and 1,680 for Apr-Jun '24. The graph is based on the **percentages of messages received on specific topics in relation to the total number of messages for each quarter**.

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.

People arriving via land from the Balkan route in Trieste (Italian-Slovenian border)




Migratory intentions



Main countries of origin

Country	Count	Percentage
Afghanistan	1226	40%
Turkey	411	14%
Pakistan	345	11%
Bangladesh	286	9%
Nepal	231	8%
Syria	223	7%
India	146	5%
Sri Lanka	33	1%
Iraq	33	1%
Palestine	32	1%
Other	66	3%

Main demographic profiles

1,844 


Single Adult Men

60% out of the total individuals supported

2 out of 5 single adult men are from Afghanistan

- 34% of this demographic intends to stay in Italy, while the majority is in transit to other European countries (46%), mainly Germany. The intended destinations of the remaining 11% is unknown.

IRC supported an average of 20 newly arrived single men every day

232 


Single Adult Women

8% Out of the total individuals supported

The main countries of origin of single women are **Nepal (70%)**, **India (14%)** and **Sri Lanka (9%)**

- The share of single women increased of 4 percentage points from previous quarter.
- Only 17% of single women planned to stay in Italy. The majority (66%) expressed intention to reach other European countries, mainly Spain. The intended destinations is unknown for the remaining 17%.

IRC supported on average 2 newly arrived single woman every day

461 


Unaccompanied Children (UAC)

15% Out of the total individuals supported

4 out of 5 UAC are from Afghanistan

- The vast majority of UAC (83%) report to be in transit towards other countries, mainly to Germany and Switzerland. 15% intends to stay in Italy and 2% are unsure about their intended destination.

IRC supported an average of 5 newly arrived UAC every day

99 

Family Units

Representing **526 individuals**, including 255 children

17% Out of the total individuals supported

- The share of family members increased by 6 percentage points from the previous quarter.
- The majority of family units come from **Turkey (55%)** and **Afghanistan (11%)**.
- The majority (65%) intend to travel to other countries, mainly to **Germany**.

IRC supported an average of 1 newly arrived family unit every other day

The IRC Italy's program in Trieste, which lies at the Italian-Slovenian border, reached **3,063 new people** in the 2nd quarter of 2024. This represents an **increase of 48%** from the number of individuals reached in the **1st quarter of 2024** (2,073) and a **decrease of 16%** from the same quarter of 2023 (3,669).

40% of people reached this quarter were vulnerable profiles (unaccompanied children, single adult women and family units). The proportion of **single adult women** shifted from 4% to 8% of the total people supported by IRC staff. This also represents a significant increase from the same period of 2023, in which women represented only 1% of the people reached.

Afghanistan continued to be the most common country of origin of the people reached (40%), despite the proportion decreasing from last quarter (46%). The second most common country of origin was Turkey, followed by Pakistan. The number of Pakistani, Turkish and Bangladeshi nationals encountered, increased compared to the previous quarter, while the number of Syrians slightly decreased (from 12% to 7%). In general, the spectrum of nationalities met in Trieste continues to diversify. Significantly, **for the first time, 32 individuals from Palestine (mostly family units) have been encountered and supported by IRC staff.**

57% of people encountered did not indicate Italy as their final destination and communicated that they wished to settle in another country, placing **Germany, France, and Portugal** in the top 3 intended destinations.



Silos eviction and access to accommodation

On the morning of **June 21, 2024**, law enforcement agencies executed the **eviction order** signed by Trieste's Mayor to clear the Silos building. The operation lasted several hours and proceeded without any resistance from the people living inside. It involved the State Police, UNHCR, civil protection, and staff from Coop Alleanza 3.0 (the owner of the building). IRC staff and representatives of other local civil society organizations were also present to monitor the eviction and ensure it was carried out without rights violations. After having received a meal and medical assistance, the **165** identified migrants underwent **identification procedures** and were given **colored wristbands according to their status**: green for asylum seekers, yellow for those with pending asylum applications, and red for those who had not yet formalized their legal status. **The migrants were then transferred by bus to several reception centers across Italy.** After the eviction, the Silos was fenced off by workers from the company hired by Coop Alleanza 3.0, who had been ordered by Trieste's Mayor to secure the building and provide surveillance, including security guards, within 15 days of the ordinance.

Despite the inadequate conditions of the building, the Silos had long been an emergency shelter for thousands of people arriving in Trieste, mainly asylum seekers waiting to access the reception system or people transiting to other countries. Many gathered there due to a **lack of alternatives, as there were no other places available in the local reception system or in emergency dormitories.** Currently, the only alternative identified by the authorities to quickly accommodate newly arrived asylum seekers is the Campo Sacro reception center, about **ten kilometers from the city's train station.** However, this facility still needs to be renovated to accommodate a larger number of people. There are therefore concerns around **where the newcomers in Trieste will stay, especially the thousands of people transiting through the city every year that do not intend to seek asylum in Italy, as no concrete alternative accommodation options have been yet identified.**



Access to emergency overnight shelters

As of April 30, the Trieste Municipality's "winter emergency plan" ended, resulting in the closure of 20 emergency beds, reducing the city's total capacity of overnight shelters to around 25 places. IRC staff reached out to 1,031 people in need and supported their access to emergency dormitories during evening outreach activities throughout this quarter. Currently, the eviction of the Silos and the shortage of dormitories and reception facilities force people to sleep outdoor, mainly in the park in front of the train station or in new spots around the old port area, exposing them to **degrading conditions and protection risks.**



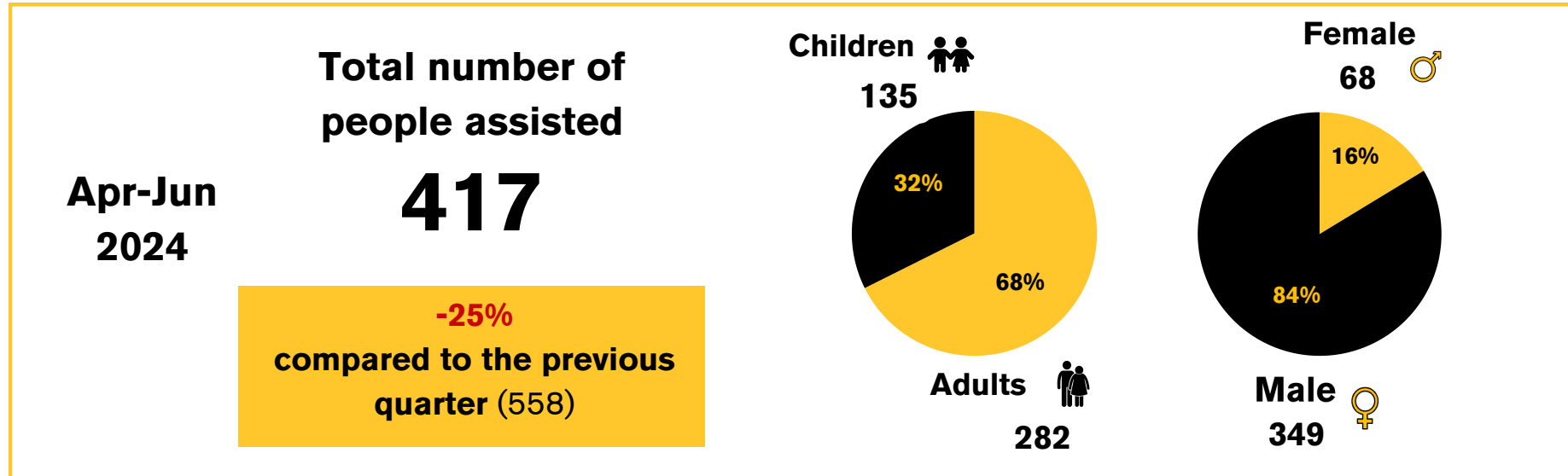
Obstacles in applying for asylum persist

Over this quarter, challenges associated with applying for asylum in Trieste have persisted. The average **waiting time to access the premises of Questura to apply for asylum is around 7-15 days.** Obstacles related to the alleged discretionary practices carried out by cultural mediators working for the **Questura** have not yet been overcome. It has been reported to IRC staff that cultural mediators **informally interview** people waiting in line to apply for asylum and allegedly **check messages or photos on people's phones**, looking for useful evidence to redirect individuals to other Questura. For example, if someone waiting in line has a train ticket showing they arrived in Trieste from a different Italian city, the **mediators may instruct them to return to such city**, arguing that their asylum claim cannot be processed in Trieste. In order to safeguard people's right to access asylum, **IRC has increased the support** to people willing to apply for asylum by accompanying them in person to the Questura.

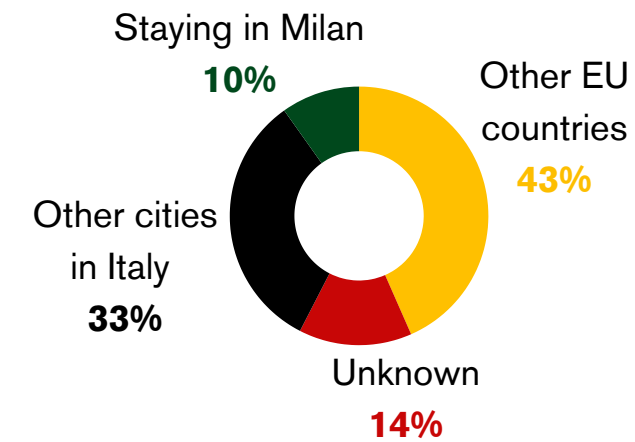
This snapshot depicts the numbers of newcomers from the Balkan route encountered by International Rescue Committee Italy and Diaconia Valdese in the Trieste central station area during the reporting period. The data was gathered through individual and group interviews with people supported with legal orientation and first aid. The monitoring activity is carried out during the entire daytime, and partially in the evening, of every weekday of the year, and in the evening on weekends and holidays. Please note that these figures refer only to newly arrived individuals physically encountered and supported by IRC and Diaconia and might not comprehensively depict the actual numbers of individuals arriving in and moving through Trieste. More info here: <https://www.rescue.org/eu/country/italy/reports#trieste>

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

People on the move assisted in Milan Central Station



Migratory intentions



Main countries of origin

Afghanistan	83	20%
Egypt	66	16%
Tunisia	40	10%
Syria	34	8%
Morocco	26	6%
Nepal	25	6%
Iran	16	4%
Somalia	15	4%
Nigeria	12	3%
Bangladesh	11	2%
Pakistan	10	2%
Other	79	19%

Main demographic profiles

213

Single adult men

51% out of the total individuals supported

The majority (77%) of men travelling alone were sleeping on the streets of the Central Station.

- The main nationalities of adult men travelling alone were **Afghan** (26%), **Nepalese** (11%), **Moroccan** (9%) and **Syrian** (9%).

11

Single Adult Women (including pregnant women)

3% out of the total individuals supported

More than half (55%) of the women travelling alone had no place to sleep.

- The majority of adult women travelling alone came from **Guinea Conakry**, **Somalia** and **Syria** (18% respectively).

80

Unaccompanied Children (UAC)

19% out of the total individuals supported

28% of UAC assisted had no place to sleep.

- Nearly half of UAC were from **Egypt** (56%), followed by **Afghanistan** (24%), **Syria** (6%), **Tunisia** and **Ethiopia** (5%).

38

Family Units

Representing 113 individuals, including 55 children

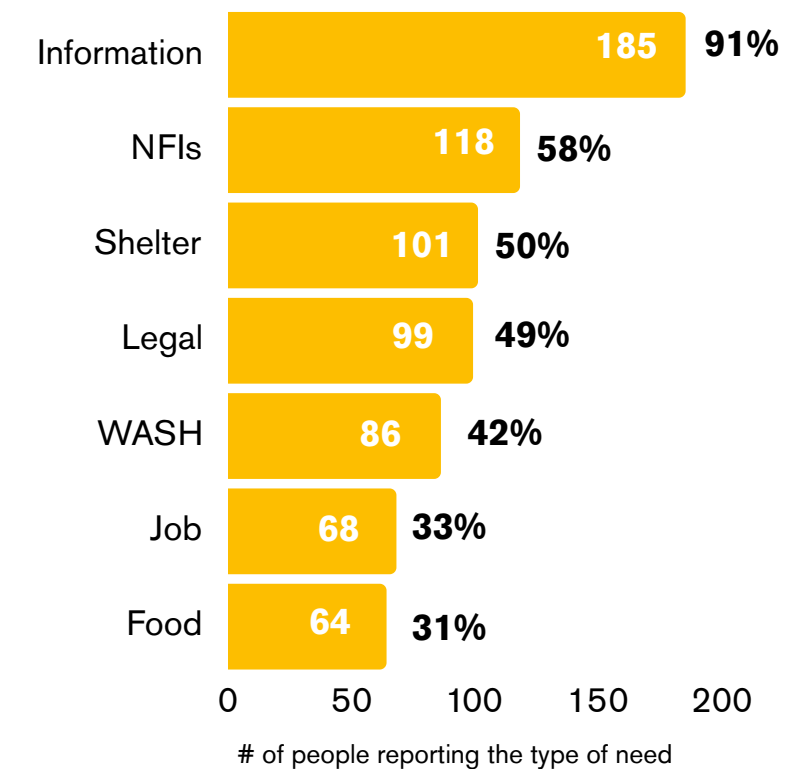
27% out of the total individuals supported

The majority of families encountered (47%) were sleeping on the streets of Central Station.

- The majority of family units came from **Tunisia** (56%), followed by **Somalia** (11%) and **Syria**, **Morocco** and **Iran** (8%).

The majority of the individuals (57%) assisted were sleeping on the streets in the Milan Central Station area

Main needs reported



Analysis based on a sample of 204 people



Obstacles in applying for asylum

The situation regarding access to asylum in Milan has remained **largely unchanged**. **Procedures** for asylum applications continue to be **complex and lengthy**, with constant changes adding to this complexity and making it difficult for applicants to stay updated.

In May, in response to the long waiting times to secure an appointment for their asylum request - as highlighted in the IRC Italy "[Please, wait](#)" report - the Questura **introduced additional offices to the list of police headquarters in charge of processing asylum requests**. However, during various meetings held with other associations working with migrants in the municipality of Milan, it was reported that the situation has not significantly improved despite this expansion. The lack of direct access points and the ever-evolving procedures have not alleviated the barriers; instead, they have made it **increasingly difficult for aspiring asylum seekers to navigate the system effectively**.



Access to emergency overnight shelter and UAC

A significant concern is the **shortage of available spots in reception centers and temporary shelters**, which exacerbates the situation of those still awaiting documentation, leaving many asylum seekers and migrants in transit without accommodation, and forcing them to temporarily sleep around the Central Station area. This situation exposes them to the **risk of being involved into smuggling networks**, as well as to robberies and physical violence. One improvement to be noticed is the opening of a night shelter, with 20 available spots, offering also dinner, close to the Central Station area. On another note, the referral procedure of unaccompanied children (UAC) to local authorities has proven to be very **complex**, with authorities often reluctant to collaborate. This process requires, in many cases, a lot of time and effort that **may dissuade many UAC from even seeking this option, leading them to opt for sleeping rough near the station, further increasing their vulnerability in this already dangerous and unsafe area**. Therefore, the team has initiated a collaboration with the Municipality of Milan to facilitate referrals and to report any issues faced in the referral process.



Challenging access to basic needs

Not only are night shelters for people in transit difficult to access and scarce, but other basic services such as access to **showers, toilets, food, and medical care for injuries or illnesses are also severely lacking**. The availability of these essential services is grossly insufficient, leaving many **without the means to maintain basic hygiene or address their health needs**. With the summer's high temperatures, the situation has become even more dire. The **lack of basic hygiene facilities and essential services exacerbates health risks and adds to the daily struggles faced by asylum seekers and people in transit**. The scarcity of these resources leaves many individuals without the means to maintain their health and wellbeing, further compounding their vulnerabilities in an already precarious situation.

IRC Italy has been supporting people on the move arriving in the Central Station of Milan with crucial information provision and legal orientation, connectivity, Non-Food Items (NFIs) distribution, psychological first-aid and referral to life-saving services (overnight shelters, canteens, showers, medical aid) since mid-October 2023.

This snapshot is a quarterly analysis of the demographics, needs and protection situation of people in transit and asylum seekers arriving in the Central Station of Milan from the Balkan route or through the Mediterranean sea route. The data in this snapshot were collected by IRC field staff through a monitoring activity carried out only in the area of the Central Station on a frequency of two/three times every week during night time.

Please note that these figures refer only to newly arrived people encountered and supported by IRC and does not comprehensively depict the actual numbers of individuals moving through the city of Milan and the Central Station.

¹ This information is not based on quantitative data, but on observations collected from field staff.

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 assessing rights violations, protection risks faced by the affected population, and the information and services needs of people supported. Kindly note that IRC Italy's monitoring efforts do not cover the entire country, 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 people traveling through the Balkan route. The team, composed of the Area Manager and three field protection assistants, gathers client-related data (e.g. gender, age, nationality, vulnerabilities, pushbacks) while disseminating information and NFIs. All data collected through individual and group interviews is anonymous and documented in a spreadsheet connected to a Dashboard.
- **People on the move in Milan Central Station:** in the area of Milan Central Station, one roving team composed of one manager, two field protection assistants and two cultural mediators, provide support to people in transit with crucial information provision and legal orientation, connectivity, Non-Food Items (NFIs) distribution, psychological first-aid and referral to life-saving services (overnight shelters, canteens, showers, medical aid). Concurrently, the team monitors protection issues, assesses needs and sleeping situation, and gathers demographic data through individual and group interviews to identify significant concerns and trends.
- **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.
- Since November 2022, moderators of Refugee.Info and field staff in Trieste and Milan have been asked to complete a monthly qualitative questionnaire which serves as an observation tool. 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 demographics, 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 **three snapshots** on **Trieste** (People arriving via land from the Balkan route in Trieste); **Milan** (People on the move supported in Milan Central Station); and **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-ospitalità%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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www.rescue.org/country/italy



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