



IRC ITALY

# PROTECTION MONITORING REPORT

JULY - SEPTEMBER 2024

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# 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.**

# 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**. It typically involves crossing multiple countries in the Balkans, often starting from Turkey and moving through countries such as Bulgaria, 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

This route leads from Greece either overland through Albania and the Balkans or directly by sea to Italy, forming a key link for migration from the Middle East and South Asia to Europe.



## CENTRAL MEDITERRANEAN ROUTE

This route begins in North African countries such as Libya, Tunisia, and Egypt, with people attempting sea crossings to reach Italy. Common landing points include Lampedusa, Sicily, and Calabria.

## POLITICAL CONTEXT

During the third quarter of 2024, the Italian government kept focusing on migration management at the national, EU and international level.

At the **national level**, on September 18, the Chamber of Deputies [approved](#) a new so-called “[security decree](#)” that includes measures aimed at increasing the level of surveillance for third-country nationals in pre-removal immigration detention centers and preventing shops and businesses from selling mobile phone SIM cards to undocumented people. While the government has argued that the decree is intended to “make life safer in Italy”, several opposition representatives and NGOs have voiced concerns about its potentially damaging impacts.

At the **EU level**, Italy has been **preparing to implement the [EU Pact on Migration and Asylum](#)**. On August 8, the National Coordination Committee on the implementation of the EU Pact on Migration and Asylum held a [meeting](#) to carry out an initial in-depth study of the initiatives that will need to be activated to implement the Pact by June 2026. The Head of the Department of Civil Liberties and Immigration of the Ministry of the Interior, who chaired the meeting, stressed that this is a complex challenge that Italy is called upon to face. Italy is among the [9 EU countries](#) that are [receiving technical support](#) from the Commission for the implementation of the Pact.

At the **international level**, Italy has kept **strengthening collaboration on migration with third countries**. On July 17, Italian Prime Minister Giorgia Meloni and Interior Minister Matteo Piantedosi traveled to Tripoli to attend the [Trans-Mediterranean Migration Forum](#). Representatives from 28 African and European countries, as well as the European Union, the African Union, and the Arab League, attended the Forum. For the Libyan Government of National Unity, the Forum was a platform to [promote dialogue](#) between Europe and Africa and to create a shared strategy to address “illegal immigration”. In her [statement](#), Meloni stressed that in recent years Italy “could not allow many people to enter legally for we had too many illegal migrants”, that Italy has to work on “the path for legal flows of migration”, and that “we have to respect moreover the right not to be forced to emigrate”.

At the same time, however, Italy has **failed to meet the deadline set on August 1** - and already postponed from May 20 - **to open migrant centers on Albanian soil under the [Italy-Albania deal](#)**. At the end of July, journalists [discovered](#) that just a few housing units had been assembled in the Gjader center, and Italian authorities [announced](#) that the opening of the centers in Albania had been delayed due to “unforeseen circumstances”. As of September 30, the centers in Albania were still not operational, more than four months after their [original opening date](#) was announced. In the meantime, UK Prime Minister Keir Starmer reportedly [expressed “great interest”](#) in the Italy-Albania deal, but Albanian Prime Minister Rama [stated](#) that “this is an exclusive agreement with Italy because we love everyone, but with Italy we have unconditional love”.

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

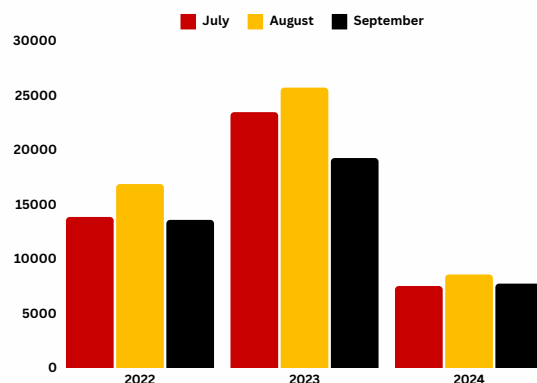
## PEOPLE ARRIVING BY SEA

From **July to September 2024**, a total of **23,676 people arrived in Italy by sea**, representing a **decrease of 65%** when compared to the **same period in 2023** (68,302).

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

**Unaccompanied children (UAC) arriving by sea represent 12%** of the people who have arrived to Italy by sea since January 2024 (5,817 out of 49,691).

Source: Ministry of Interior, Cruscotto Statistico Giornaliero. Months of [July](#), [August](#), and [September](#) 2024.



## PEOPLE ARRIVING BY LAND FROM THE NORTH-EAST BORDER

Between January and August 2024\*, approximately **9,800 people (-51%** compared to the same period of 2023) are estimated to have travelled through the **Western Balkans countries** (known as the **[Balkan Route](#)**), as part of mixed migration movements.

\*Data for the month of September 2024 are not available yet

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

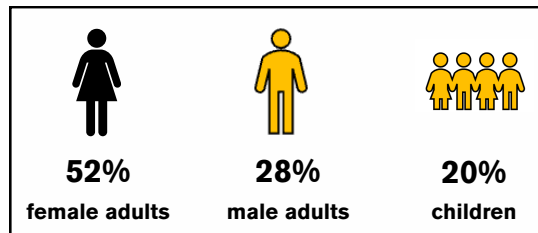
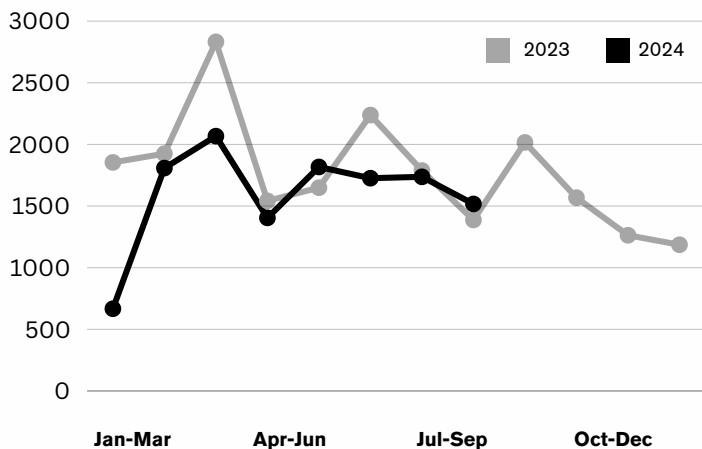
Between July and September 2024, IRC staff working in Trieste supported **5,288 people arriving via land from the Balkan Route**, to whom they provided information, NFIs and referrals to services, registering a **18% decrease** compared to the same period in 2023 (6,424). For further details, please see the “People arriving via land from the Balkan route in Trieste (Italian-Slovenian border)” snapshot at page 6.

# PEOPLE ARRIVING FROM UKRAINE

During the months of July and August 2024\*, **3,254 individuals from Ukraine applied for Temporary Protection**. In the the previous quarter (April 1 - June 30, 2024), a total of **4,937** people applied for Temporary Protection.

\*Data for the month of September 2024 are not available yet.

## TEMPORARY PROTECTION STATUS APPLICATIONS



The majority of applicants were **adult females**, representing **52%** of the total number of applications submitted during July and August 2024\* - a percentage that has remained consistent throughout the year.

**Adult males** represented 28% of applications submitted. This represents a slight increase from the 25% in the same period of the previous year (Jul-Aug 2023).

**Children** made up **20%** of the total number of applicants (**44% female** and **56% male**), the majority being aged between **10 and 17**.

The regions which registered the highest number of Temporary Protection applications (July 1 - August 31, 2024\*) were **Lombardy** with 744 applications (23%), **Emilia Romagna** with 494 (15%), **Campania** with 282 (9%) and **Lazio** with 238 (7%). 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 (168, i.e. 5% and 135, i.e. 4%, respectively).

\*Data for the month of September 2024 are not available yet

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

## RECEPTION CENTERS

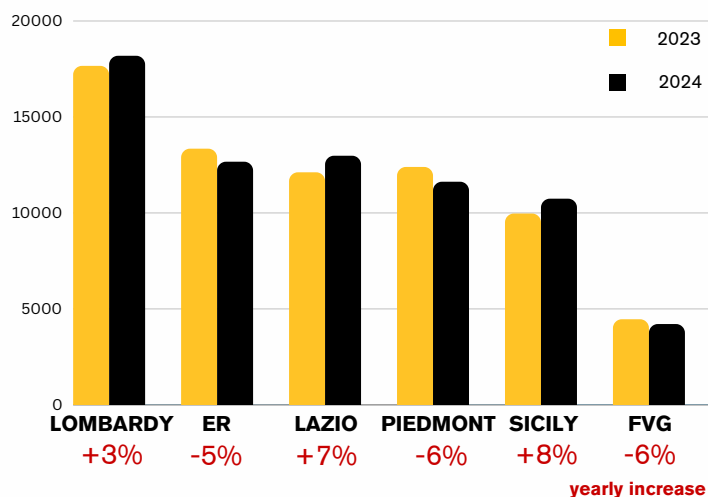
As of September 30, 2024, **139,586 people are being hosted in the Italian reception system (-1% compared to September 2023)**, including:

- **1,496 in hotspots** (reception upon arrival).
- **100,823 in first-level reception centers** (CPA - governmental first reception centers; and CAS - centers for extraordinary reception).
- **37,267 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, **Sicily** and **Friuli Venezia Giulia (FVG)**, the percentage of people in reception centers is respectively **8%** and **3%**.

Source: Ministry of Interior, Cruscotto Statistico Giornaliero. Months of [July](#), [August](#), and [September](#) 2024.

## PEOPLE IN THE ITALIAN RECEPTION SYSTEM



## UNACCOMPANIED CHILDREN

As of September 30, 2024, there are **19,696** registered UAC in Italy (**-16% compared to the same period of 2023**, when there were 23,531 UAC in Italy). **88%** of them are **boys**, and **12%** **girls**. The most common age group is **17 years old** (51%). The most common nationalities among boys UAC are **Egypt** (22%), **The Gambia** (13%) and **Tunisia** (11%), while the most common nationalities among girls are **Ukraine** (77%), **Ivory Coast** (5%) and **Guinea Conakry** (3%). The majority are located in **Sicily** (25%), **Lombardy** (13%) and **Campania** (8%).

During this quarter, the total number of newly arrived UAC (3,770) has **increased (+16%)** compared to the previous quarter (Apr-Jun 2024), when 3,256 UAC entered in the Italian territory. In particular, during this quarter, **1,269** UAC arrived in Italy in July (**96%** boys and **4%** girls), **1,310** in August (**97%** boys and **3%** girls) and **1,191** in September (**98%** boys and **2%** girls).

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



**19,696**

UAC in Italy as of September 30, 2024

# PROTECTION MONITORING REPORT

## JULY - SEPTEMBER 2024

REFUGEE.INFO  
ITALY



### REFUGEE.INFO CLIENTS

95,258

Total number of active website users <sup>5</sup>

1,589

Unique clients provided with individualized support <sup>1</sup>  
(i.e., two-way communication with a moderator)



Male  
84%



Female  
16%



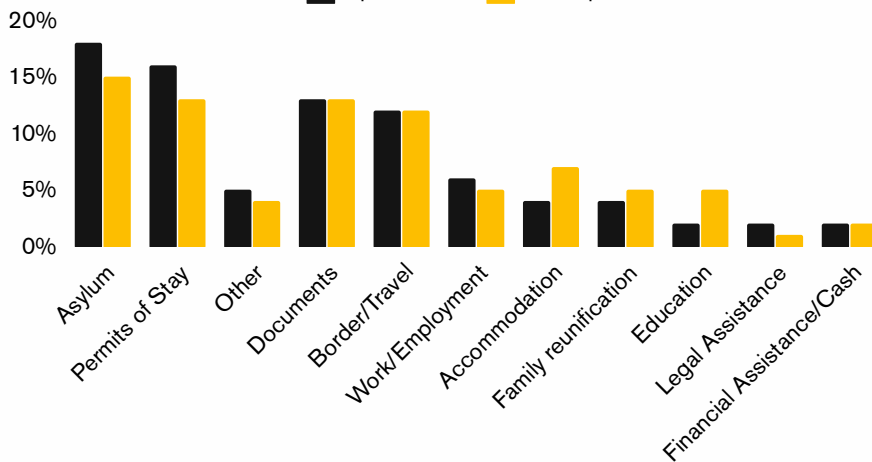
**AFGHANISTAN, PAKISTAN and BANGLADESH**  
Most common countries of origin of clients provided with individualized support, according to RI moderators <sup>3</sup>

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

### CLIENTS' INFORMATION AND SERVICE NEEDS

#### Two-way communication topics <sup>4</sup>

■ Apr-Jun '24 ■ Jul-Sep '24



#### Top 4 most visited articles on Refugee.Info website <sup>5</sup>

Article title	Unique visitors <sup>5</sup>
'Italian citizenship' ( <i>in Arabic</i> )	4,058
'Your right to travel'	3,665
'Driving license in Italy'	3,585
'For those living in Italy more than 5 years: Permesso di Lungo Periodo (ex carta di soggiorno)'	3,549

Between the quarters of April-June and July-September '24, the most visited articles on the Refugee.Info website remained the same. There were slight variations in the frequency of topics discussed during two-way communication between clients and RI moderators: 'Asylum' remained the most frequent message category, while both 'Permits of Stay' and 'Documents' shared the second rank this quarter. Additionally, there were small increases in messages related to 'Accommodation,' 'Family Reunification,' and 'Education.'

#### Clients' main information needs



##### PERMITS OF STAY

Questions in this category remained consistent within the previous quarter and are 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?*).



##### ASYLUM

**Asylum applications:** (*How can I apply for asylum? How can I check the Commission date/result? How can I anticipate my appointment in **Questura**?*).

This quarter, moderators registered an **increase of questions on the asylum procedure from people not yet arrived to Italy**, mainly from Pakistan, Afghanistan and Bangladesh.



##### ACCOMMODATION

The questions related to accommodation remained the same as the previous quarter, with clients requesting **information on available types of public and private accommodation and how to access them** (*How can I stay in a reception center? How can I find accommodation? How can I get hospitality? How can I rent an apartment?*).



##### OTHER INFORMATIONAL NEEDS

Other informational needs included:

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

**Documents needed for travel** (*Can I travel with the permit receipt? What countries can I travel to?*).

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.

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

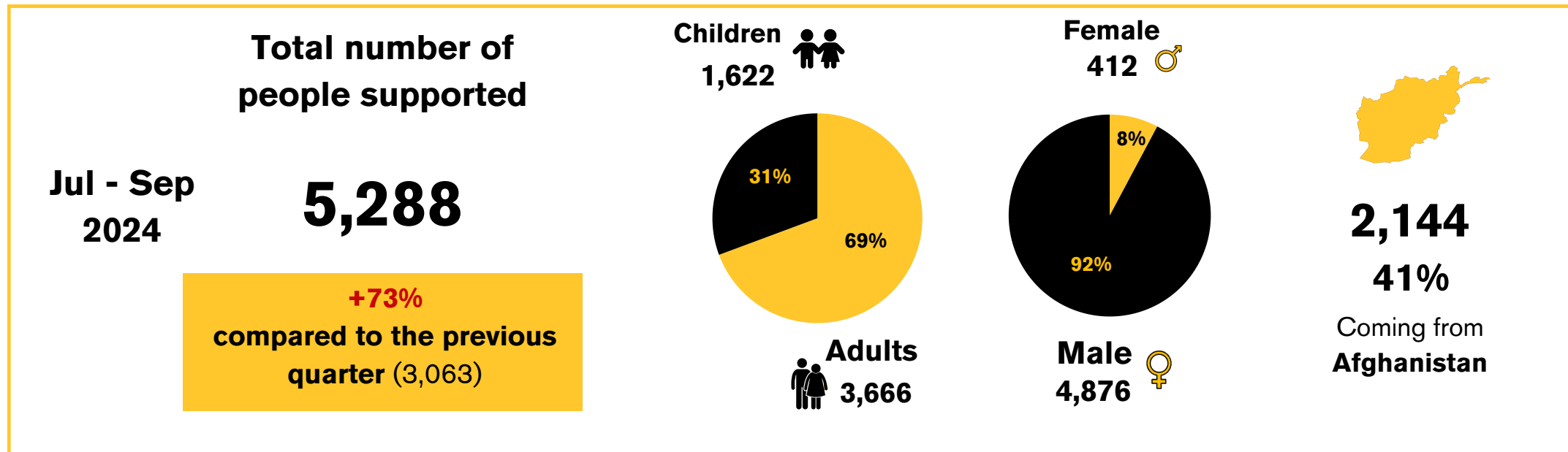
<sup>2</sup> Source: Zendesk - Analysis based on a sample of 1,033 unique conversations.

<sup>3</sup> 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.

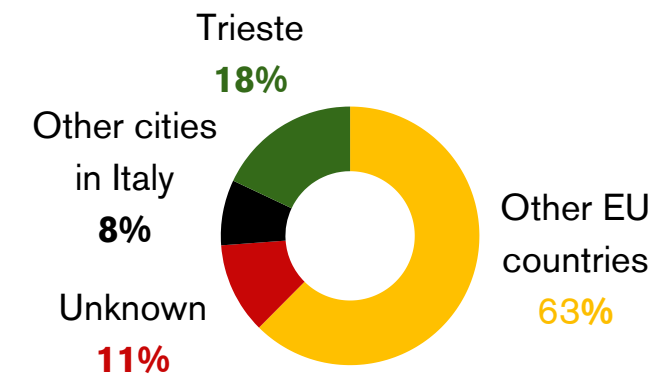
<sup>4</sup> Source: Zendesk - Analysis based on a sample of 1,680 messages for Apr-Jun '24 and 1,295 for Jul-Sep '24. The graph is based on the **percentages of messages received on specific topics in relation the total number of messages for each quarter**.

<sup>5</sup> 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

Afghanistan	2144	41%
Turkey	894	17%
Syria	732	14%
Pakistan	471	9%
Bangladesh	293	6%
Nepal	201	4%
India	182	3%
Egypt	178	3%
Iraq	46	1%
Other	147	2%

#### Main demographic profiles

**3,000** Single Adult Men

**57%** out of the total individuals supported

2 out of 4 single adult men are from Afghanistan

- 37% of this demographic intends to stay in Italy, while the majority is in transit to other European countries (58%), mainly Germany. The intended destinations of the remaining 5% is unknown.

IRC supported an average of **33 newly arrived single men** every day

**150** Single Adult Women

**3%** Out of the total individuals supported

The main countries of origin of single women are Nepal (49%), India (23%) and Sri Lanka (11%)

- The share of single women decreased of 5 percentage points compared to the previous quarter.
- 39% of single women planned to stay in Italy. The majority (50%) expressed intention to reach other European countries, mainly Spain. The destination of the remaining 11% is unknown.

IRC supported on average **2 newly arrived single woman** every day

**1,002** Unaccompanied Children (UAC)

**19%** Out of the total individuals supported

3 out of 5 UAC are from Afghanistan

- The vast majority of UAC (81%) report to be in transit towards other countries, mainly to Germany and Switzerland. 17% intends to stay in Italy and the intended destination of the remaining 2% is unknown.

IRC supported an average of **11 newly arrived UAC** every day

**193** Family Units

Representing 1,136 individuals, including 618 children

**21%** Out of the total individuals supported

- The share of family members continues to rise. It increased by 4 percentage points from the previous quarter.
- The majority of family units come from Turkey (65%) and Syria (21%).
- The majority (65%) intend to travel to other countries, mainly to Germany.

IRC supported an average of **2 newly arrived family unit** every day

The IRC Italy's program in Trieste, which lies at the Italian-Slovenian border, reached **5,288 new people** in the third quarter of 2024. This represents an **increase of 73%** with respect to the number of individuals reached in the **second quarter of 2024** (3,063) and a **decrease of 18%** with respect to the **same quarter** (July-September) of 2023 (6,424).

Despite official sources reporting a sharp reduction in the number of people arriving via the Balkan Route (with Frontex indicating a **79%** decrease in transits in the first nine months of 2024 compared to 2023, and the Italian Ministry of Interior declaring a reduction of 50% of people entering from the Italian-Slovenian border since the Schengen suspension), the number of people arriving in Trieste has not seen any significant decline according to IRC Italy's data.

According to [representatives](#) of the Friuli Venezia Giulia region, the alleged decrease is largely attributed to the **"suspension of the Schengen agreement and efforts to combat irregular migration"**.

However, data collected by IRC Italy and Diaconia Valdese at Trieste's central station show that **10,424** individuals arrived between **January and September 2024**, only a slight decrease with respect to the 12,190 people arrived in the same period of 2023 (-14%). The reduction is modest, leaving the needs of thousands of people in the city largely unchanged.

IRC's and Diaconia Valdese's findings align with data from the [Slovenian Ministry of Interior](#), according to which the number of people arrived dropped by 11% compared to the same period of the previous year.





**Empty Silos, crowded streets – No safe accommodation for newcomers available in Trieste**

After the June clearing of Trieste’s Silos—once an emergency shelter for refugees—the situation worsened, with hundreds, including UAC, women, and families sleeping on the streets near the train station. Lacking shelter, hot meals, or toilets, they rely solely on humanitarian aid. On average, 100-120 people sleep rough each night, peaking at 150, with some arriving late in the night and leaving at dawn. These include people facing obstacles in applying for asylum at the **Questura**, asylum seekers waiting to access the reception system, and people in transit to other destinations.

Despite plans announced in April 2024 to expand the capacity of the reception facility at Campo Sacro, no progress has been made. The removal of public toilets in Piazza Libertà, near the train station, has further worsened hygiene conditions, and a new ordinance restricts food business hours at night, aiming to prevent “urban decay” around the station. With winter approaching and no viable alternatives in sight, the humanitarian situation continues to deteriorate.

For more details, see the “[Empty Silos-Crowded Streets](#)” report.



**Delays in access to the reception system persist**

The situation regarding access to reception has taken a negative turn this quarter after an initial positive period. In July, following the transfer of high numbers of asylum seekers from the Silos to other Italian regions, around 15-20 recently arrived asylum seekers were left on the streets each day, with an average waiting time for access to reception of about 2 weeks. Since mid-August, however, despite the weekly transfers organized by the Prefecture to other Regions, the number of asylum seekers on the streets has returned to alarming levels, with daily averages exceeding 100 people waiting for reception, with peaks of 150, and waiting times stretching to 25-30 days.



**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 20 days. An average of about 10 people a day manage to access the Immigration Office of the Questura. Obstacles related to the discretionary practices (informal interviews and people’s phones checks, redirecting individuals to other cities without further explanations) allegedly carried out by cultural mediators working for the Questura, and highlighted in the [last report](#), have not yet been overcome.



**Emergency overnight shelters continually used by families with children and single women**

Since mid-July and throughout the whole quarter, beds in the high-rotation shelters have been used almost exclusively to accommodate families with children and single women, many of whom are waiting to enter the asylum-seeker reception system. Individuals with such a vulnerable profile are allowed to remain in the shelter indefinitely until their situations are sorted out. As a result, rotation stalled, removing the possibility of emergency shelter for many newcomers. Throughout this quarter, IRC staff referred 267 people to emergency shelters during the evening outreach activities.



**Smuggling, violence, and abuses**

IRC staff collected 15 testimonies from victims of violent incidents that allegedly occurred at the Italian-Slovenian border. Specifically, the victims reported being threatened, robbed, physically assaulted, and some even held hostage by a masked gang near the Orlek crossing. This is the first time IRC has collected such testimonies at the Italian-Slovenian border. Law enforcement agencies have been notified of such incidents.

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>

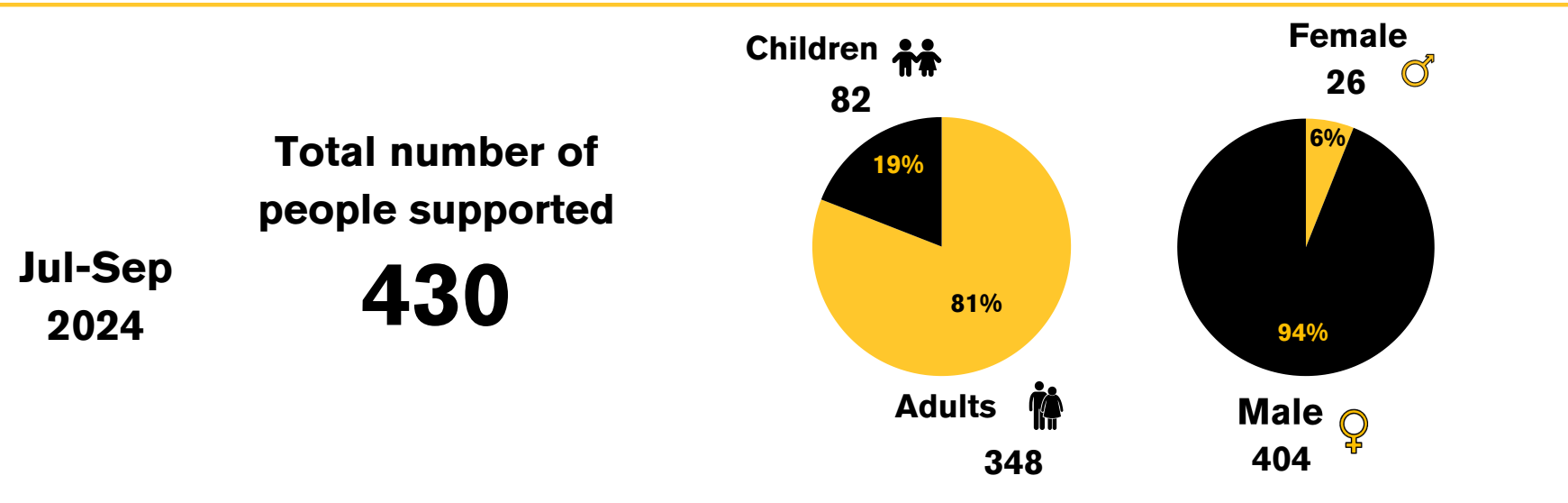
<sup>1</sup> This information is not based on quantitative data, but on observations collected from field staff through a monthly survey for protection monitoring purposes.



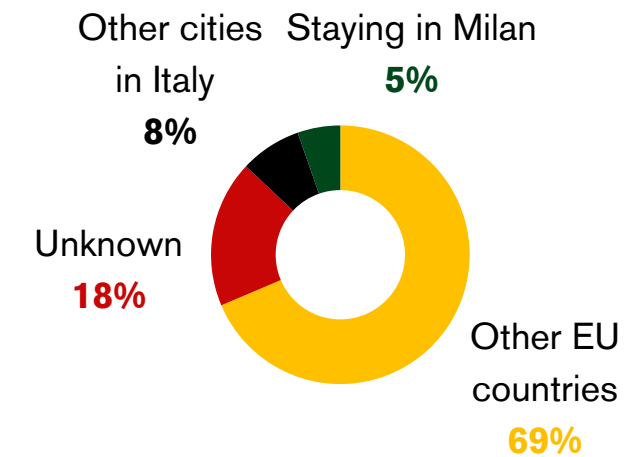
# PROTECTION SNAPSHOT

JULY - SEPTEMBER 2024

## People on the move supported in Milan Central Station



### Migratory intentions



### Main countries of origin

Country	Count	Percentage
Afghanistan	163	38%
Syria	66	15%
Iran	40	9%
Sudan	36	8%
Iraq	28	6%
Pakistan	19	4%
Morocco	10	2%
Eritrea	10	2%
Turkey	10	2%
Egypt	9	2%
Nepal	8	2%
Other	31	7%

### Main demographic profiles

**310**

**Single adult men**

**72%**

out of the total individuals supported

- The main nationalities of adult men travelling alone were **Afghan** (41%), **Syrian** (15%), **Sudanese** (10%).

**4**

**Single Adult Women**

**1%**

out of the total individuals supported

- The majority of adult women travelling alone came from **Eritrea** (50%), followed by **Ukraine** (25%) and **Chad** (25%).

**56**

**Unaccompanied Children (UAC)**

**13%**

out of the total individuals supported

- The majority of UAC were from **Afghanistan** (56%), **Morocco** (12%) and **Sudan** (9%).

**13**

**Family units**

representing **60 individuals**, including 26 children

**14%**

out of the total individuals supported

- The majority of family units came from **Syria** (25%), followed by **Iraq** (20%) and **Iran** (18%).

### Service provided by IRC

# of people reached with the service by IRC

**345**

**Information Provision**

(information on their basic rights and local available services)

**122**  
**Psychological First Aid**

**111**  
**Connectivity**  
(Wi-Fi, powerbanks)

**110**  
**Referrals**  
(dormitories, canteens, etc.)

**97**  
**Non Food Items distribution**



**Obstacles and delays in applying for asylum persist**

Over this quarter, challenges associated with applying for asylum in Milan have persisted. Procedures for asylum applications continue to be complex and lengthy, and are often very hard to access for people who do not have a personal phone or do not speak Italian. Since April 2024, people who want to apply for asylum need to book their appointment through phone calls/messages, or emails. This requirement has proven to be extremely challenging for many individuals, exacerbating their struggles and leaving them in prolonged states of uncertainty and vulnerability. Moreover, the lack of direct access points have made it increasingly difficult for aspiring asylum seekers to navigate the system effectively.



**Access to emergency overnight shelter**

A significant concern is the shortage of available spots in reception centers and temporary shelters, which exacerbates the situation of those who are still awaiting documentation or are in transit to other European countries, forcing them to sleep around the Central Station area. This situation exposes them to the risk of becoming victims of smuggling networks, as well as to robberies and physical violence. To partially address this issue, the Municipality of Milan opened an emergency shelter with 20 spots reserved for people on the move. However, since its opening in April, many rooms were closed because of bedbugs, significantly reducing the number of available spots. Even when the rooms were all available, they were not sufficient for the high number of people who arrived in summer months, especially from Southern Italy.



**Lack of basic services for people in transit**

Not only are night shelters for people on the move difficult to access and scarce, but other basic needs 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. This, in turn, exacerbates health risks and adds to the daily struggles faced by asylum seekers and people on the move. This is particularly problematic for family units with very small children and other vulnerable individuals, often forced to wait in front of Central Station for the whole day and removed by law enforcement officers, further exposing them to the risk of becoming victims of smuggling networks, as well as to robberies and physical violence.



**IRC delivering telephone support to help people planning to reach Milan**

Over the last three months, the Protection Officer at Milan Central Station has received phone inquiries from 78 people across different locations in Italy seeking information and referrals as they were trying to reach Milan along their journey.

The majority (45 people) have been referred to various available services (mainly dormitories and soup kitchens). Others have been supported with information and in some cases some Psychological First Aid (PFA) has been provided via phone.

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 day and 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.

<sup>1</sup> 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 aims 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%20o%20presso%20le%20Questure](https://asylum.dlci.interno.it/chi-siamo#:~:text=Le%20Commissioni%20Territoriali%20per%20il%20Riconoscimento%20della%20protezione%20internazionale%20(CCTT,Frontiera%20o%20presso%20le%20Questure)

### **Comune – Municipality**

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

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

## D

### **Dichiarazione di ospitalità - Declaration of hospitality**

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

Source: <https://italy.refugee.info/hc/en-us/articles/5392450690711-Italian-Declaration-of-hospitality-Dichiarazione-di-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](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. Until June 2024, this building served as an informal settlement for migrants and asylum seekers who lacked access to adequate reception facilities, often finding shelter in tents set up inside. However, on June 21, 2024, the Silos was cleared by Italian authorities, and is no longer used as an informal settlement by people arriving in Trieste.

Source: <https://www.rescue.org/press-release/empty-silos-crowded-streets-irc-warns-critical-conditions-trieste>

### **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>



## CONTACT US:



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