



IRC ITALY

# PROTECTION MONITORING REPORT

OCTOBER - DECEMBER 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.

 Lampedusa

## POLITICAL CONTEXT

The fourth quarter of 2024 marked the beginning of the implementation of the [Italy-Albania deal](#), as well as the failure of the Italian government to involve civil society in preparing for the implementation of the [EU Pact on Migration and Asylum](#).

On October 16 the first group of asylum seekers was [transferred](#) from international waters to Albania under the Italy-Albania deal. The group comprised [16 male individuals from Egypt and Bangladesh](#) (both labelled as “safe countries of origin” by Italy). Soon after they arrived in Albania, 4 people out of the 16 were returned to Italy to have their asylum claim processed there, as 2 were identified as children, and 2 were reported to have health problems. Italy’s scheme to send people to asylum-processing and detention centers in Albania quickly stalled, as on October 18, the Immigration Section of the Rome Court, quoting a ruling by the [Court of Justice of the European Union](#), [ruled](#) that the 12 people who were still in Albania [could no longer be detained](#) and had to be transferred back to Italy.

On November 7, the Italian Navy vessel *Libra* [transferred a second group of 8 people to Albania](#). As for the first transfer, all the people detained in Albania were transferred back to Italy upon decision of the Rome Court. The Rome Court suspended the validation of detention orders and [referred the case to the Court of Justice of the European Union](#), which is expected to [start analyzing the matter](#) on February 25, 2025. In the meantime, it was reported that centers in Albania were emptying out, following the [significant reduction](#) of law enforcement and Medihospes (i.e. the centers’ managing body) personnel presence in the facilities.

After the legal setbacks that held up the Italy-Albania deal, [the Italian centers in Albania were still empty](#), at the end of December 2024. Nevertheless, PM Giorgia Meloni pledged that “[the centers for migrants in Albania will work](#)” and [reiterated her commitment](#) to resume the implementation of the deal in early 2025. In the meantime, the Italian Supreme Court was asked to [review the legality of the “safe countries of origin” list](#) and to rule on appeals by the Interior ministry against the rulings that invalidated the detention of asylum seekers in Albania. While provisionally asserting the primacy of Italian Ministers on deciding safe countries of origin, on December 30 the Supreme Court [stated](#) that the matter must await the ruling of the Court of Justice of the European Union mentioned above.

The Italian government failed to involve civil society organizations in drafting the **National implementation Plan for the EU Pact on Migration and Asylum**. The deadline for EU Member States to submit their respective National Implementation Plans to the EU Commission was set on [December 12](#). However, as of that date, no civil society organization had been involved in the drafting process, nor had had access to the draft of the Plan, leading organizations to [call on the government](#) to ensure transparency on the implementation of the EU Pact.

Finally, with respect to **people seeking asylum and protection in Italy**, on December 9, the Italian government [announced](#) it would [pause](#) the assessment of applications of asylum seekers from Syria, following similar moves from European neighbors after the fall of the Bashar al-Assad’s regime. On December 27, the government adopted [decree-law no. 202/2024](#), which provided that temporary protection permits expiring on December 31, 2024 can be [renewed until March 4, 2026](#).

Definitions of terms in yellow can be found in the glossary on p. 10

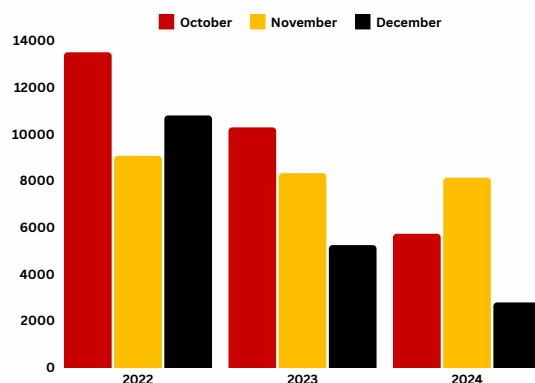
## PEOPLE ARRIVING BY SEA

From **October to December 2024**, a total of **16,626 people arrived in Italy by sea**, representing a **decrease of 30%** when compared to the **same period in 2023** (23,830).

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

**Unaccompanied children (UAC) arriving by sea represented 12%** of the people who have arrived to Italy by sea since January 2024 (8,043 out of 66,317).

Source: Ministry of Interior, Cruscotto Statistico Giornaliero. Months of [October](#), [November](#) and [December](#) 2024.



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

Between January and November 2024\*, approximately **16,100 people** (**-47%** 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 December 2024 are not available yet.

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

Between October and December 2024, IRC staff working in Trieste supported **3,036 people arriving via land from the Balkan Route**, to whom they provided information, NFIs and referrals to services, registering a **21% decrease** compared to the same period in 2023 (3,862).

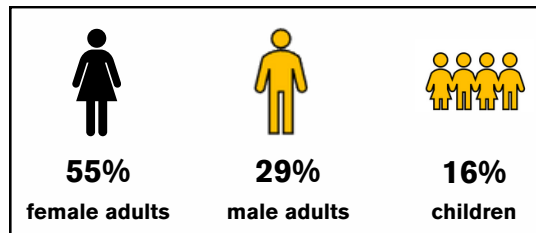
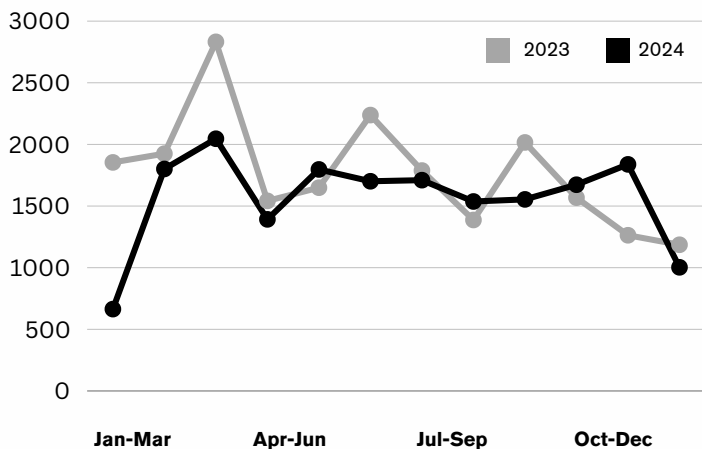
For further details, please see the “People arriving via land from the Balkan route in Trieste (Italian-Slovenian border)” snapshot at page 6.

# PEOPLE ARRIVING FROM UKRAINE

Between October and December 2024\*, **4,514 individuals from Ukraine applied for Temporary Protection**. In the previous quarter (July 1 - September 30, 2024), a total of **4,801** people applied for Temporary Protection.

\*Data for December are up to the 20th of the month.

## TEMPORARY PROTECTION STATUS APPLICATIONS



The majority of applicants were **adult females**, representing **55%** of the total number of applications submitted from October to December 2024\* - a percentage that has remained consistent throughout the year.

**Adult males** represented 29% of applications submitted. This represents a slight increase from the 27% in the same period of the previous year (October - December 2023).

**Children** made up **16%** of the total number of applicants (**43% female** and **57% male**), the majority being aged between **10 and 17**.

The regions which registered the highest number of Temporary Protection applications (October - December, 2024\*) were **Lombardy** with 1,047 applications (23%), **Campania** with 572 (13%), **Emilia Romagna** with 533 (12%), and **Lazio** with 381 (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 (326, i.e. 7% and 137, i.e. 3%, respectively).

\*Data for December are up to the 20th of the month.

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

## RECEPTION CENTERS

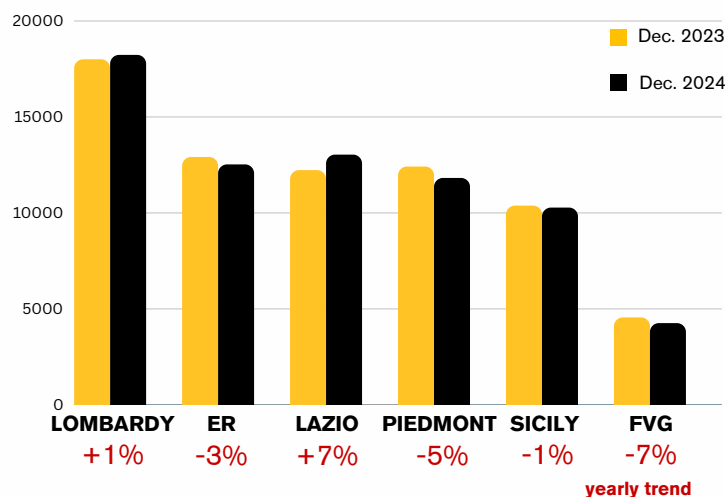
As of December 31, 2024, **139,141 people are being hosted in the Italian reception system** (a similar number to the one registered as of December 2023: 139,388), including:

- **461 in hotspots** (reception upon arrival).
- **101,002 in first-level reception centers** (CPA - governmental first reception centers; and CAS - centers for extraordinary reception).
- **37,678 in second-level reception centers** (SAI - Reception and Integration System).

The regions with the highest number of individuals in reception centers are **Lombardy 13%**, **Lazio** and **Emilia-Romagna (ER)**, 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 **7%** and **3%**.

Source: Ministry of Interior, Cruscotto Statistico Giornaliero. Months of [October](#), [November](#) and [December](#) 2024.

## PEOPLE IN THE ITALIAN RECEPTION SYSTEM



## UNACCOMPANIED CHILDREN

As of December 31, 2024, there were **18,625** registered UAC in Italy (**-20%** compared to the same period of **2023**, when there were 23,226 UAC). **88%** of them were **boys**, and **12%** **girls**. The most common age group was **17 years old** (54%). The most common nationalities among male UAC were **Egypt** (23%), **The Gambia** (13%) and **Tunisia** (11%), and while the most common nationalities among female UAC were **Ukraine** (78%), **Ivory Coast** (4%) and **Guinea Conakry** (3%). The majority were located in **Sicily** (23%), **Lombardy** (14%) and **Campania** (9%).

During this quarter, the total number of newly arrived UAC (2,630) **decreased (-30%)** compared to the previous quarter (July - September 2024), when 3,770 UAC entered in the Italian territory. In particular, during this quarter, **955** UAC arrived in Italy in October (**98%** boys and **2%** girls), **1,088** in November (**97%** boys and **3%** girls) and **587** in December (**98%** boys and **2%** girls).

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



**18,625**

UAC in Italy as of December 31 2024

# PROTECTION MONITORING REPORT

## OCTOBER - DECEMBER 2024

REFUGEE.INFO  
ITALY



### REFUGEE.INFO CLIENTS

84,655

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

1,756

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



Male  
81%



Female  
19%



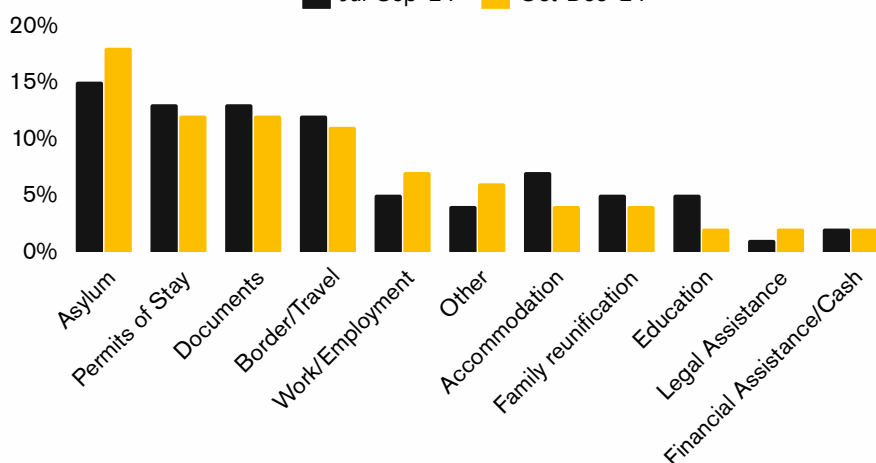
**AFGHANISTAN, BANGLADESH and INDIA**  
Most common countries of origin of clients provided with individualized support, according to RI moderators <sup>3</sup>

Definitions of terms in yellow can be found in the glossary on p. 10

### CLIENTS' INFORMATION AND SERVICE NEEDS

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

■ Jul-Sep '24 ■ Oct-Dec '24



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

Article title	Unique visitors <sup>5</sup>
'Driving license in Italy'	3,580
'Your right to travel'	2,906
'For those living in Italy more than 5 years: Permesso di Lungo Periodo (ex carta di soggiorno)'	2,666
'Applying for asylum'	2,658

Between the quarters of July-September 2024 and October-December 2024, the most visited articles on the Refugee.Info website remained the same. There were only slight variations in the frequency of topics discussed during two-way communication between clients and RI moderators: 'Asylum' remained the most frequent message category and its share further increased, while both 'Permits of Stay' and 'Documents' shared the second rank this quarter. Additionally, there were small increases in messages related to 'Work/Employment' and a decrease in '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 come to Italy through Decreto Flussi** (How can I find an employer or a work contact in Italy?), **how to convert a permit into a work permit** (Can I convert the special protection permit into a work permit? How?) and **requirements for the EU long-term permit**.



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**?).

As in the previous quarter, moderators registered a constant **increase of questions on the asylum procedure from people not yet arrived in Italy**, mainly from Egypt, Tunisia, India, and Bangladesh.



TRAVELLING

Questions related to **travelling** registered an increase compared to last quarter, with clients requesting **information on where and for how long they can go with their permit of stay** (How long can I stay abroad with my permit of stay? Can I go back to my home country with Special Protection? Can I travel if I only have the permit receipt?)



OTHER INFORMATIONAL NEEDS

Other informational needs included:

**How to access accommodation** (How can I find an accommodation? How can I get **declaration of hospitality**?).

**How to find a job** (How can I apply for work in Italy? How can I arrive to Italy?).

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 1,116 unique conversations.

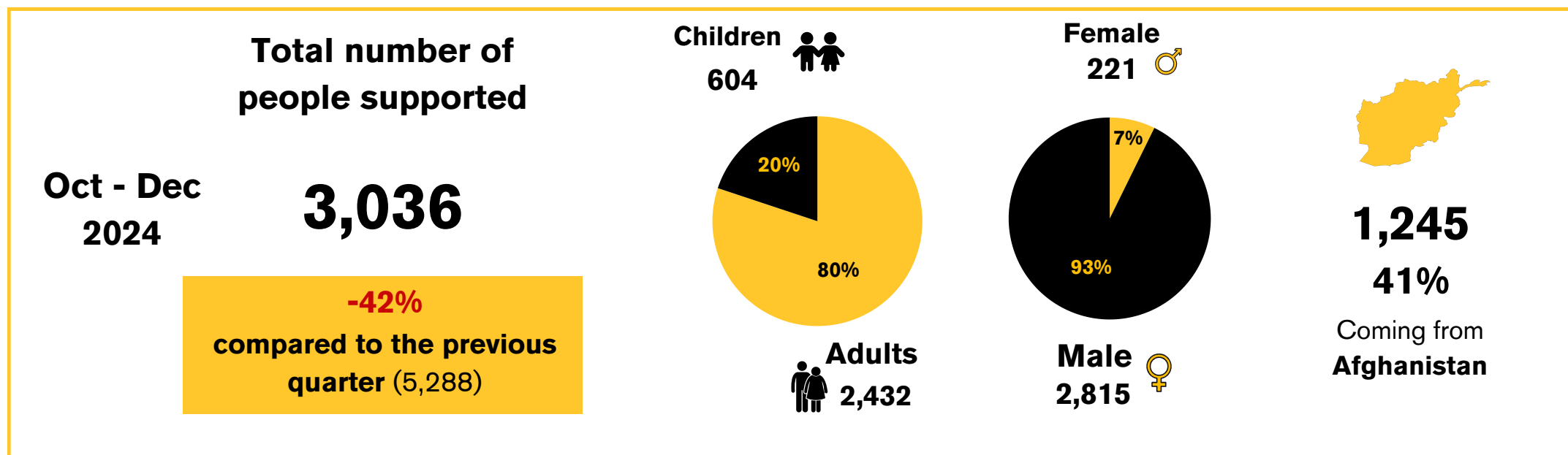
<sup>3</sup> This finding is not based on quantitative data, but on observations collected from field staff (5 Refugee.Info moderators) through a monthly survey for protection monitoring purposes.

<sup>4</sup> Source: Zendesk - Analysis based on a sample of 1,295 for Jul-Sep '24 and 1593 for Oct-Dec '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**.

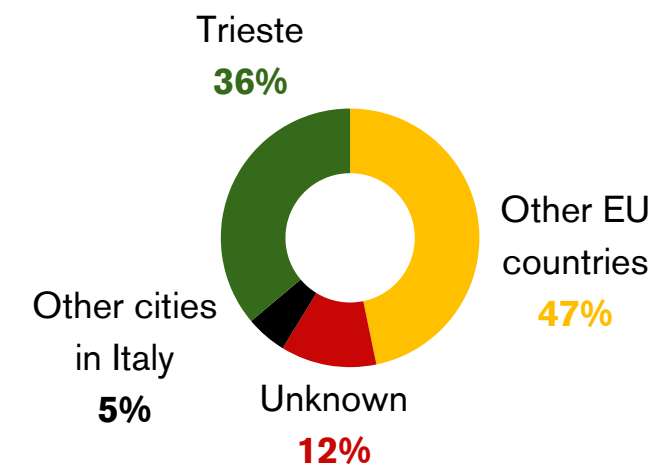
<sup>5</sup> Source: Google Analytics 4 (GA4). **Unique users** visiting the website are calculated as *active users*, i.e. anyone who has an engaged session or when GA4 collects the first\_visit event or a specific event parameter relating to time.



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




#### Migratory intentions



#### Main countries of origin

Country	Count	Percentage
Afghanistan	1245	41%
Bangladesh	421	14%
Turkey	317	10%
Pakistan	305	10%
Nepal	232	8%
Syria	212	7%
Egypt	103	3%
India	84	3%
Iraq	53	2%
Other	64	2%

#### Main demographic profiles

**2,067** 


**Single Adult Men**

**68%** out of the total individuals supported

2 out of 4 single adult men are from Afghanistan

- 53% of this demographic intends to stay in Italy, while 40% is in transit to other European countries, mainly Germany. The intended destinations of the remaining 7% is unknown.

IRC supported an average of 22 newly arrived single men every day

**98** 

**Single Adult Women**

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

The main countries of origin of single women are Nepal (76%), Sri Lanka (9%) and Cameroon (5%)

- The share of single women remains the same as the previous quarter.
- 67% of single women planned to stay in Italy. 27% expressed intention to reach other European countries, mainly Portugal. The destination of the remaining 6% is unknown.

IRC supported on average 1 newly arrived single women every day

**439** 


**Unaccompanied Children (UAC)**

**15%** 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. 15% intends to stay in Italy and the intended destination of the remaining 4% is unknown.

IRC supported an average of 5 newly arrived UAC every day

**92** 

**Family Units**

Representing 432 individuals, including 165 children

**14%** Out of the total individuals supported

- The share of family members is decreasing by 7 percentage points with respect to the the previous quarter.
- The majority of family units come from Turkey (58%) and Syria (16%).
- Half of family units (50%) intend to travel to other countries, mainly to Germany.

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

In 2024, the IRC Italy program in Trieste, at the Italian-Slovenian border, reached **13,460 newly arrived people**—a 16% decrease compared to 2023 (16,052).

In the last quarter, 3,036 people were reached, marking a 42% drop from the third quarter (5,288) and a 21% decline from the same period in 2023 (3,862).

Compared to July–September 2024, the share of individuals intending to stay in Trieste rose from 18% to 36%, while those transiting to other European countries decreased by 16%, falling to 47%.

Afghanistan remains the most represented nationality, with a consistent 41% share. Bangladesh rose from 6% to 14%, becoming the second most common, while Nepal doubled its share from 4% to 8%.

Demographic profiles remained stable overall, except for families, whose proportion dropped from 21% to 14%.





## Another eviction in Trieste

On November 21, [law enforcements agencies evicted over 200 homeless asylum seekers](#) from abandoned buildings in the port area of Trieste, transferring them to reception centers across Italy. These buildings had become a shelter for newly arrived asylum seekers waiting to access the reception system and for people on the move. Many had been sleeping there since the June clearing out of the nearby silos, as no alternative solutions were available, as highlighted in the “[Empty Silos-Crowded Streets](#)” report.

Local NGOs, including IRC Italy, were not informed about the operation by the local *Prefettura*. This lack of communication is deeply concerning, as these organizations play a critical role in providing immediate assistance to those affected and undermines trust between stakeholders. Meanwhile, key planned improvements, such as expanding the Campo Sacro reception center's capacity to 150 places, remain stalled. On a more positive note, the frequency of asylum seeker transfers to other regions has increased, occurring biweekly during this quarter.



## Systematic barriers and delays in applying for asylum

During this quarter, and in continuity with previous months, persistent obstacles have hindered asylum seekers from promptly accessing the *Questura* to formalize their asylum applications. The average waiting time to access the Immigration Office at the Questura remains approximately 20 days, with only around 15 individuals gaining entry each day. Since December 2024, the situation has worsened, with many individuals reporting being turned away by police officers without clear justification. For instance, those without mobile phones are allegedly automatically denied entry, as electronic devices are now routinely checked by officials at the Questura. People have reported to IRC staff that officials look for GPS data, identification documents, social media activity (e.g., WhatsApp, TikTok), and email records in asylum seekers' phones to gather information that could potentially link them to other cities in Italy, providing a justification to disqualify them from applying for asylum in Trieste and redirecting them to other territories. It is unclear whether administrative records of the action taken are being issued and whether information about what data was taken is provided by cultural mediators to all the individuals whose phone is searched.



## Barriers for unaccompanied children

The IRC team gathered testimonies of the Questura refusing to take charge of unaccompanied children, in violation of the principle of the best interest of the child. Allegedly, authorities dismissed their age claims as false, even when youth provided copies of IDs proving they were under 18. This behavior represent a violation the so-called Zampa Law ([law no. 47/2017](#)), which stipulates that in cases of doubts on the age, people must be treated as children until proven otherwise, and appropriate age assessment procedures must be initiated.



## Temporarily improved access to reception for asylum seekers

Since the eviction of the old port area carried out on November 22, access to reception facilities for new asylum seekers has improved significantly, resulting in nearly immediate access to the reception system. This progress continued until Christmas, but limited access to the Questura and a new slowdown of the frequency of transfers left about 60 individuals on the streets, awaiting formalization of their asylum requests and access to Campo Sacro camp. By year-end, the old port area began to repopulate with people lacking other overnight shelter options.



## Smuggling, violence, and abuses

In continuity with the past, during daily outreach activities, IRC staff collected three new testimonies from victims of violent incidents that occurred both at the Italian-Slovenian border and in the old port area. Specifically, the victims reported being threatened and held hostage by a criminal group that demanded money in exchange for their release.

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.



Due to a lack of available data this quarter, we were unable to publish the Milan snapshot. We remain committed to providing regular updates and we will resume its publication as soon as possible.



## Obstacles and delays in applying for asylum persist

In Milan, the asylum-seeking process remains complex and unchanged, posing significant challenges for newly arrived individuals. The process of booking an appointment at the **Questura** through civil society organizations, which are in charge of scheduling appointments for asylum seekers, is lengthy and difficult, particularly for those without resources, such as a phone or language skills to navigate the system. To address these barriers, at the end of November, the Municipality of Milan launched services at the newly inaugurated Welcome Center near the Central Station, where individuals can access information and support with the help of cultural mediators.



## Access to emergency overnight shelter

Starting in November, the shelter previously designated by the Municipality of Milan for people in transit has been repurposed as a homeless shelter under the annual Cold Weather Support Plan. Consequently, the number of spots available for people in transit or newly arrived in Milan has been further reduced to just 10 - later increased to 15 - for men, and only one room for a family unit. This number is severely insufficient to accommodate the many asylum seekers and individuals in transit who require shelter during the colder months. Moreover, the new arrangement poses significant safety concerns, as the shelter is now shared with individuals experiencing long-term homelessness, many of whom face challenges such as substance abuse, mental health issues, and other vulnerabilities. This makes the shelter a far less safe and suitable option.



## Lack of basic services for people in transit

Access to basic services remains difficult for people in transit. A persistent issue is the police's practice of removing individuals from the spaces inside the Central Station. This is especially problematic during the coldest months, as the Station often serves as the only warm refuge where people can stay. Forcing them to leave without offering another safe option means they must endure the night in freezing conditions.



## Lack of night shelters for unaccompanied children

UAC arriving in Milan face a challenging situation, as no night shelter is readily available for them and the only way they can find accommodation for the night is through police referrals. However, many UAC are reluctant to engage with law enforcement officials, particularly if they are in transit and do not intend to seek asylum in Italy. Even when UAC agree to be referred to law enforcement, they are often not offered the prompt intake and assistance envisaged by the law, despite the advocacy work carried out by the IRC roving team and by the Municipality of Milan's officials.

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 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 uses 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>

### **Decreto Flussi - *Flows Decree***

The decreto flussi is an annual policy in Italy regulating the entry of non-EU nationals for work purposes through a quota system. It sets limits on the number of foreign workers allowed to enter the country each year for seasonal, non-seasonal, or self-employment roles, often prioritizing specific industries like agriculture and tourism or countries with migration agreements with Italy. Employers must apply for authorization to hire workers within the quotas, and individuals require a work visa to enter.

Source: <https://italy.refugee.info/en-us/articles/20563713139101>

## 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>

## T

### **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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