

OPERATING PLAN
AGREED BY EASO AND ITALY

Valletta Harbour and Rome
17 December 2020

The Executive Director of the European Asylum Support Office (hereinafter 'EASO')

and

The Head of Department of Public Security (Ministry of Interior), the Head of Department of Civil Liberties and Immigration (Ministry of Interior) and the Head of Department of Judicial Organisation, Personnel and Services (Ministry of Justice) of Italy (hereinafter 'Italy').

Having regard to Regulation (EU) No 439/2010 of the European Parliament and of the Council of 19 May 2010 establishing a European Asylum Support Office¹ (hereinafter referred to as 'EASO Founding Regulation'), and in particular Article 2, Article 8, 10 and 13 to 23 thereof.

Hereby agree on the Operating Plan (**hereinafter 'the Plan'**) for the provision of scientific, technical and operational assistance to Italy from 1 January until 31 December 2021.

Any amendments or adaptations of this Plan shall be agreed between the Parties in writing.

EASO shall share a copy of the Plan with the Members of the EASO Management Board for information.

The Plan enters into force on the date after the Plan has been signed by all Parties.

Valletta Harbour and Rome

17 December 2020

Executive Director of the
European Asylum Support
Office

Nina Gregori

Head of Department of Public Security

Franco Gabrielli

Head of Department of Civil Liberties and
Immigration

Michele di Bari

Head of Department of Judicial Organisation,
Personnel and Services

Barbara Fabbrini

¹ OJ L 132, 29.5.2010, p. 11-28.

1. INTRODUCTION

The Plan addresses the operational needs of Member States under particular pressure that have requested support from EASO. Such Plan give directions on the delivery of EASO's technical and operational assistance and the deployment of Asylum Support Teams.

This Plan is formally agreed with the authorities of Italy (hereinafter 'Host Member State').

This Plan has a legal binding character for the participating authorities.

2. LEGAL FRAMEWORK

2.1 General legal basis for the Plan as per EASO Founding Regulation

The EASO Founding Regulation, in particular Article 2 (2) and (3), (4) and (5) thereof, foresees that shall provide effective operational support to Member States subject to particular pressure on their asylum systems, drawing upon all useful resources at its disposal, which may include the coordination of resources provided by the Member States, as well as technical assistance in regard to the policy and legislation of the EU in all areas having a direct or indirect impact on asylum.

The definition of particular pressure on the asylum and reception system is laid down in Article 8 of the EASO Founding Regulation.

EASO may support the Member State by coordinating action to help facilitate an initial analysis of asylum applications under examination by the competent national authorities (Article 10(a)), action designed to ensure that appropriate reception facilities can be made available by the Member States, in particular emergency accommodation, transport and medical assistance (Article 10(b), and other technical and operational assistance through the deployment of asylum support teams (Article 10(c)).

The operating arrangements of the deployment of the asylum support teams are governed by Chapter 3 of the EASO Founding Regulation, and more in particular Articles 13 to 23.

2.2. Legal framework applicable to the Plan

EASO activities performed in the context of the support and technical assistance as identified in the Plan herewith are in principle governed by EU law, complemented, where appropriate, by the national law of the host Member State. This includes, inter-alia, the safety and security of persons and assets participating in those EASO activities.

2.3. Lawfulness and Respect for Fundamental Rights

This Plan shall be implemented by the Parties in full compliance with the applicable law, as indicated in Section 2.2 of the Plan, and with full respects to human dignity. This includes, inter alia, the Charter of Fundamental Rights of the European Union, as well as the Convention Relating to the Status of refugees of 1951.

Any person contributing to EASO operational support activities and taking part in the implementation of Plan shall respect the applicable International law, European Union law and the national law of the Host Member State. They shall maintain the highest standards of integrity and ethical conduct, professionalism, respect and promotion of fundamental rights and international protection.

They are to act responsibly and proportionally to current objectives. Whilst carrying out supporting functions, all personnel must not discriminate persons on grounds of sex, race, religion, ethnic origin, age or sexual orientation. All persons are expected to treat every person with courtesy, respect and

due consideration for the nature of any legitimate activity in which they are engaged. To perform their duties properly, they shall serve the public interest and refrain from any activities which could undermine or compromise their independence and the appropriate performance of their duties.

During the implementation of this Plan, all personnel must apply a zero-tolerance attitude with respect to the infringement of fundamental human rights.

This obligation is particularly important when dealing with persons who are in need of international protection. To that end, participants in EASO operational support under this Plan shall comply and act in accordance with the 'EASO Code of Conduct for persons participating in EASO operational support activities.

EASO may temporarily suspend the implementation of the Plan in cases of severe violations of the applicable law, especially the Fundamental Rights.

2.4 Confidentiality, Public Access to Documents and Data Protection

Without prejudice to the public right of access to documents, as laid down in Regulation (EC) 1049/2001² and the EASO implementing rules on access to documents³, all versions of this document shall be made available to the competent authorities in each EU Member State, as well as the associate countries, Iceland, Liechtenstein, Norway and Switzerland.

This Plan shall be made publicly available once it has been signed by EASO and the Host Member State.

EASO and the Host Member State shall consult each other on any requests for public access to documents relating to this Plan (for instance concerning its evaluation) and treat such requests in accordance with Regulation (EC) 1049/2001 or the respective national law, whichever is applicable.

Personal data will be processed in accordance with Regulation (EC) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data. The current Plan also takes into account the General Data Protection Regulation as updated in May 2018⁴ with a Corrigendum to the 2016/679 Regulation on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (Data Protection Directive), which is applicable to stakeholders at national level.

Whenever personal data is processed by the EASO within the activities agreed in the current Plan, EASO will act as data processor on behalf of the competent authorities of the Host Member State, following the applicable EU and national laws and regulations, as well as the instructions received from the Host Member State as the data controller.

In order to perform their tasks in accordance with this Plan, participants to activities under this Plan are allowed to access the data bases mentioned below, under point 5.6 Conditions of Deployment and 5.7 Organisational and Operational Pre-Conditions.

EASO will implement the necessary technical and organisational measures to ensure the security and confidentiality of the personal data it processes taking into account possible additional instructions received from the Host Member State. This is to prevent any unauthorised disclosure of or access to this information.

² Regulation (EC) 1049/2001 of the European Parliament and of the Council of 30 May 2001, regarding public access to European Parliament, Council and Commission documents

³ Decision No. 6 of the Management Board of EASO of 20 September 2011 laying down practical arrangements regarding public access to the documents of EASO

⁴ Corrigendum, OJ L 127, 23.5.2018, p. 2 ((EU) 2016/679)

The Parties agree that any personal data obtained in the course of the implementation of the Plan and by any EASO personnel working on behalf of the Member State authorities can be processed in the EASO IT systems, including cloud-based systems, exclusively under the instructions of the Member State and until an alternative system exists that can substitute the processing system used by EASO.

The Parties also agree to indicate a contact point in view of its role as a data controller for any data processed by EASO on behalf of the Parties.

3. OPERATIONAL SITUATION AND NEEDS ASSESSMENT

The migratory situation in Italy and the national policy environment in the field of asylum and migration have experienced substantial changes over the past years, with a new wave of changes brought by the COVID-19 outbreak in early 2020. After an unprecedented **influx of migrants** disembarked to Italy observed from 2014 (170,100 arrivals) to 2017 (119,369), the total number of migrants disembarked in 2019 was as low as 11,471. While in 2020, despite the COVID-19 pandemic outbreak and the related containment measures, the numbers increased to 27,190⁵ irregular migrants disembarked in the period January-October 2020. The pressure on border areas and entry points⁶, as well as the quarantine measure imposed by the Government, are causing delays in **accessing the international protection (IP) procedure**⁷. On the other hand, due to the COVID-19 outbreak preventive measure, as of October 31st 2020 a decrease of 34.1% of lodged IP applications has been registered, with only 20,150 IP applications lodged, compared to the same period of 2019⁸.

Management of Dublin transfers and other **ad hoc events**, notably voluntary relocations, but also resettlements, humanitarian corridors and evacuations, were also affected by the health emergency as all transfers were suspended during the COVID-19 health emergency (March - June) and have since then only resumed at a slowed pace. This has not only triggered a backlog in transfers but has also affected Dublin-related judicial proceedings. Despite this, following the adoption of the joint declaration of intent signed at the informal summit between the Ministry of Interior of Italy, Malta, France and Germany in La Valletta on 23rd September 2019 (the “Malta declaration”), 979 asylum seekers have so far been voluntarily relocated in 2019 and 2020 with the support of EASO⁹.

While the backlog of asylum applications pending a final decision in first instance has decreased (from 102,995 in December 2018 to 47,020 in December 2019 and 53,105 in September 2020¹⁰), also thanks to past EASO intervention, the **backlog of cases before judicial authorities** has grown significantly. According to the Italian Ministry of Justice, as of June 2020 second instance pending cases amounted to 87,481¹¹, making it difficult for the specialised sections of the tribunals to meet the 4-month timeframe envisaged by the law 46/2017 for the definition of judicial proceedings. Furthermore, the backlog of pending cases at the Court of Cassation increased to 14,089 cases in the period January-May 2020, representing an increase of 109% compared to the pending cases registered in 2019 (12,912)¹².

⁵ Data from the Department of Civil Liberties and Immigration “*Cruscotto statistico giornaliero*” as of 30/09/2020 available at: http://www.libertaciviliimmigrazione.dlci.interno.gov.it/sites/default/files/allegati/cruscotto_statistico_giornaliero_31-10-2020.pdf

⁶ No consistent data are available regarding arrivals by air and arrivals at land borders, although pressure at the latter has been reported in the Immigration Offices at the North East border.

⁷ According to data from the Italian Ministry of Interior – central Directorate for Immigration and Border Police as of 31/10/2020, the main entry point is Sicily, where circa 24,000 migrants disembarked since the beginning of the year.

⁸ Data from the DCLI “*Cruscotto statistico giornaliero*” available at: <http://www.libertaciviliimmigrazione.dlci.interno.gov.it/it/documentazione/statistica/i-numeri-dellasil>

⁹ Data provided by DG HOME.

¹⁰ Eurostat data “Persons subject of asylum applications pending at the end of the month – monthly data (rounded)” https://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=migr_asypenczm&lang=en

¹¹ Data from Ministry of Justice, Central Directorate for Statistics and Organisational Analysis (DOGPS, *Direzione Statistica ed Analisi Organizzativa*), latest update 30 June 2020.

¹² “*Dati in materia di Protezione internazionale. Anni dal 2016 al 2020*”; data from the Court of Cassation, latest update 31/05/2020

The health emergency and the increase of sea arrivals have put the Italian **reception system** under pressure, having a significant impact on the management of the reception system and on the quality of services provided. As of October 2020, the reception system hosted 80,645¹³ IP applicants and beneficiaries of IP, compared to more than approximately 110,500 places available¹⁴. Furthermore, the implementation of new containment procedures (i.e. health surveillance, 14-day quarantine in equipped ships or in specific designated areas suitable for isolation) has significantly impacted on transfers and allocation of migrants in first line shelters managed by the Department of Civil Liberties and Immigration (DCLI). Similar impacts and procedures have been also reported as concerns transfer and allocation of newly arrived Unaccompanied Minors (UAMs).

Moreover, in accordance with COVID-19 containment measures, available second line shelters of the SIPROIMI¹⁵ network are hosting IP applicants, both during and after quarantine period, despite the fact that they should only host beneficiaries of IP, UAMs and specific groups (*casi speciali*)¹⁶. In light of this, and of the new Legislative Decree 130/2020¹⁷ reforming reception system and including IP applicants in the new SAI (*Sistema di Accoglienza e Integrazione*, i.e. System for reception and integration), DCLI will continue to face an important workload for the management and monitoring of the reception system.

Fragmentation in the Italian asylum and reception system affects both **information systems and coordination mechanisms** among stakeholders. To enhance and facilitate the management of asylum and reception procedures, Italian authorities have initiated a number of IT projects, including the development, with AMIF funding, of a *Sistema Unico Asilo* (SUA) -i.e. Single Asylum System-, which will redevelop the main existing information systems, namely Vestanet, *Sistema per la Gestione dell'Accoglienza* (SGA) and Dublinet, into a new integrated IT system. This system will allow to have a single and coherent view of all the information regarding reception, IP, Dublin procedures, Assisted Voluntary Return and management of funds for UAMs. Enhancing such integration would facilitate data availability and improve analyses and reporting for Italian authorities. Similarly, a clear communication flow at central and regional or local levels among Italian asylum stakeholders is pivotal for the management and standardisation of asylum procedures.

EASO has been providing support to the Italian authorities since 2013, when the first Special Support Plan (SSP) was signed between EASO and Italy. The SSP was extended until March 2016 (phase 2). In 2017 the first Operating Plan to Italy was implemented outlining the following areas of support: information provision and lodging of potential applicants for IP; handling outgoing Dublin take back and take charge requests; strengthening reception capacity especially with regards to UAMs; professional development of the staff of the DCLI, as well as in activities in the field of Country of Origin Information (COI); cooperation with the Italian Ombudsperson for Children and Adolescents. In 2018

¹³ Data from the DCLI “*Cruscotto statistico giornaliero*” as of 31/10/2020 available at:

http://www.libertaciviliimmigrazione.dlci.interno.gov.it/sites/default/files/allegati/cruscotto_statistico_giornaliero_31-10-2020.pdf

¹⁴ 30,682 places available in second line reception - July 2020 (<https://www.siproimi.it/i-numeri-dello-sprar>); more than 80,000 places available in first line reception - June 2020 (<https://www.interno.gov.it/it/temi/immigrazione-e-asilo/sistema-accoglienza-sul-territorio/centri-limmigrazione>)

<https://www.interno.gov.it/it/temi/immigrazione-e-asilo/sistema-accoglienza-sul-territorio/centri-limmigrazione>

¹⁵ SIPROIMI: Protection System for Beneficiaries of International Protection and for Unaccompanied Foreign Minors. In 2018, following the Law Decree n. 113 of 4 October 2018, the reception shelter network of the Protection System for Asylum Seekers and Refugees (SPRAR) was renamed SIPROIMI.

¹⁶ The Law Decree 113/2018 (later converted into Law 132/2018) changed the main scope of SIPROIMI shelters, limiting its scope to host beneficiaries of international protection (refugees and subsidiary protection beneficiaries), UAMs and specific groups of people who could be hosted in SIPROIMI as an exception (*casi speciali*).

¹⁷ Entered into force on October 22nd 2020 and pending final conversion into Law by the Italian Parliament, the DL 130/2020 entails a partial restructuring of the reception system. As a result, allocation management activities and related monitoring activities currently covered by DCLI Office II/III/UAMs Mission Structure will need to be adapted to the new governance of the reception system. To be noted that the DL 130/2020 also implies changes on access to asylum procedures, determination procedures, access to reception system and judicial proceedings, which are likely to have an impact also in terms of backlog.

the support was expanded to the Department for Public Security (DPS) in the lodging applications in Immigration Offices and to the National Asylum Commission (NAC) and the Territorial Commissions in files preparation. In 2019 the support was to: implement a sustainable and efficient information provision in the context of registration procedures; absorb the backlog of asylum requests; support the quality and standardisation of asylum procedures; manage the reception system and implement the national and EU legal frameworks in the field of asylum. In 2020 the support was expanded to include the support in: the reduction of backlog of asylum cases in the specialised sections of the tribunals; the enhancement of coordination mechanisms amongst Italian asylum authorities; and the efficiency and standardisation of procedures and data collection through the development and management of information systems. An amendment was signed in September 2020, in order to reflect the impact of the COVID-19 outbreak and to include the support to the Supreme Court of Cassation and its General Prosecutor's Office.

Since August 2020, consultations were carried out with Italian authorities in order to assess the situation and identify the main needs to be addressed in 2021. After discussions with DG HOME and international partners (IOM, UNHCR, among others) and with the support of EASO HQ colleagues, a prioritization exercise was carried out. As a result of these efforts, it was agreed that EASO support in 2021 will build on the results achieved in 2020, since it will continue addressing the consequences of the disproportionate pressure on the Italian asylum and reception system, also in view of the current health emergency. Specifically, the following areas will be prioritized:

- Support the quality and standardisation of access to asylum procedures, including in emergency situations and within search and rescue (SAR) disembarkation events¹⁸
- Support the quality and standardization of Dublin procedure and asylum determination procedures
- Support the management of judicial backlog
- Support the quality management and monitoring of the Italian reception system
- Support the coordination mechanisms amongst Italian asylum authorities and the efficiency and standardisation of procedures through the development and management of information systems.

4. IMPLEMENTATION

4.1. Implementation Period

The implementation period of this Plan is from January 1st until December 31st 2021.

4.2. Non-substantial changes during implementation

The Plan aims to provide effective and flexible support to the identified needs of the Host Member State. Therefore, the foreseen activities are implemented in consideration of the changing circumstances which may occur in the international protection and reception systems in the Member States or on the ground, as well as in the context of the availability of financial resources and experts.

The implementation of measures and tasks foreseen in the Plan may be subject to non-substantial changes that may be accommodated within the objectives of a measure, so long as they do not affect the overall budget, do not require an amendment to or adaptation of the Plan, and that the Host Member State is timely informed in writing.

4.3. Amendments to the Plan

¹⁸ It refers to Standard Operating Procedure SOP 009/15 (SAR / POS) on the identification of the "POS – Place of Safety" in the context of SAR operations related to the emergencies of migration flows by sea.

Any changes that prove to require an amendment to or adaptation of the Plan, shall gain written agreement of both the Executive Director of EASO and Italy in line with Article 18(2) of the EASO Founding Regulation.

5. COORDINATION STRUCTURE

This chapter of the Plan describes the various conditions for and aspects of support to the authorities of the Host Member State in the field of international protection and reception.

EASO will provide technical support to experts participating in this Plan with the aim of ensuring that all deliverables make good use of the expertise and information already available to EASO. All rights in any writings or other work produced by Asylum Support Teams shall be the property of EASO and/or the European Union, where such writings or work relate to activities undertaken in the context of this Plan. EASO and/or the Union acquires irrevocably ownership of the results and of all intellectual property rights, such as copyright and any other intellectual or industrial property rights, on the materials produced specifically for EASO under the Plan and incorporated in such works, without prejudice, however, to the specific rules concerning pre-existing rights on pre-existing materials or other detailed rules contained in Framework Contracts concluded by EASO for purposes related to the implementation of this Plan. Selected deliverables developed under this Plan may be published.

5.1 Main National Partners

The Host Member State's main partners involved in this Plan are the following.

Organisation	Responsibilities
<p>Department for Civil Liberties and Immigration</p> <ul style="list-style-type: none"> – Central Directorate for immigration and asylum services • Office I Planning of migration and asylum services • Office II Reception centres, temporary reception centres, centres for identification. Multi-functional facilities • Office III Asylum, special and subsidiary protection, Dublin Unit – Cabinet of the Head of Department 	<p>The Department for Civil Liberties and Immigration is responsible through the Central Directorate for Immigration and Asylum services for the management and monitoring of the 1st line and 2nd line reception system including vulnerable people and UAMs and the assistance/reception of applicants for international protection (including persons in the Dublin procedure) and beneficiaries of international protection.</p> <p>Office I is responsible for the dissemination of information and the harmonisation of interventions within the migration and asylum sectors.</p> <p>Office II evaluates the reception conditions and the management of all the shelters hosting irregular migrants. It also monitors presence and transfers within those shelters.</p> <p>Office III is responsible for all the activities related to the assistance and the reception of IP applicants and of those who have already obtained refugee status.</p>

Organisation	Responsibilities
<ul style="list-style-type: none"> • Office VI IT System of DCLI – DCLI Mission Structure for UAMs – National Asylum Commission • Territorial Commissions for the recognition of the international protection 	<p>The Cabinet of the Head of Department supports the Head of Department in coordinating the activities of the Department's offices.</p> <p>The Office VI is responsible for the functioning of the current IT systems and monitors requests for corrective and evolutionary maintenance. It manages ICT projects for the implementation of new systems and the integration between them.</p> <p>DCLI, through the Mission Structure for the UAMs, is co-responsible for the organisation of the reception of unaccompanied minors (UAMs).</p> <p>The National Asylum Commission (NAC) is responsible for the coordination of the Territorial Commissions (TCs), COI, provision of guidelines and training of TC staff, and for the management of the database on applicants for international protection.</p> <p>Determination of international protection is carried out by the Territorial Commissions, while status revocation and termination decisions are issued by the National Asylum Commission under the Department for Civil Liberties and Immigration.</p>
<p>Department for Public Security</p> <ul style="list-style-type: none"> – Central Directorate for Immigration and Border Police – Police Immigration offices – Forensic Police 	<p>The Department for Public Security coordinates all activities related to the management of order and public security, technical and operational coordination of the police forces, management and administration of State Police, management of technical support.</p> <p>The Police Commissioner is the person responsible for public order and security in each province as the Provincial Public Security Authority. Police Immigration Offices are responsible for the registration of international protection requests.</p> <p>Each landing, therefore, involves the competent Police Headquarters in the area where the Hotspot or other place of landing is located, for issues of public order and security, including identification of all arrivals and registration of applicants to international protection.</p> <p>The Forensic Police is the centralised structure that intervenes when, for the execution of judicial and preventive police investigations, particular skills are required in the field of biological, chemical, physical and dactyloscopic sciences. The Forensic Police is also the authority responsible for the dactyloscopic verification of identity through fingerprinting.</p> <p>The central office, the Forensic Police Service, directs and coordinates the decentralised offices in the national territory.</p>
<p>Prefectures</p>	<p>The 106 Prefectures are based throughout the Country at provincial level and are responsible for the management of reception centres in the respective provinces.</p>
<p>Department of Judicial Organisation, Personnel and</p>	<p>The Department of Judicial Organisation, Personnel and Services exercises the functions and duties inherent in the organization and services of justice, and in particular in the organisation and</p>

Organisation	Responsibilities
Services at the Ministry of Justice	operation of services relating to justice, the administrative management of administrative staff and of the means and tools, including the necessary information, the activities relating to the Minister's competences in relation to magistrates, the study and proposal of regulatory interventions in the sector of competence.
Specialised Sections on immigration, international protection and free movement of citizens in the EU within the Tribunals (hereinafter specialised sections of the tribunals)	<p>Decree Law 13/2017, implemented by Law 46/2017 “establishing urgent provisions for the acceleration of proceedings on international protection”, created specialised sections in the Tribunals, responsible for immigration, international protection and free movement of EU citizens in 26 Tribunals. Judges working in the specialised sections are appointed on the basis of specific skills acquired through professional experience and training. EASO and UNHCR are entrusted with training the judges on annual basis during the first three years¹⁹ of their assignment to the specialised sections, in collaboration with the <i>Scuola Superiore della Magistratura</i>.</p> <p>Competences of the Sections are mainly to manage asylum seekers' appeals against a decision issued by the Territorial Commissions, i.e. rejecting the application, granting subsidiary protection instead of refugee status or granting a type of national protection status instead of an international one²⁰.</p>
Court of Cassation and its General Prosecutor's Office	The Court of Cassation is the highest grade of the ordinary jurisdiction. The Court of Cassation is in charge of ensuring the observance and a harmonised interpretation of the law, as well as compliance with the limits of the various jurisdictions. The Cassation is competent both for civil and criminal matters and it is competent for the entire national territory. Functionally wise, the General Prosecutor's Office at the Court of Cassation is the highest grade among local Prosecutors. The General Prosecutor "cooperates" with the Court of Cassation in ensuring a harmonized interpretation of the law. In its opinions, the GP supports an interpretation of a legal provision over another, which the GP hopes will be endorsed by the Court of Cassation too so to finally have the above-mentioned harmonised interpretation of the law. Also the GP thus provides consistent interpretation of legal provisions.
Italian Ombudsperson for Children and Adolescents (AGIA)	The Italian Ombudsperson for Children and Adolescents is an independent institution created by Law No. 112/2011 aimed at protecting and promoting children's rights including migrant children. It plays a fundamental role in the monitoring and implementation of child-related policies at local level through, amongst other, the so-called “ <i>Conferenza nazionale per i diritti dell'infanzia</i> ” which is composed of the regional and autonomous provinces' Ombudspersons. The Italian Ombudsperson furthermore guarantees the uniform application of policies for children and adolescents at national, regional and local level, by means of recommendations, and through active participation in the drafting of legal bills in this area.

¹⁹ Article 2(1) Decree Law 13/2017, as amended by L 46/2017

²⁰ Articles 35(1) and 35-bis (1) Procedure Decree

Organisation	Responsibilities
National Institute for Health, Migration and Poverty (INMP)	The INMP is a public body which is today the centre of the national network for assistance problems in the socio-medical field related to migrant populations and poverty, as well as a national centre for cross-cultural mediation in the health sector. Since 2019, the INMP has also been a WHO Collaborating Centre for scientific evidence and capacity building relating to the health of migrants. The Institute's commitment is to address the health challenges of the most vulnerable populations within the national health service, through a cross-cultural, holistic and person-oriented approach.
Italian Red Cross	The Italian Red Cross is a Voluntary Organization, operating in the Italian territory, member of the International Red Cross and Red Crescent Movement. The volunteers of the Italian Red Cross, according to their inclinations, can carry out all the institutional activities of the Association. The areas of activity correspond to the strategic objectives of the Italian Red Cross: protection of health and life; support and social inclusion; response to emergencies and disasters; dissemination of International Humanitarian Law, of the Fundamental Principles, of Humanitarian Values and International Cooperation; youth area; development, communication and promotion of volunteering.
National Association of Italian Municipalities (ANCI)	The National Association of Italian Municipalities (ANCI) is a non-profit association, which includes around 7,000 Italian municipalities. ANCI, among other tasks, manages the Central Service of SIPROIMI/SAI, with the operational support of <i>Fondazione Cittalia</i> . The Central Service coordinates and monitors the reception system for International Protection holders and for UAMs. It is also tasked with provision of information, promotion, consultancy and technical assistance for local authorities in monitoring the presence of applicants and beneficiaries of international protection in Italy.
Central Service	<p>The Central Service was established by the DCLI of the Ministry of the Interior and entrusted with an agreement to ANCI. In turn, ANCI relies on the operational support of the Cittalia Foundation for the implementation of its activities.</p> <p>The Central Service is responsible, amongst others, for technical assistance to local authorities, also in the preparation of integrated reception services, and for monitoring of reception services and presence on the territory of beneficiaries of international protection.</p>

5.2. Composition of Asylum Support Teams – categories of resources

The Asylum Support Teams may consist of the following categories of resources, being members of the Asylum Support Teams:

(a) Member States experts, i.e. experts made available through contributions to the Asylum Intervention Pool by EU Member States via national expert pools on the basis of defined profiles, in accordance with Article 15 of the EASO Founding Regulation;

(b) Associate Countries experts, i.e. experts made available through contributions to the Asylum Intervention Pool by associate countries referred to in Article 49 of the EASO Founding Regulation, with

which the European Union has an arrangement in place on the modalities of its participation in EASO's work. Currently such arrangements have been concluded with the Kingdom of Norway, the Principality of Liechtenstein, the Swiss Confederation, and the Republic of Iceland;

(c) Individual experts, i.e. experts made available through contributions to the Asylum Intervention Pool by EU Member States via national expert pools on the basis of defined profiles, in accordance with Article 15 of the EASO Founding Regulation, but whereby the Member State does not have an employment relationship with the individual expert;

(d) EASO staff members, i.e. statutory staff employed by the Agency (temporary and contract staff) subject to the Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union²¹.

(e) Seconded National Experts (SNEs), i.e. experts employed by a national, regional or local public administration of an EU Member State or an associate country or by a public inter-governmental organisation and seconded to the Agency²² for the provision of support to its operational activities;

(f) Experts on contract, i.e. individuals providing services in relation to the Plan upon conclusion of a public contract between the Agency and the legal entity with which these individuals have an employment and/or contractual relationship, including temporary agency workers.

The implementation of the Plan shall be based on the common understanding that the provision of resources, other than EASO (statutory) staff, to be deployed for the purposes described above can under no circumstances lead *per se* to the establishment of an employment relationship between EASO and the members of the Asylum Support Teams, nor, in the case of embedded experts on contract, between these experts and the national authorities to which they may be assigned as per the embedded model described below. Throughout the duration of the deployment of the Asylum Support Teams in the activities undertaken in the context of the present Plan, the employer of the Asylum Support Teams members is and remains their employer.

5.3. The embedded model

The notion of the 'embedded model' represents an integrated approach to the implementation of the Plan, applicable exclusively with regard to experts on contract. In accordance with this model, experts on contract who are supplied by their employer (e.g. temporary-work agency) to be deployed as Asylum Support Team members, are embedded within the structure of the respective national authorities to ensure utmost efficiency, quality and sustainability of the anticipated results. In practice, those experts on contract are seconded by EASO to national authorities of the Host Member State and therefore perform their assignment(s) on the premises of the relevant national authorities (e.g. the National Asylum Service).

In such cases, a coordination mechanism shall be agreed by Parties to oversee both the overall implementation of the Plan at national level and its implementation at local level (i.e. in the respective location of the host Member State) or for the respective measure foreseen in the Plan, including with regard to the allocation and the administration of resources. For this purpose, detailed administrative and reporting workflows and procedures related to the provision and management of 'embedded' resources and reflecting respective roles and responsibilities shall be established and agreed upon in writing between EASO and the host Member State. In setting up the aforementioned coordination mechanism, the following rules must be complied with as a minimum:

²¹ As laid down by Council Regulation (EEC, Euratom, ECSC) No 259/68, OJ L 56, 4.3.1968, p.1.

²² By virtue of Decision No 01 of the Management Board of EASO of 25 November 2010 laying down rules on the secondment of national experts (SNE) to the European Asylum Support Office (ref. number: EASO/MB/2010/03).

(a) EASO shall duly advise the employers of the experts on contract of their envisaged secondment to the national authorities of the host Member State before such secondment takes place;

(b) The national authority shall clearly acknowledge that they endorse the obligations and responsibilities pertaining to them as hosting authority vis-à-vis the experts on contract seconded to them;

(c) The national authority is responsible for ensuring proper working conditions for the expert on contract, and is responsible for the health, safety and security during work. EASO may not be held liable for any breach in the Health and Safety rules that might occur in the premises of the national authorities and/or under the supervision of the national authorities.

Secondment of temporary agency workers to the Italian national authorities

Legislative Decree n. 81/2015 (*TU Contratti*) governing fixed term contracts and temporary work (hereafter, the “Jobs Act”) transposed [Directive 2008/104/EC](#) of the European Parliament and of the Council of 19 November 2008 on temporary agency work.

In respect of the temporary agency workers seconded by EASO (as part of an Asylum Support Team) to the national authorities, embedded within the structure of the respective national authorities, the following responsibilities of the user undertaking, as laid down in the Jobs Act, are transferred to the respective national authorities:

- The temporary agency workers shall be under the management and supervision of the national authorities in terms of daily tasks, organization of work, implementation of objectives, etc. for the attainment of agreed Plan deliverables;
- The national authorities shall comply with all the health and safety obligations set forth by the law for its own employees (ART. 35 COMMA 4 Jobs Act), and are responsible for all the prevention and protection obligations relating to the specific working place where the working activity is performed. In this respect, the general legal framework with regard to health and safety in the workplace in Italy is provided by *Decreto Legislativo 81/2008*;
- In case of accidents at work or illness due to the national authorities’ breach of health and safety obligations, the national authorities will be considered liable pursuant to Article 2087 of the Italian Civil Code.

5.4. Civil and criminal liability of members of the Asylum Support Team

Articles 21 and 22 of the EASO Founding Regulation will be applicable to all the members of the Asylum Support Team operating in the Host Member State.

Where Articles 21 and 22 of the EASO Founding Regulation shall apply directly to Member State experts, they shall apply *mutatis mutandis* to the other categories of resources made available for the Asylum Support Team as referenced in Section 5.2. of the Plan.

5.5 Acceptance of Deliverables

EASO shall ensure quality control of agreed deliverables. Where applicable, steps shall be taken to document the Host Member State’s formal acceptance of deliverables.

5.6 Conditions for Deployment

General rules and conditions for Asylum Support Teams' deployment, as well as special instructions for Asylum Support Team members (including databases that they are authorised to consult and the equipment that they may carry in the Host Member State and practical information concerning location of deployment and related workflows) are published on the following platforms, which the experts/Asylum Support Team members are obliged to consult:

- EASO Asylum Intervention Pool's National Contact Point platform (EASO AIP NCP);
- EASO Asylum Intervention Pool System (EAIPS);
- EASO country-specific online platforms, such as the Italy Country Operational Platform (COP). These platforms are made available to members of ASTs upon their deployment, allowing for preparation for deployment (in case of MS national experts) and daily implementation of their tasks;

Relevant thematic pages of the EASO IDS concerning the asylum and reception system of the Host Member State, including information on relevant practices, legislation, case law and statistical background. The host Member State shall contribute to information concerning the asylum and reception system of the Host Member State, including information on relevant practices, legislation, case law and statistical background.

The Host Member State and EASO will provide experts with information on the general state of play with regard to the procedure for international protection and reception system in the Host Member State and specific information about the state of play of the deliverables as necessary for the specific measures on a continuous basis. Specific Asylum Support Team deployment details are provided under each measure, where applicable.

5.7 Organisational and Operational Pre-Conditions

Every effort shall be made by the different Parties to provide a suitable working place for the ASTs participating in the activities to implement the Plan.

EASO will provide the technical equipment required for the work of the Asylum Support Teams and will reimburse costs incurred by persons participating in the activities, according to the applicable EASO rules.

The Host Member State shall grant appropriate access rights for the Asylum Support Team members to all relevant databases and commits to provide the Asylum Support Teams with the required information and data in the context of this Plan.

The Host Member State and EASO shall designate, respectively, an overall Plan Coordinator, as well as a specific Measure Coordinator for each measure stipulated in the Plan. The host member state will also facilitate the provision of appropriate working spaces.

As far as operationally feasible, and where relevant, the working files shall be made available by the Host Member State in English (unless otherwise agreed).

Minimum working, safety and security conditions (see section 3) are considered as organisational pre-conditions.

The Host Member State shall provide EASO with information on the implementation of the Plan through timely input to the Early Warning and Preparedness System and the delivery of tailored information on the execution of measures agreed in the Plan. In particular with regard to voluntary relocation under measure IT1, the Host Member State identifies dedicated reception centres for relocation candidates in view of ensuring the efficient and swift implementation of the Malta Declaration Standard Operating Procedures, notably of EASO's support activities.

EASO shall deploy Asylum Support Team (AST) members to Host Member State authorities, performing tasks in line with mutually agreed job descriptions. Deployed AST members will be working under the daily supervision of the respective representatives of the national authorities in terms of daily tasks, organization of work, implementation of objectives, etc. for the attainment of agreed Plan

deliverables. To this effect, deployed AST members should periodically report to the designated EASO line manager on activities carried out and on outputs.

In cases of an emergency situation, deployed AST members are expected to follow the respective national authorities' representative' procedures and guidance. To this effect, Host Member State authorities are responsible for specific risk prevention and protection of AST members deployed in their premises.

With regards to AST members deployed in its premises, the Host Member State shall provide EASO with reasonable assurance that health and safety in working space regulation, as per national law n.81/08 and indications given by National health authorities, is duly fulfilled and respected, including providing relevant documentation.

The Host Member State shall agree on a mutually convened timeline for the establishment of a Seat Agreement.

Should EU funding/EU programmes approved in the course of 2021 overlap with foreseen EASO support activities, the latter will be discontinued, to give priority to a more structural support. In particular, as Italy is now developing the new EU National Programme, support which might be impacted includes: the deployment of cultural mediators for the judiciary and the legal/financial support for DCLI.

Similarly, the Plan may be revised in the course of the year should the EU Pact on Migration and Asylum be approved and the relevant legislative proposals enter into force, and should the Law Decree 130/2020 be converted into law and consequent legislative acts adopted accordingly or should the LD be amended (with impact notably on access to asylum and determination procedures, reception system and judicial proceedings).

5.8 Communication

The Executive Director shall designate the Union Contact Point under Article 20 of the EASO Regulation, who acts as an interface between EASO, the Host Member State, and the Asylum Support Team members. The Union Contact Point provides assistance, on behalf of EASO, on all issues relating to the conditions of deployment of the Asylum Support Teams, monitors the correct implementation of the Plan, and reports to EASO on all aspects of Asylum Support Teams' deployment.

Further, at the end of their deployment, Asylum Support Team members will provide a Final Report to EASO using the template available on the Country Operational Platform (COP). Feedback from the deployed Asylum Support Team members shall be gathered on the completion of their deployment and prior to reimbursement of expenses.

During the implementation of this Plan, experts as well as other personnel deployed as part of Asylum Support Teams will be briefed regularly on current situational and operational developments to address challenges and identify improvements.

Particular attention shall be paid to the need to continuously develop, improve and make available EASO support tools. Should such need be identified or changed during the plan implementation, it shall be communicated to EASO for further consideration.

The Host Member State and the Union Contact Point will manage the exchange of information concerning the tasks under the Plan.

EASO will maintain close cooperation and communication with the relevant stakeholders. EASO will also provide information to its partners (i.e., the European Commission, concerned EU Agencies, and international organisations) about the operational activities, as appropriate and in line with EASO transparency and communication policies. The timing and content of communication with the media shall be agreed upon between EASO and the Host Member State.

Where relevant the Parties will facilitate media coverage to ensure a wider dissemination and visibility of results.

5.9 Incident reporting

Participants in EASO activities who have reason to believe that a violation of the Code of Conduct has occurred or is about to occur, are obliged to report the matter to the Executive Director of EASO and to the Host Member State Coordinator for the Plan via the appropriate channels: complaints_operations@easo.europa.eu. The incident is reported using the Incident Report Form.

Any incidents that may occur during the deployment of an expert in the Asylum Support Teams shall be reported through the same channels.

5.10 Monitoring and Evaluation Framework

EASO is implementing a structured Monitoring and Evaluation (M&E) methodology allowing evidence-based measurement of progress, corrective action-taking and reflective reviews.

In terms of monitoring, EASO is making use of a number of tools developed in order to collect input from the implementation of the Plan and to guarantee feedback in real time.

Periodic or mid-term and final evaluations can be carried out in order to take stock of lessons learned and good practices. The evaluation(s) will be delivered within the European Commission's methodological guidelines for evaluations. They may be performed externally through engagement of evaluation specialist(s) or by EASO internally.

Support to quality monitoring and coaching to the ASTs will also be ensured by the EASO Italy Quality and Procedures Team.

Monitoring and evaluation findings, as applicable, shall be shared with the Host Member State and communicated to the EASO governance structure (e.g. Management Board members and National Contact Points).

6. SECURITY AND SAFETY

EASO should apply the security principles of the Commission's security rules. Commission Decision 443/2013 on the security in the Commission defines, that security shall be based on the principles of legality, transparency, proportionality and accountability.

The safety and security of persons participating in EASO activities under the plan are under the overall legal framework of the host Member State and shall be provided by the respective authorities legally responsible and accountable for the public order, security and safety on the territory of that Member State.

EASO will endeavour to support the identification of required safety and security measures and the implementation of those that are under its remit, both legally and functionally, in close cooperation with the MS security responsible.

To that end:

- Standard safety and security requirements, identified herewith, should apply as a general rule;

- Specific safety and security requirements for the specific plan, to be identified jointly by EASO and the host Member State security responsible, should be established in advance in an annex to this plan shall this apply in the specific context;
- The safety and security measures shall be identified jointly on a basis of field assessment visits.

6.1 Standard security and safety requirements

The standard security requirements are rather pertaining to elements to be present in the implementation of the plan, not to minimum security standards:

- Both the host Member state on one side and EASO on the other shall appoint a security responsible, acting as a single point of contact for security matters for the operation, both at central and local level.
- The host Member State should ensure that the working conditions for the performance of the activities under the operating plan are compliant with the national occupational health and safety norms and regulations.
- A pre-deployment briefing programme, drafted in close cooperation with the respective national authorities, focusing both on general security rules and awareness, as well as on specific for the deployments security aspects. With regards of the decentralised nature of deployments, using e-learning and other distance based training techniques should be considered.
- Emergency (evacuation) plan. Operational activities, such as hotspots, require that staff shall have a clear guidance and training how to evacuate quickly in case of emergencies. In a more general context, there could be a need to evacuate from the operational area as well. A security responsible should maintain updated information on the availability of evacuation plan and routes (see also 5.7 for deployed AST members).
- Security of information-sensitive non-classified and classified information should be protected adequately. EASO security responsible should be involved in supporting the proper classification of relevant information.
- Security of IT and communication equipment - EASO IT equipment is adequately prepared to protect the information level it has been foreseen to process.
- Personal security behaviour should be included in the pre-deployment training, led by operational teams and performed for the experts during the first days of arrival to the operational area. This may refer to the EASO code of conduct as well.
- Reporting security incidents from the operational area to the EASO HQ is essential with a view of the overall security management.

6.2 Specific security and safety requirements

- Specific security and safety requirements for the implementation of the Operating Plan shall be defined on the basis of a pre-deployment security assessment visit with the aim of identification of specific potential risks, identification of mitigation measures and communication of those measures to the MS and involved stakeholders, prior to the deployment.

6.3 Suspension of operational activities on security and safety grounds

EASO reserves the right to suspend operational activities on the basis of current risk assessment, while keeping informed the host Member State on the findings and identified mitigating measures required for resumption.

7. SPECIFIC PROVISIONS

7.1 Cooperation with the European Commission and EURTF

All activities under this Plan will be closely coordinated with the Host Member State and with the steady support of the European Commission as well as with the other Agencies party to the EURTF. This is relevant with regards of the EURTF associated groups, such as the Standing Security Working Group (SSWG) with regards of security and safety matters. When relevant, EASO will participate in EURTF coordination meetings throughout the duration of the Plan.

7.2 Cooperation with UNHCR

In accordance with Article 50 of the EASO Regulation, EASO aims at a coherent and complementary continuation of the fruitful cooperation with UNHCR. The Union Contact Point will liaise with the UNHCR office in the Host Member State for a continuous cooperation and coordination of practical activities agreed with the Host Member State under the current Plan.

7.3 Cooperation with IOM

In accordance with Article 52 of the EASO Regulation, in July 2019 EASO signed a working arrangement with IOM to establish a cooperation framework covering the relevant areas of common work and interest setting objectives and principles of such cooperation. Therefore, the Union Contact Point will liaise with the IOM office in the Host Member State for a continuous cooperation and coordination of practical activities agreed with the Host Member State under the current Plan and in accordance with the working arrangement.

8. MEASURES

<p>Measure IT1.A _ Access to asylum procedures: support to the quality and standardisation of access to asylum procedures</p> <p>Measure Outcome</p> <p>1.A Enhanced quality and standardisation of access to asylum procedures</p> <p>Measure Indicator</p> <p>1.A.1 Percentage of registrations which met quality and completeness requirements</p> <p>Measure Target</p> <p>1.A.1 At least 50% of registrations (based on a sample check) met the completeness requirements</p>	
Responsible Authorities	Department for Public Security
Pre-conditions	<ul style="list-style-type: none"> • Availability of Italian Public Officials to attend the capacity building activities. • The DPS ensures dissemination of the quality tools and implementation of quality monitoring activities for the access to asylum procedures. • The DPS ensures the development of tailored national training sessions following the completion of the Train-the-Trainers attended in 2020.
Outputs	<p>1.A.1 Enhanced capacity of DPS to standardise registration procedures and to monitor the quality of those procedures.</p> <p>1.A.2 Improved centralised coordination and knowledge about CEAS among DPS officials.</p> <p>1.A.3 Improved capacity of DPS to coordinate with DCLI DU to implement and finalise Dublin transfers.</p>
Description of the actions	<p>In 2021, EASO will support the standardisation of asylum procedures throughout the Italian territory with three macro actions.</p> <p>1.A.1 <u>Support to the standardisation of registration procedures</u></p> <p>Firstly, EASO will continue supporting DPS quality monitoring capacity, identifying and addressing needs for ad hoc coaching and support. The activities of the Quality Team will continue also including a Helpdesk service (procedures and Dublin transfers). This aims at remotely supporting Police Officials in technical and procedural aspects related to the implementation of the registration procedures and Dublin transfers, as well as supporting the spreading of good practices developed by Immigration Offices.</p> <p>The following actions will be carried out:</p> <ul style="list-style-type: none"> ○ Carry out up to 50 coaching missions in Immigration Offices to increase DPS capacity to ensure standardisation and monitoring of registration procedures. ○ Development and dissemination of tools for the standardisation and monitoring of the registration procedures through coaching missions and official endorsement from central level and subsequent dissemination at local level (e.g., UAMs <i>Vademecum</i>, ad hoc operational tools, workflows and guidelines).

	<ul style="list-style-type: none"> ○ Implementation of the Helpdesk (procedures) service based at DPS which remotely supports Immigration Offices in ensuring quality standards on asylum procedures. The Helpdesk will also support the identification of procedural gaps and needs for ad hoc coaching. <p><u>1.A.2 Support to the centralised coordination and improvement of CEAS knowledge among DPS officials</u></p> <p>Secondly, to further increase DPS capacity at the central level to ensure a harmonised implementation of the CEAS in the framework of registration procedures, EASO – following the EASO Train the Trainers activities dedicated to DPS officials in 2020 – will assist the DPS in implementing its national training sessions. Furthermore, EASO will support the DPS in the development of tailor-made training material on asylum. The activities will be carried out with the support of the EASO Training and Professional Development Centre (C2).</p> <ul style="list-style-type: none"> ○ Roll out of national training sessions in EASO modules delivered by DPS trainers. ○ Development of training materials on CEAS for the trainers of the Police School. <p><u>1.A.3 Support the improvement of DPS capacities to implement and finalise Dublin transfers</u></p> <p>Lastly, special efforts will be dedicated to capacity building actions addressing the DPS and Immigration Offices to implement and finalise Dublin transfers, including the dissemination of tools and the promotion of best practices.</p> <ul style="list-style-type: none"> ○ Translation in Italian and relevant dissemination of “Recommendations of the EASO Network of Dublin Units on Dublin transfers”, “Additional recommendations on Dublin transfers during the COVID-19 pandemic” and “Recommendations on the technical and operational use of DubliNet”. ○ Translation into eleven different languages (English, French, Spanish, Arabic, Persian, Amharic, Bengali, Kurdish, Somali, Tigrinya and Urdu) of the Dublin info provision leaflets: "check list/passaggi fondamentali per la corretta lavorazione e conclusione della procedura Dublino" and "informazioni per i minori non accompagnati richiedenti protezione internazionale, a norma dell'art. 4 del reg 604/2013". ○ Organisation of workshops on ad hoc topics to strengthen internal training capacity and exchanges of good practices on Dublin procedures following coaching missions and issues raised. These workshops will be carried out with the support of the EASO Asylum Knowledge Center, Asylum Thematic Cooperation Sector and Dublin team. ○ Implementation of the Helpdesk (Dublin transfers) service based at DPS Dublin Office which remotely supports transfers activities of Dublin outgoing cases.
<p>Inputs</p>	<ul style="list-style-type: none"> ○ 3 Assistant Coordinators for administrative, logistic and qualitative coordination for the whole measure related to actions 1A.1, 1.A.2 and 1.A.3 for 12 months at DPS. <p><u>1.A.1 Support to the standardisation of registration procedures:</u></p>

	<ul style="list-style-type: none"> ○ 9 Quality Officers – Roving dedicated to quality activities (coaching missions, Helpdesk, development of tools and activities related to 1.A.2) for 12 months at DPS. <p>1.A.2 Support to the centralised coordination and improvement of CEAS knowledge among DPS officials:</p> <ul style="list-style-type: none"> ○ Tailor-made training material on asylum. ○ Up to 6 national training sessions (in presence or via VC). <p>1.A.3 Support the improvement of DPS capacity to implement and finalise Dublin transfers:</p> <ul style="list-style-type: none"> ○ 3 Dublin Procedure Officers dedicated to the Helpdesk activities on Dublin transfers for 12 months at DPS. They will also support the development of tools, workflow and FAQs (actions 1.A.1 and 2.1.2). ○ Up to 6 workshops on Dublin procedures (via VC or in presence). ○ 3 translations of recommendations into Italian, as well as translation of Dublin info provision leaflets developed by EASO in 2020. <p>Participation of relevant Italian authority officials to EASO Networks.</p>
--	--

<p>Measure IT1.B _ Access to asylum procedures: support to timely and standardised registration of asylum procedures</p> <p>Measure Outcome</p> <p>1.B Enhance access to the asylum procedure and improve timely coordination of the main stakeholders, including in emergency situations such as SAR disembarkation events and voluntary relocations</p> <p>Measure Indicators</p> <p>1.B.1 Percentage of applications remotely lodged following the standardised workflow</p> <p>1.B.2 Percentage of decrease in average time between SAR disembarkation and lodging of applications</p> <p>Measure Targets</p> <p>1.B.1 100%</p> <p>1.B.2 Decreased by 50% compared to the baseline</p>	
Responsible Authorities	<ul style="list-style-type: none"> ● Department for Public Security ● Department for Civil Liberties and Immigration ● DCLI Central Directorate for immigration and asylum services – Dublin Unit
Pre-conditions	<ul style="list-style-type: none"> ● DCLI and DPS put in place a streamlined process and identify reception centres for VR candidates to ensure the efficient and swift implementation of the Malta Declaration Standard Operating Procedures. ● UNHCR, IOM, and other relevant partners collaborate with EASO to ensure synergies and avoid overlapping of support. ● Availability of suitable working space by DPS for the set-up of the registration hub(s). ● Remote registration workflow established by Italian stakeholders.

	<ul style="list-style-type: none"> • Availability of reception centers personnel to attend the capacity building activities organised by EASO.
Outputs	<p>1.B.1 Increased capacity of Immigration Offices to manage the migratory flows of asylum applicants ensuring timely access to the procedure especially with regard to SAR disembarkation events, health emergencies situations, increased flows of arrivals, and including the timely identification of persons with special needs.</p> <p>1.B.2 Improved coordination of SAR disembarkation events (voluntary relocations – VR), humanitarian corridors and evacuations, for the timely finalisation of the procedures.</p>
Description of the actions	<p>In 2021, EASO intervention will continue supporting the enhancement of the access to asylum procedures, including in emergency situations such as SAR disembarkation events, with a focus on registration and coordination activities.</p> <p>1.B.1 <u>Support the management of migratory flows of IP applicants, ensuring timely access to the procedure</u></p> <p>In terms of registration activities, EASO will aim at enhancing DPS and Immigration Offices capacity to ensure standardised lodging of international protection applications in a remote setting, in parallel with the necessary procedural developments to be put in place by national authorities. In close collaboration with national authorities, EASO will support the development of a remote registration workflow and its implementation via dedicated hub(s). Additionally, EASO Asylum Support Teams (ASTs) will be deployed on a need basis in border areas, entry points and locations under particular pressure to ensure timely access to procedure. The following activities will be implemented:</p> <ul style="list-style-type: none"> ○ Support in the set-up of the regional registration hub(s). ○ Finalisation and implementation of remote registration workflow via registration hub(s). ○ Development of operational tools, guidelines, workflow on the implementation of remote registrations. ○ Remote lodging of applications for international protection. ○ Lodging of applications in border areas and entry points. ○ Lodging of applications in locations under particular pressure to ensure timely access to procedure. <p>1.B.2 <u>Support the coordination of SAR disembarkation events for timely finalisation of the procedures</u></p> <p>To support the internal coordination mechanism of SAR disembarkation events procedures, and their streamlined processing in view of a swift and efficient implementation of the Malta Standard Operating Procedures, in the case of voluntary relocation exercises, EASO will assist the DPS and the DCLI in the case management and monitoring of voluntary relocation exercises and other SAR disembarkation events. Additionally, EASO will directly support the internal coordination mechanism among Italian stakeholders (DCLI office II, DPS and DCLI DU) by facilitating roundtables and operational meetings. These will aim at addressing practical issues related to the implementation of VR exercises and potential establishment of workflows, as well as capacity building needs for reception centres</p>

	<p>involved. Given its overall coordination role of the VR process, the Commission will be regularly and timely informed about these support activities and associated whenever relevant.</p> <p>A mid-year assessment will be conducted regarding VR exercise in order to ensure adequate allocation of resources.</p> <p>The following activities will be implemented:</p> <ul style="list-style-type: none"> ○ Support to case management (DPS, DCLI and DCLI DU). ○ Support to monitoring of VR exercises and other SAR disembarkation events (DPS and DCLI). ○ Support to MS delegations' interviews for Voluntary Relocations. ○ Support to the coordination mechanism and workflows among stakeholders on Voluntary Relocations. ○ Organisation of capacity building activities for reception centres (including webinars, development of tools and informative leaflets). ○ Support to logistic and administrative activities for VR and SAR disembarkation events.
<p>Inputs</p>	<p><u>1.B.1 Support the management of migratory flows of IP applicants, ensuring timely access to the procedure:</u></p> <ul style="list-style-type: none"> ○ 18 Registration Support Officers (RSOs) assigned to hub(s) at DPS/local Immigration Offices and/or deployed in Immigration Offices needing short or long term support for 12 months. ○ 2 Member State Experts (MSE) in support to Immigration Offices for 7 months. ○ 1 Field Support Officer - registration for 12 months. ○ Up to 25 FTE Cultural Mediators to support ASTs for 12 months. ○ 2 Operational Trainings/Refreshers sessions for ASTs (via VC). ○ 6 Thematic Sessions on registration procedures for ASTs (via VC). <p><u>1.B.2 Support the coordination of SAR disembarkation events for timely finalisation of the procedures:</u></p> <ul style="list-style-type: none"> ○ 2 Assistant Coordinators at DPS for 12 months. ○ 1 Dublin Officer at DCLI DU for 12 months. ○ 1 Field Support Officer at EASO for 12 months. ○ Up to 15 FTE (full time equivalent) Cultural Mediators to support MS delegations for 12 months. ○ 5 capacity building activities for reception centres (via VC). ○ 10 operational meetings on VR/humanitarian corridors/SAR disembarkation events with DPS and DCLI DU. ○ 10 roundtables with relevant stakeholders on monitoring and finalisation of VR.

Measure IT2: Support to the quality and standardisation of Dublin procedure and asylum determination procedures

Measure Outcome

2 Enhanced quality and standardisation of Dublin procedure and asylum determination procedures

Measure Indicators

<p>2.1 Percentage of litigation cases processed and monitored by the DCLI Dublin Unit</p> <p>2.2 Percentage of COI researches carried out by COI Unit following standardised procedure</p> <p>2.3 Percentage of increase related to the number of actors sending COI Queries</p> <p>2.4 Percentage of increase related to the number of decisions related to cessation and revocation cases</p> <p>Measure Targets</p> <p>2.1 100%</p> <p>2.2 75%</p> <p>2.3 Increased by 30% compared to the baseline</p> <p>2.4 Increased by 10% compared to the baseline</p>	
Responsible Authorities	<ul style="list-style-type: none"> • Department for Civil Liberties and Immigration • National Asylum Commission
Pre-conditions	<ul style="list-style-type: none"> • DCLI Dublin Unit adopts the standardised tools developed by EASO for litigation and transfers. • Availability of Italian Public Officials to attend the capacity building activities / EASO networks. • Relevant Italian authorities commits to the establishment of an Inter-ministerial COI Unit. • NAC plans to allocate resources for a sustainable phase out of EASO from procurement and financial support activities.
Outputs	<p>2.1.1 Increased capacity of the DCLI Dublin Unit to manage and process outgoing requests.</p> <p>2.1.2 Increased capacity of the DCLI Dublin Unit to monitor litigation cases and process transfers in coordination with Dublin Office DPS.</p> <p>2.2.1 Improved capacity of the Italian COI Unit to strengthen the decision-making process.</p> <p>2.2.2 Improved capacity of the NAC to manage revocation and cessation cases.</p> <p>2.2.3 Improved capacity of the NAC to manage financial and procurement workflows.</p> <p>2.2.4 Improved capacities of the Trapani TC in profiling, monitoring and reporting on the phenomenon of trafficking in human beings (THB) in Sicily.</p>
Description of the actions	<p>Through this measure, EASO will support the standardisation of the Dublin and asylum determination procedures.</p> <p>Firstly, EASO support aims at enhancing the capacity of the Italian Asylum system to improve the quality of Dublin outgoing cases and the efficiency in the management of Dublin cases, with a focus on the capacity of the DCLI Dublin Unit to handle appeals. This support will ensure complementarity with the project funded under the National Programme of the Asylum, Migration and Integration Fund (AMIF) intervention which supports the management of incoming cases).</p>

EASO support to the Dublin Unit is envisaged to be scaled down in 2022; therefore, 2021 will see the structuring and implementation of a handover strategy and of capacity building activities.

Specifically, EASO will implement the following actions.

2.1.1 Support DCLI Dublin Unit to manage and process Dublin requests and transfers

- Coaching on the job led by ASTs concerning managing and processing of Dublin requests, litigation and transfer monitoring tool (action 2.1.2) for DCLI Dublin officials and AMIF staff.
- Case management of outgoing cases.

2.1.2 Support to monitor litigation cases and process transfers

- Development of a monitoring tool to track timeline and data on transfers and to monitor transfers and litigation cases.
 - Support to case management of Dublin appeals, incl. its quality and standardisation. This activity will be supported also by the EASO Asylum Knowledge Centre, Asylum Thematic Cooperation Sector and within the Dublin Team.
 - Development of one workflow and Frequently Asked Questions on transfers (including organisational aspects) in coordination with Dublin Office at DPS.

Additionally, notwithstanding a general reduction in the support to the NAC, EASO intends to keep contributing to the enhancement of the NAC capacities, in particular concerning cessation and revocation cases as well as the COI Unit.

In this regard, EASO will support the development of a feasibility study to assess the establishment of an inter-ministerial COI Unit, while organising tailored made capacity building activities aimed at increasing the COI Unit and TCs Officials' expertise.

Furthermore, EASO will continue supporting the NAC in increasing its capacity in cessation and revocation case management. In view of a phase out from direct support in finance and procurement activities, EASO will support the implementation and handover of financial and procurement workflows. Lastly, EASO will finalise the THB project launched in Trapani in 2020.

The following actions will be implemented:

2.2.1 Support the COI Unit to strengthen the decision-making process

- Carry out a feasibility study on an Inter-ministerial COI Unit, including collection of good practices developed by other Member States.
- Organisation of a study visit from/to a MS that has already developed best practices at European level (or ad hoc VC contacts/exchanges depending on the health emergency).
- Training on MedCOI portal (and access to the portal) to focal points of TCs. This activity will be organised by EASO MedCOI Sector via VC.
- Advanced training on MedCOI portal for one focal point at central level. This activity will also be organised by EASO MedCOI Sector.

	<ul style="list-style-type: none"> ○ Organisation of Country briefings, followed by a short update session for the COI Unit and the TCs focal points, organised in coordination with EASO COI Sector. <p>2.2.2 <u>Support the NAC to manage revocation and cessation cases</u></p> <ul style="list-style-type: none"> ○ Capacity building in case management of revocation and cessation cases, including administrative and technical support to files preparation. ○ Support to litigation for Q1. <p>2.2.3 <u>Support the NAC to manage financial and procurement workflows</u></p> <ul style="list-style-type: none"> ○ Capacity building to improve the internal financial systems of NAC through the development of a monitoring and financial reporting template, in synergy with the temporary staff recruited for administrative support purposes in the framework of AMIF emergency action “Em.As.Com” (HOME/2018/AMIF/AG/EMAS/0090). ○ Support to management of tender and procurement procedures. <p>2.2.4 <u>Support Trapani TC in profiling and monitoring the THB phenomenon</u></p> <ul style="list-style-type: none"> ○ Development and presentation of the final report on the 2020 data, including the recommendations on the preliminary identification of victims of human trafficking. ○ Dissemination of the database and coaching sessions on its usage to civil servants of the local TC. ○ Support the President of the TC of Trapani in drafting notes and Memorandum of Understanding related to THB.
<p>Inputs</p>	<p>2.1.1 <u>Support to manage and process outgoing Dublin requests:</u></p> <ul style="list-style-type: none"> ○ 2 DCLI Dublin Unit Officers for 12 months. These resources will also support the drafting of the workflow and FAQs under action 2.1.2. <p>2.1.2 <u>Support to monitor litigation cases and process transfers:</u></p> <ul style="list-style-type: none"> ○ 1 Business Analyst to develop the monitoring tool for 3 months. ○ 2 DCLI Dublin Unit Officers - litigation for 12 months. <p>2.2.1 <u>Support the Italian COI Unit to strengthen the decision-making process:</u></p> <ul style="list-style-type: none"> ○ 1 Senior expert profile to support the development of a COI Inter-ministerial feasibility study. ○ 1 COI Researcher for 12 months. ○ 1 study visit (via VC or in presence). ○ 1 training (in VC) and 1 advanced training on MedCOI portal. ○ Up to 4 Country briefings (via VC). <p>2.2.2 <u>Support the NAC to manage revocation and cessation:</u></p> <ul style="list-style-type: none"> ○ 1 Legal Officer - cessation/revocation for 12 months. ○ 1 Legal Officer - litigation for 3 months in Q1. <p>2.2.3 <u>Support the NAC to manage financial and procurement workflows:</u></p> <ul style="list-style-type: none"> ○ 1 Budget Officer for 12 months.

	<ul style="list-style-type: none"> ○ 1 Legal Officer – procurement for 12 months. <p>2.2.4 Support Trapani TC in profiling and monitoring the THB phenomenon:</p> <ul style="list-style-type: none"> ○ 2 Project Officers - THB for 12 months. <p>Participation of relevant Italian authority officials to EASO Networks.</p>
--	--

Measure IT3: Support to the management of judicial backlog	
Measure Outcome	
3 The Italian asylum system has improved its capacity to manage the relevant judicial backlog	
Measure Indicators	
3.1 Percentage of increase in the number of decisions taken by the specialised sections of the tribunals	
3.2 Percentage of increase in the number of decisions taken by the Court of Cassation	
Measure Targets	
3.1 Increased by 25% compared to the baseline	
3.2 Increased by 15% compared to the baseline	
Responsible Authorities	Ministry of Justice
Pre-conditions	<ul style="list-style-type: none"> • Working instructions for Research Officers supporting the specialised sections of the tribunals, the Court of Cassations and the General Prosecutor’s Office are endorsed. • Suitable working space, equipment and tools for deployed AST members provided by the stakeholders. • Ministry of Justice plans to allocate resources for a sustainable phase out of EASO from cultural mediation support.
Outputs	<p>3.1 Enhanced capacity of the specialised sections of the tribunals to process international protection cases.</p> <p>3.2 Enhanced capacity to process international protection cases at the Court of Cassation’s level.</p> <p>3.3 Enhanced coordination and professional development of the specialised sections of the tribunals, the Court of Cassation and the General Prosecutor’s Office.</p>
Description of the actions	<p>3.1 Support to case processing in the specialised sections of the tribunals</p> <p>EASO intends to support the specialised sections of the tribunals by providing technical assistance to the management of judicial backlog and, therefore improving the timeframe in which decisions are taken (e.g., supporting to manage pending cases for which a hearing is not foreseen, development and implementation of internal mechanisms to organise cultural mediation services etc.).</p> <p>This support also intends to contribute to fostering quality of file preparation and consistency in the decision-making. This will be</p>

ensured through a dedicated support on COI and jurisprudential research, as well as through case-specific legal analysis, in full respect of the principle of judicial independence.

A mid-year assessment will be conducted in order to ensure allocation of resources according to the existing backlog.

In some of the specialised sections of the tribunals, a pilot project related to good practices on the use of tools and workflows for the scheduling of hearings and prioritisation of cases will be implemented in order to address the management of judicial backlog in a systematic and more consolidated way. Based on the result of the pilot, the tools and workflows for the scheduling of hearings may be extended to all the specialised Sections.

Furthermore, EASO will actively support the Italian authorities in applying alternative funding, also in light of the Constitutional Court decision n. 217/2019, to cover for interpretation needs of the specialised sections of the tribunals within the year. EASO will however provide cultural mediators – on-call basis according to the needs - in charge of performing interpretation services for interviews at hearings.

The following activities will be carried out:

- Preliminary study and screening of the cases.
- Preparation of files.
- Research and collection of national, European and other Member States' relevant jurisprudence.
- Doctrinal research and collection.
- Passive participation at hearings.
- Provision of case specific legal analysis.
- COI research and collection.
- Scheduling actions and prioritisation of cases exercises also through a pilot project focusing on the development of internal tools and related workflow.
- Support to the management of pending cases for which a hearing is not foreseen.
- Organisation and provision of interpretation and/or cultural mediation services during hearings by Cultural Mediators/Interpreters.

3.2 Support to the Court of Cassation including the General Prosecutor's Office

EASO will support the management of judicial backlog of both the Court of Cassation and the General Prosecutor's Office by enhancing standardisation and uniformity of practices. In practice, EASO resources will focus on the preliminary screening and study of the cases in order to handle files characterised by homogeneous subjects and topics, and procedural issues in a systematic and standardised way, also taking into account vulnerabilities and specific profiles, so to ensure swifter proceedings.

The following activities will be carried out:

- Preliminary screening and study of the cases.
- Conduction of jurisprudential researches.

	<ul style="list-style-type: none"> ○ Managing and organising files. <p>3.3 <u>Strengthen internal coordination, build internal capacity and enhance specialisation in the field of international protection of judges of the specialised sections of the tribunals, the Court of Cassation and its General Prosecutor’s Office</u></p> <p>Furthermore, in coordination with the <i>Scuola Superiore della Magistratura</i> (SSM), EASO will support the judicial authorities in improving their expertise, specialisation and professional development in the field of international protection (included Dublin procedures and vulnerabilities), with the support of the EASO Courts & Tribunals Sector and the Asylum Thematic Cooperation Sector (Asylum Knowledge Centre). EASO support will also contribute to strengthen internal coordination among the judiciary through the organisation of meetings and thematic round tables aimed at sharing best practices and common solutions to challenges raised. External coordination with other public authorities dealing with asylum in Italy will be enhanced through the support to the organisation of multi-stakeholder meetings (Judiciary, DPS, DCLI, DCLI Dublin Unit and NAC) at the central and local level (including Immigration Offices and TCs) on specific topics (ad hoc meetings), with focus on local level. These multi-stakeholder meetings will be organised under action 5.1 of this Operating Plan.</p> <p>The following activities will be carried out:</p> <ul style="list-style-type: none"> ○ Support to the SSM (by EASO Italy and EASO Courts & Tribunals Sector-Asylum Knowledge Centre) in the coordination of professional development activities for judges of the specialised sections of the tribunals, the Court of Cassation and the General Prosecutor’s Office, as well as in developing relevant materials and in identifying relevant trainings for the judges. ○ Support to the development and translation of thematic related documents (e.g. handbooks, EASO modules etc.). ○ Organisation of meetings/thematic round tables, among judicial authorities to share best practice/issues faced by the specialised sections of the tribunals at a local level, by the Court of Cassation and the General Prosecutor’s Office, including the participation of EASO Research Officers. <p>Specific agreements between EASO, the Ministry of Justice at central level, each specialised section of the tribunals, the Court of Cassation and the General Prosecutor’s Office will be formulated to define working instructions and additional arrangements for Research Officers and Cultural Mediators/Interpreters in line with the above activities.</p>
<p>Inputs</p>	<p>3.1 <u>Support to the specialised sections of the tribunals:</u></p> <ul style="list-style-type: none"> ○ Up to 55 Research Officers (ROs) deployed to the specialised sections of the tribunals for 12 months. ROs number may be downsized based on actual data/needs on the judicial backlog. ○ Up to 25 FTE Cultural Mediators/Interpreters deployed to the specialised sections of the tribunals. ○ 2 Field Support Officers for the local coordination and the management of the resources deployed in support to the

	<p>specialised sections of the tribunals for 12 months. These resources will also support in the organisation of 3.3 activities.</p> <p>3.2 <u>Support to the Court of Cassation including the General Prosecutor's Office:</u></p> <ul style="list-style-type: none"> ○ 4 Research Officers deployed to the Court of Cassation for 12 months. ○ 2 Research Officers deployed to the General Prosecutor's Office for 12 months. ○ 1 Field Support Officer for the local coordination and the management of the resources deployed under this action (this resource will be allocated part-time to this activity and the other half of the time to the action 3.1) for 12 months. <p>3.3 <u>Support to strengthen internal coordination, build internal capacity and enhance specialisation in the field of international protection of judges of the specialised sections of the tribunals, the Court of Cassation and the General Prosecutor's Office:</u></p> <ul style="list-style-type: none"> ○ Support in the coordination of 3 professional development activities - organised by the SSM in cooperation with EASO. ○ Development and/or translation of thematic documents. ○ 4 meetings/thematic round tables to share best practices and issues faced at local level (2 via VC during the first semester and 2 in presence, tentatively in Rome and/or Milan, in the second semester). <p>To support training of Research Officers and quality of EASO's intervention, the following capacity building activities will be organised, also with the support of the EASO Training and Professional Development Centre, the EASO Courts & Tribunals Sector and the Asylum Thematic Cooperation Sector (Asylum Knowledge Centre):</p> <ul style="list-style-type: none"> ○ EASO training programme for new deployed Research Officers. ○ 2 EASO refresher sessions for Research Officers. ○ 2 Thematic trainings for Research Officers (via VC).
--	--

<p>Measure IT4: Support to the quality management and monitoring of the Italian reception system</p> <p>Measure Outcome</p> <p>4 The quality and sustainability of the reception system management and monitoring (for adults and UAMs) are enhanced</p> <p>Measure Indicators</p> <p>4.1 Evidence of a sustainable reception management system in place according to a set of established sub-indicators</p> <p>4.2 Evidence of a sustainable monitoring system functioning according to a set of established sub-indicators</p> <p>Measure Targets</p> <p>4.1 50% of the established sub-indicators improved</p> <p>4.2 50% of the established sub-indicators improved</p>

Responsible Authorities	Department for Civil Liberties and Immigration
Pre-conditions	<ul style="list-style-type: none"> • DCLI ensures the implementation of the quality monitoring coaching missions in Prefectures, including logistic arrangements. • Prefectures collaborate with EASO staff to develop a monitoring framework in line with CEAS. • Suitable working conditions, with access to relevant information systems, for AST members deployed to Prefectures. • Prefectures collaborate with AST members monitoring the implementation of new legislative provisions and health safety measures (COVID-19). • DCLI ensures the alignment of the national and EU monitoring standards and indicators for the enhancement of the national monitoring framework, as per Art. 4 of Reception Conditions Directive (recast). • Relevant stakeholders are available to participate to regional coordination workshops and to cooperate in the dissemination of procedures and mechanism related to the COVID-19 health emergency for UAMs.
Outputs	<p><u>First line reception system</u></p> <p>4.1.1 Enhanced quality management and procedures for the first line reception system, also in line with the EU legal framework.</p> <p>4.1.2 Enhanced financial procedures of the DCLI Office II related to first line reception system.</p> <p>4.1.3 Enhanced data management, procedures and processing capacity of the DCLI Office II at central level and at local level, also in the context of the current COVID-19 health emergency and its aftermath.</p> <p>4.1.4 Enhanced capacity of DCLI Office II at central level and at local level to implement quality monitoring framework applied to first line reception system, including with regard to COVID-19 related issues and data on material reception condition and services.</p> <p><u>Second line reception system</u></p> <p>4.2.1 Enhanced financial system and capacity of the DCLI Office III to manage and monitor the project funding of the second line reception system.</p> <p>4.2.2 Enhanced monitoring framework related to the second line reception system, including COVID-19 related issues and data on material reception condition and services.</p> <p><u>UAMs Mission Structure</u></p> <p>4.3.1 Enhanced capacity of UAMs' Mission Structure at DCLI to implement effective procedures for the reception of UAMs.</p>
Description of the actions	<p>In 2021, EASO aims at reinforcing the support previously provided in the following areas:</p> <ul style="list-style-type: none"> - <i>Legal, policy and financial monitoring area</i>, by continuing the support to the refinement of sustainable legal, policy and tender monitoring workflows, as well as financial workflows related to the management of reception system, in view of a progressive phase-out.

- *Procedural, quantitative and statistics areas*, by boosting internal communication and institutional collaboration between the central and local level. This includes data collection and analysis, as well as management and identification of shelters for transfers of asylum applicants from disembarkation sites to quarantine facilities and eventually to final destination centres.
- *Qualitative and standards areas*, by supporting national authority in the organisation and management of monitoring visits and in the related data collection and analysis, as to fully implement the operational standards and indicators on the quality of reception system, also in the context of possible new AMIF projects.

The following actions are foreseen:

4.1.1 Provide legal and policy support to the central management of the first line reception system

- Support to drafting and management of policy documents and legal opinions.
- Support to the development of guidelines on Relocation and SOPs, and support to the coordination activities within Office II and III.
- Support the drafting of legal opinions related to the procedures of tender calls issued by Prefectures for reception centres.
- Support to the preparation of international, European and national high-level planning documents (e.g. *Relazione al Parlamento*).
- Support to the implementation of humanitarian evacuation projects and operations.

4.1.2 Support financial procedures for central management of the first line reception system

- Financial monitoring of payments, expenditures and contracts of reception centres, through the update and adaptation of a dedicated tool.

4.1.3 Support quantitative data management and processing of the central management of the first line reception system

- Support to the timely allocation and transfer of applicants following disembarkation events through the registration within the existing IT platform (SGA) and in coordination with local authorities/Prefectures. This is also done through the development of a workflow for all actors involved and through the update and adaptation of one tool for the collection of data related to transfers and allocation of applicants, including special needs reception.
- Monitoring, data collection and processing (including the use of existing IT platform -SGA- and other IT systems), through the deployment of a roving team from central level to *Prefectures* in selected regional areas under pressure.

4.1.4 Support qualitative monitoring of the first line reception system

- Technical and operational support in consolidating and analysing results of monitoring activities conducted by *Nuclei Ispettivi* at local level.

	<ul style="list-style-type: none"> ○ Quality monitoring of the reception system at the local level, including the assessment of reception conditions and of systematic vulnerability needs. This activity will be carried out through up to 10 coaching missions headed by Central level to selected locations and in accordance with EU standards and indicators on the quality of reception conditions, as integrated in the Italian monitoring system “<i>Gestione Centrale Controllo Accoglienza</i>” (GCCA). <p><u>4.2.1 Support management and monitoring of second line reception system project funding</u></p> <ul style="list-style-type: none"> ○ Elaboration of a procedure’s workflow and planning handover to DCLI internal resources ○ Data collection related to project funding and monitoring of expenditures and payments, in close coordination with the Central Service. ○ Support to monitoring of payments, expenditures and contracts of SIPROIMI/SAI active and closed projects. <p><u>4.2.2 Support data consolidation and analysis within the monitoring framework related to the second line reception system</u></p> <ul style="list-style-type: none"> ○ Data consolidation and analysis on COVID-19 related measures in SIPROIMI/SAI projects, through the continuous use and update of the dedicated data collection tool. ○ Data consolidation and analysis on reception conditions and services collected during monitoring visits, carried out and shared by Central Service. <p><u>4.3.1 Support the allocation system, data collection, data analysis, policy and legal analysis as well as the central coordination regarding UAMs reception, in line with relevant legislation</u></p> <ul style="list-style-type: none"> ○ Organisation of regional coordination workshops for UAMs reception authorities at the local level (via VC or in presence). ○ Support the organisation of a national coordination meeting to evaluate the impact of intake procedures regarding UAMs. ○ Development of a tool to aggregate data on the allocation of UAMs in reception facilities. ○ Support in drafting UAM’s reception related policy documents and legal opinions. <p>A mid-year assessment will be conducted in order to ensure adequate allocation of resources.</p>
<p>Inputs</p>	<p><u>4.1.1 Provide legal and policy support to the central management of the first line reception system:</u></p> <ul style="list-style-type: none"> ○ 1 Project Officer – legal tender – Office II for 12 months. ○ 2 Project Officers – legal policy – Office II for 12 months. ○ 1 Project Officer – legal policy – Office II/III for 9 months. <p><u>4.1.2 Support financial procedures for central management of the first line reception system:</u></p> <ul style="list-style-type: none"> ○ 1 Project Assistant – finance – Office II for 12 months.

	<p><u>4.1.3 Support quantitative data management and processing of the central management of the first line reception system:</u></p> <ul style="list-style-type: none"> ○ 1 Project Officer – statistics – Office II for 12 months. ○ 4 Monitoring and Info System Assistants – Office II for 12 months. ○ 1 Reception and Info System Officer – Office II for 12 months. ○ 5 Reception and Info System Officers – roving team for Office II, of which 3 for 12 months and 2 for 11 months, in support to Prefectures. <p><u>4.1.4 Support qualitative monitoring of the first line reception system:</u></p> <ul style="list-style-type: none"> ○ 2 Project Officers – Monitoring – Office II for 12 months. ○ Coaching missions to up to 10 Prefectures (in presence or in VC modality). <p><u>4.2.1 Support management and monitoring of second line reception system project funding:</u></p> <ul style="list-style-type: none"> ○ 3 Project Assistants – finance – Office III for 12 months. ○ 1 Project Officer – statistics – Office III for 12 months. <p><u>4.2.2 Support data consolidation and analysis within the monitoring framework related to the second line reception system:</u></p> <ul style="list-style-type: none"> ○ 1 Project Officer – Monitoring – Office III for 12 months. <p><u>4.3.1 Support to the allocation system, data collection, data analysis, policy and legal analysis as well as the central coordination regarding UAMs reception, in line with relevant legislation:</u></p> <ul style="list-style-type: none"> ○ 1 Project Officer – legal policy – Mission Structure for 12 months. ○ 1 Project Officer – statistics – Mission Structure for 12 months. ○ 1 national coordination meeting for UAMs reception authorities at the central level (via VC or in presence). ○ 3 regional coordination workshops for UAMs reception authorities at the local level (via VC or in presence). <p>Participation of relevant Italian authority officials to EASO Networks.</p>
--	---

Measure IT5: Support to the coordination amongst Italian asylum authorities, including through the development of information systems

Measure Outcome

5 Improved capacity of Italian authorities to efficiently reduce information and practice gaps among concerned authorities as well as to manage and monitor the asylum and reception systems through enhanced and integrated information systems

Measure Indicators

5.1 Evidence of functioning, institutionalised and autonomous multi-stakeholder coordination meetings within Italian asylum authorities, according to a set of established sub-indicators

5.2 Integration and alignment of the different information applications within the asylum and reception system, according to a set of established sub-indicators

Measure Targets

5.1 75% of the established sub-indicators improved

5.2 % of the established sub-indicators improved (target to be defined in Q1 2021)	
Responsible Authorities	<ul style="list-style-type: none"> • Department for Civil Liberties and Immigration • National Asylum Commission • Department for Public Security • Ministry of Justice
Pre-conditions	<ul style="list-style-type: none"> • Central and local authorities have the capacity (human resources, financial resources and internal organisational set-up) to attend the meetings either in persons or by VC and effectively follow-up on decisions taken. • Italian authorities continue to develop <i>the Sistema Unico Asilo</i> (SUA) according to set timelines and do not experience further delays. • Italian authorities, following the feasibility study on the scheduling tool, collaborate for the implementation of the pilot and testing phase of the selected scheduling tool. The DCLI ensures the integration of the scheduling tool in SUA through the use of internal resources. • The DCLI, the DPS, Immigration Offices and the Forensic Police collaborate with the EASO's AST for the collection of functional requirements for reporting and analyses purposes. • All stakeholders ensure continuous alignment and close technical cooperation among them and with the EASO ASTs for the achievement of the activities under 5.2.
Outputs	<p>5.1.1 Established functional meetings among asylum procedure stakeholders (DPS, NAC, DCLI and selected specialised sections of the tribunals).</p> <p>5.2.1 Enhanced capacity of DCLI Office VI and local actors to effectively coordinate, manage and implement the SUA system.</p> <p>5.2.2 Enhanced capacity of local police offices to reduce waiting time for lodging asylum applications.</p> <p>5.2.3 Enhanced use of available data for analysis and reporting through the automation of data collection and reports.</p>
Description of the actions	<p>In 2021, EASO intends to continue supporting coordination mechanisms among Italian asylum authorities, to foster harmonisation of asylum procedures at all phases. This entails an action that tackles both the national and regional level, through multi-stakeholder discussions on best practices, practical obstacles, and achievement of common solutions.</p> <p>5.1.1 <u>Support the establishment of functional meetings among asylum procedure stakeholders at central and local level</u></p> <ul style="list-style-type: none"> ○ Facilitation of national coordination meetings (NOCs) with follow up actions to facilitate the effective decisions-making process (including ad hoc high-level quarterly meetings). ○ Facilitation of multi-stakeholder meetings (Judiciary, DPS, DCLI, DCLI Dublin Unit and NAC) at central and local level (including Immigration Offices and TCs) on specific topics. ○ Facilitation of Thematic Tables (TTs) focusing on main topics relevant to EASO's mandate and follow up actions.

	<ul style="list-style-type: none"> ○ Organisation of EASO COI methodology workshop for relevant stakeholders. ○ Monitoring of coordination activities: development of a report on best practices implemented by local actors following regional coordination meetings (ROCs - OP2019) and the TTs (OP 2020). <p>As part of its coordination support, EASO will also continue to assist relevant authorities in the finalisation and integration of IT systems for a harmonised and coordinated management of asylum and reception procedures across all stakeholders involved. Once the IT systems will be fully operational, EASO intervention will shift towards capacity building and coordination with a progressive phase-out from project management and development.</p> <p><u>5.2.1 Support the efficient management, monitoring and coordination of SUA project and of other key information systems at Office VI of the DCLI</u></p> <ul style="list-style-type: none"> ○ Support the management and the monitoring of SUA project development and progress (end of Phase I – Phase II). ○ Support the roll out of SUA and related capacity building. ○ Development of training materials (modules and tools) and organisation of training sessions on SUA. ○ Facilitation of coordination meetings between Offices involved in the management of IT systems, including at local level. ○ Monitoring of expenditures and contracts pertaining to IT platforms and systems regarding the asylum and reception system, in complementarity with the AMIF NP-funded S.I.S.A.M.I project. ○ Follow up on the implementation of the reception monitoring framework and tools with EU standards and indicators incorporated within the GCCA. <p><u>5.2.2 Support the development and enhancement of SUA and other IT systems functionalities</u></p> <ul style="list-style-type: none"> ○ Following the feasibility study, support the pilot and testing phase of the scheduling tool in collaboration with the DPS to improve and standardise scheduling practices at fingerprinting and registration phase across the whole territory (the full-scale implementation of the scheduling tool is planned for 2022). ○ Support the evaluation and assessment of possible integration of the tool into SUA. <p><u>5.2.3 Support the automation of data collection and report production at Office VI of the DCLI through the definition of business requirements for asylum and reception system stakeholders</u></p> <ul style="list-style-type: none"> ○ Support the collection of business requirements and the implementation of reporting in the environment SAP business object (SAP BO).
Inputs	<p><u>5.1.1 Support the establishment of functional meetings among asylum procedure stakeholders at central and local level:</u></p> <ul style="list-style-type: none"> ● 1 Assistant Coordinator deployed to the DPS for 12 months. ● 1 Assistant Coordinator deployed to the NAC for 12 months. ● 1 Assistant Coordinator deployed to the DCLI for 12 months.

	<ul style="list-style-type: none"> • Horizontal support from FSOs and EASO staff for these activities. • 6 NOCs (via VC). • 2 Multi-stakeholder meetings (via VC). • 7 Thematic Tables with participation of central and local authorities (via VC). • 1 COI workshop (via VC). <p><u>5.2.1 Support the efficient management, monitoring and coordination of SUA project and of other key information systems at Office VI of the DCLI:</u></p> <ul style="list-style-type: none"> • 1 Project Officer at DCLI for the management and implementation of IT SUA and other IT Systems (including GCCA) for 12 months. • 1 Member State Expert (MSE) for 4 months. • 2 Training Officers at DCLI for 6 months. • 1 Training Assistant at DCLI for 6 months. • 1 Project Assistant – finance at Office VI for 12 months. • Development of training materials (modules and tools). • 4 training sessions on SUA (via VC). • 8 coordination meetings on IT systems (via VC). <p><u>5.2.2 Support the development and enhancement of SUA and other IT systems functionalities:</u></p> <ul style="list-style-type: none"> • 1 Business Analyst for 12 months at DCLI Office VI, this resource will support also action 5.2.3. <p><u>5.2.3 Support the automation of data collection and report production at Office VI of the DCLI through the definition of business requirements for the stakeholders of the asylum and reception system:</u></p> <ul style="list-style-type: none"> • 1 Project Assistant – info system at DCLI for 11 months. This resource will also support SUA tests related action (5.2.1).
--	--