

**AMENDMENT TO THE
OPERATIONAL & TECHNICAL ASSISTANCE PLAN
AGREED BY EASO AND ITALY**

Valletta Harbour and Rome
11 December 2019
Amended on 10 August 2020

Having regard to Articles 8, 10 and 13 to 23 of Regulation (EU) No 439/2010 of the European Parliament and of the Council of 19 May 2010 establishing a European Asylum Support Office (hereinafter 'EASO Regulation'),

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').

Hereby agree on the amended Operating Plan (hereinafter 'the Plan') for the deployment of Asylum Support Teams and the provision of technical and operational assistance to Italy from 1 January until 31 December 2020 in accordance with Article 18(2) of the EASO Regulation.

Any additional amendments or adaptations of this Plan shall be agreed in accordance with Article 18(2) of the EASO Regulation.

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

Valletta Harbour and Rome

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. INTRODUCTION

1.1 Legal Framework

Article 13 of the EASO Regulation states:

1. A Member State (or Member States) subject to particular pressure may request EASO for deployment of an Asylum Support Team. The requesting Member State or Member States shall provide in particular a description of the situation, indicate the objectives of the request for deployment and specify the estimated deployment requirements.
2. In response to such a request, EASO may coordinate the necessary technical and operational assistance to the requesting Member State(s) and the deployment, for a limited time, of an Asylum Support Team in the territory of that Member State(s) on the basis of an Operating Plan.¹
3. All EASO activities performed in the context of the support and technical assistance as identified in the plan herewith fall under the legal framework of the Host Member State. This includes, inter-alia, the safety and security of persons and assets participating in those EASO activities.

1.2 Operational Situation and Needs Assessment

Over the last years, Italy has witnessed a dynamic migratory situation. The unprecedented influx of migrants to Italy observed in 2014 (170,100 arrivals) and 2015 (153,842 arrivals) continued in 2016 (181,436 arrivals) and 2017 (119,369) and considerably decreased in 2018 (23,370 arrivals) and 2019 (10,873 arrivals)².

While the backlog of asylum applications pending a final decision in first instance has decreased (from 98,165 in December 2018 to 43,323 in October 2019³), also thanks to EASO intervention, the backlog of cases before judicial authorities has grown significantly. According to the Italian Ministry of Justice, as of June 2019 second instance pending cases amounted to 73,504⁴, making it difficult for the Specialised sections of Tribunals to meet the 4-month timeframe envisaged by the law for the definition of judicial proceedings.

Furthermore, despite the substantial decrease in the number of arrivals, a significant number of asylum seekers and beneficiaries of international protection (refugees and subsidiary protection beneficiaries) remain present in the Italian reception system. As of 30th November 2019, 95,020⁵ adult asylum seekers and refugees were hosted into the Italian reception system (1st line and 2nd line). This represents a 30% decrease of presence in the reception system compared to December 2018, when asylum applicants and holders of international protection hosted in the Italian reception system were 135,858⁶. As of 30th November 2019, the greatest part of asylum applicants and refugees (69,971)⁷ is lodging in the 1st line reception system, mainly *Centri di Accoglienza Straordinaria* (CAS), followed by *Centri di Accoglienza e per Richiedenti Asilo* (CDA and CARA). 24,568 are hosted in the 2nd line reception system, namely in the *Sistema di Protezione per titolari di protezione internazionale e per minori stranieri non accompagnati* (SIPROIMI) shelters and 481 are in the hotspots (Sicily)⁸.

The Italian government has significantly reformed the reception systems in 2018, to better manage the 1st line reception system and to strengthen the 2nd line reception system. In particular, the Law Decree 113/2018 (later converted into Law 132/2018) changed the main scope of SIPROIMI shelters,

¹ Asylum Support Teams are composed of Member States deployed experts, contracted temporary workers and EASO staff

² [Cruscotto Statistico Giornaliero](#), Dipartimento della Pubblica sicurezza. Data extracted on 30th November 2019

³ National Asylum Commission monthly data extraction (Estratto Dati)

⁴ Data from the Italian Ministry of Justice, Central Directorate for Statistics and Organisational Analysis (DOGPS, Direzione Statistica ed Analisi Organizzativa), latest update 31 July 2019

⁵ [Cruscotto Statistico al 30 novembre 2019](#), up to 30th November 2019

⁶ [Cruscotto Statistico al 31 dicembre 2018](#), up to 31st December 2018

⁷ [Cruscotto Statistico al 30 novembre 2019](#), up to 30th November 2019

⁸ [Cruscotto Statistico al 30 novembre 2019](#), up to 30th November 2019

which can now only host beneficiaries of international protection (refugees and subsidiary protection beneficiaries), unaccompanied minors (UAMs) and specific groups of people who could be hosted in SIPROIMI as an exception (*casi speciali*) if they do not have access to dedicated protection systems.

Fragmentation in the Italian asylum and reception system affects both information systems and coordination mechanisms among stakeholders. In light of the pressure to which the Italian asylum information system has been exposed, the need for data alignment and integration has emerged. 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 establishing good cooperation in several areas. On 4th June 2013, EASO and Italy signed the first Special Support Plan for the period to the end of 2014. The plan covered a number of prioritised areas, such as data collection and analysis, Country of Origin Information (COI), Dublin system, reception system and emergency capacity, and training of independent judiciary, as well as further professional development of the National Asylum Commission. In March 2015, EASO and Italy signed an extension to this plan, the Special Support Plan - Phase 2, which continued until the end of March 2016. Based on that plan and its amendments, activities continued in a number of areas, such as capacity-building in the field of COI and operational support to Italian Territorial Commissions for administrative preparation of the files by technical ICT support; support to the Italian Dublin Unit to enhance its capacity to handle pending cases; professional development activities and study visits.

In December 2016, an Operating Plan to Italy was signed encompassing all technical and operational assistance to Italy in the course of 2017 and outlining the following areas of support: information provision and lodging of potential applicants for international protection; handling outgoing Dublin take back and take charge requests; strengthening reception capacity especially with regards to UAMs; professional development of the staff of the Department of Civil Liberties and Immigration, within the Italian Ministry of Interior, as well as in activities in the field of COI; cooperation with the Italian Ombudsperson for Children and Adolescents (*Autorità garante per l'infanzia e l'adolescenza*) implementing further support measures related to the guardianship system in Italy (Amendment No 1 to the OP signed in July 2017).

EASO's support to Italy continued with the signature, in December 2017, of a new Operating Plan for 2018 further expanding on the 2017 support, and notably including: information provision in hotspots, other disembarkation ports and reception centres; support to the Department of Public Security (DPS) in lodging applications in Questure (Immigration Police offices); support to Territorial Commissions in the preparation of files and to the National Asylum Commission, including its COI Unit; partnership with the Italian Ombudsperson for Children and Adolescents; strengthening the capacity of the Department of Civil Liberties and Immigration (DCLI) and other actors involved in the reception system, including for UAMs.

In December 2018, the Operating Plan for 2019, given the reducing number of arrivals, continued its support to reduction of backlog while also working at central level on quality issues. The Plan revolved around 5 measures to enhance the Italian asylum system capacity 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. On the basis of the results achieved in 2019 and the needs collected through consultations and constant dialogue with the Italian Authorities, EASO's support in 2020, through the signature in December 2019 of a new Operating Plan for 2020, will continue in the following areas:

- Support to the quality and standardisation of asylum procedures (including National, Dublin and ad-hoc procedures);
- Support to the quality management and monitoring of the Italian reception system;
- Support the reduction of backlog of asylum cases in the Specialised sections of Tribunals;

- Enhancement of coordination mechanisms amongst Italian asylum authorities;
- Support the efficiency and standardisation of procedures and data collection through the development and management of information systems.

The current OP intends to continue addressing the consequences of the disproportionate pressure on the Italian asylum and reception system. It also aims at contributing to support the system toward a better preparation to respond to potential future situations of pressure.

The Host Member State and EASO will provide Member States 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 described in the specific measures. Every effort will be made by the different parties to provide a suitable working place for the expert(s) 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.

In mid-February 2020, the outbreak of the Covid-19 pandemic led to the introduction of temporary restrictive measures to movement of persons in Italy with suspension of all face-to-face activities, except for those revolving around basic needs and essential services. The situation further required Italy to declare a state of emergency, with Law Decree no. 11/2020 issuing a full lockdown for the country from the 9th of March to the 4th of May 2020. Afterwards, lifting of lockdown measures has been gradually introduced and a recovery phase started with the possibility in the future to tighten again restrictive measures according to the evolution of the pandemic.

The above-mentioned situation affected the implementation of this Operating Plan, requiring the adoption of contingency plans in March 2020. An amendment to the Plan is required to reflect changes in the operational situation and in needs, as assessed in the months of March, April and May. Activities devised promote the approach described in the Operational guidance issued by the European Commission on the 16th of April 2020, in which EU Member States were called to ensure business continuity in asylum, return and resettlement procedures, while protecting people's health and fundamental rights, in line with the EU Charter of Fundamental Rights.

The Covid-19 outbreak had an impact across all measures, with different consequences: for example, measure 3 experienced only delays in deployments, while certain activities in other measures had to be reshaped or became no longer possible to implement. All activities that implied frequent movements, missions, and face-to-face training had to be reorganized online. The amendment reflects these new developments:

- Under measure 1, Member State Experts' deployment was suspended in March, and a new call for experts was possible only as of 1st July, with the gradual opening of airports in the EU and Schengen area. Therefore, the Member State and Individual Experts' deployment plan has been revised accordingly. Italian Immigration Offices have been closed since the 9th of March 2020, with suspension of registration of international protection requests (only the making was recorded), impacting on the timely lodging of applications and its backlog.
- Under measure 2, the lockdown affected the delivery of activities requiring interaction with local authorities and/or reception centres such as coaching missions on EASO's monitoring methodology and workshops on best practices. Additionally, the concerned stakeholder expressed further needs in the wake of the pandemic, and namely the need for EASO's support in monitoring the implementation of new legislative provisions on Covid-19 containment and health safety measures in reception centres (including the SIPROIMI).
- In Measure 4, face-to-face meetings were reorganized online, wherever feasible.
- As for Measure 5, new social distancing measures triggered the need for the registration authority to avoid overcrowding in its local offices' premises, through appointments. Hence, EASO' support to a feasibility study on a scheduling tool was prioritized and extended, to cover both fingerprinting and registration.
- Further to this, in April 2020 EASO received an informal request for support from the Supreme Court of Cassation and, in particular, from its General Prosecutor's Office, given the sharp

increase of international protection cases appealed before the Court. This increase has been mostly triggered by the entry into force of Law n. 46/2017 which abolished the second degree of judgement before the Courts of Appeals against the Tribunal Specialised section's decisions in order to speed up judicial proceedings. As a consequence, appealed cases following a decision issued by Tribunals' Specialised sections are now processed directly and solely by the Court of Cassation. Over the last years, numbers of newly filed cases before the Court grew from being approximately 100 cases in 2016 to being more than 700 in 2017.⁹ Already in 2017 international protection cases accounted already for about 70% of the total newly filed cases at the Court level.¹⁰ From 1,137 pending cases in 2017 accounting for 1% of the total pending cases backlog across all subjects, in 2019 the Court registered 12,912 pending cases accounting for 11% of the total national backlog across all subjects. The first five months of 2020 confirm this growing trend with the Court already registering 14,089 pending cases and 3,397 newly filed cases.¹¹ However, the internal structure and staffing plans of the Court and the General Prosecutor's Office have not been readjusted since 2017. The Court is currently able to dedicate one - section out of its six sections to IP-related matters and not in an exclusive way, being it competent over other civil matters. The General Prosecutor's Office assigned only 2 magistrates to the matter.¹² Recent indications pointed to internal discussions to increase resources and reassess internal organization of the sections in order to better face the increased workflow and increase specialization on international protection matters. Finally, the CoVid-19 emergency situation and related temporary slowdown of judicial activities can potentially have an additional negative impact on the Court decisions' backlog.

1.3 Flexibility Clause

The Plan aims to provide timely, active and flexible support to the identified needs of the Host Member State. The foreseen activities will be implemented in consideration of the changing circumstances of the international protection and reception systems in the Member States, as well as any specific circumstances on the ground, and subject to the availability of financial resources and experts.

The schedule of the measures and tasks in the Plan is a forecast and may change. Any change will be subject to a discussion between EASO and the Host Member State. The Executive Director of EASO is authorised to make changes that may be accommodated within the objectives of a measure without requiring an amendment of the Plan, provided that they do not affect the overall budget and that the Host Member State is timely informed in writing.

The Plan may be revised including suspension or termination of Measures at any time in order to reflect new operational developments in accordance with Article 18(2) of the EASO Regulation.

1.4 Lawfulness and Respect for Fundamental Rights

Support related to the participation in EASO activities under this Plan must be carried out in a way that fully respects human dignity. All personnel involved in operational support activities shall maintain the highest standards of ethical conduct, professionalism, respect and promotion of fundamental rights and international protection. This particularly applies vis-à-vis persons who are in need of international protection. Personnel is expected to meet obligations imposed upon them by the provisions of this Plan, in compliance with the requirements of the CEAS.

⁹ Consiglio Superiore della Magistratura – Statistical Office, “Monitoraggio sezioni specializzate in materia di immigrazione modalità organizzative analisi dei dati (documento interno), 2019”.

¹⁰ Supreme Court of Cassation – Statistical Office, “La Cassazione civile - Annuario statistico 2019. periodo 01/01/2019 - 31/12/2019, martedì 21 gennaio 2020”.

¹¹ “Dati in materia di “Protezione internazionale. Anni dal 2016 al 2020”; data from the Supreme Court of Cassation, latest update 31/05/2020.

¹² Data shared by the Supreme Court of Cassation on 09/06/2020.

Whilst taking part in the EASO operational support activities, all personnel 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 conduct. 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. All persons in EASO operational support activities shall comply and act in accordance with the Code of Conduct.

1.5 Confidentiality and Data Protection

Without prejudice to the public right of access to documents, as laid down in Regulation (EC) 1049/2001¹³ and the EASO implementing rules on access to documents¹⁴, 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.

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. Additional EU data protection legislation applicable to EASO that may enter into force during the implementation period of this Plan shall likewise apply as of the date of entry into force. The current plan also takes into account the General Data Protection Regulation as updated in May 2018¹⁵ 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).

Whenever processing personal data during the activities agreed within the current Plan, members of Asylum Support Teams will act as data processors 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. 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. GENERAL CONDITIONS

This chapter of the Plan describes the various measures to support 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 intellectual property rights of the work of the experts performed in the context of the Plan are vested in EASO. Selected deliverables developed under this Plan may be published.

¹³ 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

¹⁴ 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

¹⁵ Corrigendum, OJ L 127, 23.5.2018, p. 2 ((EU) 2016/679)

2.1 Main National Partners

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

<p>Department for Civil Liberties and Immigration</p> <ul style="list-style-type: none"> – Central Directorate for immigration 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 – 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 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>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 - Questure (Police Immigration offices) 	<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 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>Forensic Police</p>	<p>The Forensic Police is the centralized structure that intervenes when, for the execution of judicial and preventive police investigations,</p>

	<p>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 decentralized offices in the national territory.</p>
Prefectures	The 106 Prefectures are based throughout the country at provincial level and are responsible for the management of all reception centres in those provinces where centres are present.
Specialised sections on immigration, international protection and free movement of citizens in the EU within 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. These sections, according to the law, were created with no additional financial implications, i.e. without additional human or financial resources. Judges to be included in the Specialised sections should be appointed on the basis of specific skills acquired through professional experience and training. EASO and UNHCR are entrusted with training the judges on an annual basis during the first three years¹⁶ 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 e.g. rejecting the application, granting subsidiary protection instead of refugee status or granting a type of national protection status instead of an international one¹⁷.</p>
Supreme Court of Cassation and its General Prosecutor’s Office	The Supreme Court of Cassation is the highest grade of the ordinary jurisdiction. The Court 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, tasked with specific functions. As the Supreme Court, in fact, the General Prosecutor has the duty to express opinions in the sole interest of the law, thus providing right and consistent interpretation of legal provisions. The General Prosecutor cooperates with the Court as an impartial body.
ANCI - National Association of Italian Municipalities	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 (<i>Servizio Centrale</i>), 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’s 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.

¹⁶ Article 2(1) Decree Law 13/2017, as amended by L 46/2017

¹⁷ Articles 35(1) and 35-bis (1) Procedure Decree

2.2 Acceptance of Deliverables

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

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

2.3 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, as well as practical information concerning location of deployment and related workflows) are published on the following platforms:

- EASO Asylum Intervention Pool's National Contact Point platform (EASO AIP NCP);
- EASO Asylum Intervention Pool System (EAIPS);
- EASO country-specific online platforms developed as part of the EASO Information and Documentation System (IDS) (e.g., EASO IDS Greece Operations Platform, EASO IDS Italy Operations Platform, EASO IDS Cyprus Operations Platform). These platforms are made available to members of ASTs upon their engagement, allowing for preparation for deployment (in case of 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 to be available on IDS for AST Teams.

Specific Asylum Support Team deployment details are provided under each measure, where applicable.

2.4 Organisational Pre-Conditions

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 shall designate 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 and security conditions (see section 3) are considered as organisational pre-conditions.

EASO shall deploy Asylum Support Team (AST) members, including experts and/or temporary workers, to Host Member State authorities, performing tasks in line with 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.

2.5 Implementation Period

The implementation period of this Plan and its amendment is from 1 January 2020 until 31 December 2020.

The Plan, including the implementation period, may be revised at any time in order to reflect new operational developments. In particular, additional EASO trainings might be organised, with the support of the EASO Training and Professional Development Centre, on the basis of newly identified needs and depending on the availability of resources.

2.6 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 IDS and Country Operational Platform (COP) platforms. 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 two parties will facilitate media coverage to ensure a wider dissemination and visibility of results.

2.7 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 EASO via the dedicated mailbox (complaints_operations@easo.europa.eu).

Any incidents that may occur during the deployment of an expert in the Asylum Support Teams shall be reported through the same channels. Incident reporting templates can be found on the IDS platform (<https://ids.easo.europa.eu/index.action>) and on the Country Operational Platform (COP) (<https://aip.easo.europa.eu/cop/IT/WikiPages/Useful%20documents.aspx>).

2.8 Monitoring and Evaluation Framework

EASO will implement 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 will make 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. These elements will be outlined in a Monitoring Plan and structured in outputs and outcomes focusing on intended results and implementation processes.

Final, periodic or mid-term 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. Final evaluations will however always aim at including the involvement of the Host Member State and other stakeholders.

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).

3. SECURITY

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 and security on the territory of that Member State.

EASO will endeavor to support the identification of required 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 security requirements, identified herewith, should apply as a general rule;
- Specific security requirements for the specific plan, to be identified jointly by EASO and the Host Member State security responsible.

3.1 Standard security 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.
- A pre-deployment briefing program, 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 2.4 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 behavior 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.

3.2 Specific security requirements

Specific security requirements for the implementation of the Operating Plan, in particular security sensitive areas such as hotspots, 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.

4. SPECIFIC PROVISIONS

4.1. 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. When relevant, EASO will participate in EURTF coordination meetings throughout the duration of the Plan.

4.2. 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.

4.3. 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. The Union Contact Point will, therefore, 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.

5. MEASURES

<p>Measure IT1: Support to the quality and standardisation of asylum procedures</p> <p>Measure Outcome</p> <p>Enhanced quality and standardisation of asylum procedures (including National, Dublin and ad-hoc procedures)</p> <p>Measure Outcome Indicators</p> <p>1.1 Quality and completeness of registrations carried out by Questure</p> <p>1.2 Percentage of COI researches carried out by COI Unit following standardised procedures</p> <p>1.3 Percentage of outgoing Dublin cases timely processed</p> <p>Baselines</p> <p>1.1 n/a</p> <p>1.2 18%</p> <p>1.3 99% (6,210/6,265, Jan-Oct 2019)</p> <p>Targets</p> <p>1.1 At least 50% of registrations (based on a sample check) met the completeness requirements</p> <p>1.2 50%</p> <p>1.3 100%</p>	
<p>Responsible Authorities</p>	<ul style="list-style-type: none"> • Department of Public Security • Department of Civil Liberties and Immigration
<p>Partner Organisations and Beneficiaries</p>	<p>Direct:</p> <ul style="list-style-type: none"> • Department of Public Security and the Questure’s Immigration Offices • Department of Civil Liberties and Immigration <ul style="list-style-type: none"> • The Dublin Unit, the National Asylum Commission, with its COI Unit and the Territorial Commissions • Prefettura • Reception centers • European Union Member States <p>Indirect:</p> <ul style="list-style-type: none"> • Asylum applicants
<p>Description and Assessment of the Situation</p>	<p>Despite the sharp decrease in the number of arrivals and applications for international protection witnessed by Italy in 2019, there are still challenges with regards to uniform implementation of asylum procedures throughout the Italian territory. Given these disparities of practices, EASO has been requested to support the quality and standardisation of asylum procedures through a three-fold approach, by supporting quality in registrations, in the central management for status determination and in Dublin procedures.</p> <p>Firstly, EASO support will focus on increasing the DPS’s capacity to ensure standardisation of registration procedures, by remotely identifying procedural gaps and establishing the needs for ad hoc coaching interventions. Indeed, as EASO phased out from direct support to Questure,</p>

	<p>there is a need to ensure the sustainability and continuity of workflows and methodologies introduced and refined over 2018 and 2019.</p> <p>Given the request for temporary support to comply with national social distancing and other emergency measures, and to face the backlog in some Questure across the territory, especially in the North of Italy mostly affected by Covid-19, some activities are added to this measure:</p> <ul style="list-style-type: none"> • Assessment, in collaboration with Italian stakeholders, of the feasibility of a new workflow for remote registrations, and its progressive implementation, especially for larger police headquarters, reception centres equipped with a Questura outpost and for ad hoc disembarkation events; • The allocation of additional resources in selected Questure across the territory to temporarily support the processing of backlog derived from the Covid-19 outbreak; • An email-based Quality Helpdesk service will be established and tested for an initial period with the aim of remotely supporting police officials in technical and procedural aspects related to the implementation of the registration procedures. The answers will be provided in coordination with the DPS, the Helpdesk activities could eventually be extended with a helpdesk line after the testing period. <p>Additionally, due to the increase in arrivals via ad hoc channels of entry into the territory – such as evacuations, humanitarian corridors and voluntary relocations – there is need to support the standardisation and sustainability of such procedures taking into consideration also the remote support. The intervention will also include enhancement of registration officers’ data collection capacity.</p> <p>Secondly, EASO intends to support the NAC in strengthening the standardisation of its internal procedures, its case management, and in enhancing quality of COI research. In the COI Unit, EASO foresees to continue building capacity, enhancing its specialization, support the harmonisation of the COI query system both internally and at end user level. EASO will also test case monitoring of asylum applications from potential victims of trafficking in human beings (THB) in Trapani Territorial Commission (TC). This will be a local initiative to collect and analyse data coming from transcription of the interviews collected at Trapani TC level, in synergy with UNHCR current activity in the context of an AMIF emergency assistance project coordinated by the Mol (“Em.As.”), in support to NAC, for the development of national monitoring guidelines on THB.</p> <p>Lastly, in continuation with 2019, EASO will improve the capacity of the Dublin Unit to manage and process outgoing Dublin requests and support better identification, efficient management and follow-up of Dublin cases by DPS officials in Questure. This support will be, as in 2019, complementary to the upcoming renewal of AMIF intervention aimed at supporting the Dublin Unit in the management of incoming cases. Special efforts will be dedicated to capacity building, disseminating and implementing best practices on Dublin applicants and applicants with special needs and vulnerabilities.</p>
<p>Pre-condition(s)</p>	<ul style="list-style-type: none"> • Appropriate and safe working conditions, for EASO personnel and deployed AST members in the different work locations, with access

	<p>to databases and other information systems and in order to carry out assigned tasks.</p> <ul style="list-style-type: none"> • Availability of Italian Public Officials to attend the Train the Trainers (TtT). • UNHCR, IOM, and other relevant partners involved in EASO's activities are willing and commit to collaborate with EASO to ensure synergies and avoid overlapping of support.
Outputs	<ul style="list-style-type: none"> • 1.1.1 Enhanced capacity of DPS to standardise registration procedures and develop self-assessment mechanisms. • 1.1.2 Enhanced capacity of Italian authorities to respond to disembarkations and other ad hoc events (such as high influxes of applicants, humanitarian corridors and evacuations), including through established standardised ad hoc procedures and coordination with the actors involved. • 1.1.3 Voluntary relocation exercises of MS facilitated.¹⁸ • 1.2.1 Improved capacity of the COI Unit to manage and standardise procedures. • 1.2.2 Improved capacity of the National Asylum Commission to manage standardised procedures and cases at central level. • 1.3.1 Increased capacity of the Dublin Unit to manage and process Dublin outgoing requests. • 1.3.2 Improved capacity among DPS officials in identifying and handling outgoing Dublin cases.
Action deliverable(s)	<p>1.1 Support to the quality and standardisation of procedures at the registration phase:</p> <ul style="list-style-type: none"> ○ Development at central level of dedicated quality and self-assessment, monitoring tools to enhance standardisation of procedures at local level; ○ Assessment of feasibility, development and implementation of a new workflow for remote registrations procedures in collaboration with DPS and DCLI; ○ Coaching missions carried out in Questure by a dedicated roving team to increase DPS's capacity to ensure standardisation of registration procedures; ○ An email-based Quality Helpdesk service will be established and tested which will remotely support local Questure in implementation of good practices and ensuring quality standards, including by identifying procedural gaps and establishing the needs for ad hoc coaching interventions. The answers will be provided in coordination with the DPS, the Helpdesk activities could eventually be extended with a helpdesk line after the testing period; ○ Support to the development/implementation of standard operating procedures for ad hoc disembarkations events; ○ Liaison with stakeholders, information provision and lodging of applications for international protection during ad hoc events, such as disembarkations, evacuation and humanitarian corridors; ○ Support to the organisation of national training sessions developed by the DPS.

¹⁸ As per Standard Operating Procedures prepared by COM and adopted as a follow up of the Malta Declaration (<https://www.consilium.europa.eu/en/press/press-releases/2017/02/03/malta-declaration/>)

	<p>1.2 Support to the standardisation of asylum procedures at National Asylum Commission:</p> <p>Support to the COI Unit</p> <ul style="list-style-type: none"> ○ Support to the organisation of coordination meetings and country briefings between the COI Unit and Territorial Commissions; ○ Organisation of a COI workshop on COI methodology and sources; ○ Support to the development of a workplan for the NAC COI Unit; ○ Support to COI query system. <p>Support to the National Asylum Commission</p> <ul style="list-style-type: none"> ○ Capacity building in case management of revocation and cessation, including administrative and technical support to files preparation and to the litigation phase; ○ Creation of tools to support the standardisation and the quality of the caseload management and litigation defence of the NAC decisions; ○ Train the Trainers and organisational support to training activities; ○ Capacity building in setting up a stronger financial system improving the internal functioning of NAC; ○ Enhancing NAC capacities in terms of procurement activities; ○ Enhancing NAC capacities in case monitoring of asylum applications of potential victims of human trafficking through a local project. In cooperation with UNHCR, this local project will develop a database containing quantitative and qualitative data collected from transcripts of applicant’s interviews. <p>1.3 Support to the standardisation of handling outgoing Dublin cases:</p> <ul style="list-style-type: none"> ○ Support to the activities related to disembarkation and voluntary relocation events; ○ Case management of outgoing cases under Dublin procedure, starting with the identification of Dublin cases, determination of the responsible MS and finalization of the procedure; ○ Support to enhance the standardisation and quality of Dublin appeals; ○ Helpdesk activities to ensure uniformity of procedures and capacity building; ○ Capacity building activities to improve standardisation, quality and efficiency of outgoing Dublin cases management; ○ Development of brochures and operational tools on outgoing Dublin cases for public officials and for applicants.
<p>Inputs</p>	<p>1.1 Support to the quality and standardisation of procedures at the registration phase:</p> <ul style="list-style-type: none"> ○ 10 Caseworkers dedicated to quality monitoring and coaching missions at DPS, of which 4 for 12 months and 6 for 7 months ○ 4 Legal Officers constituting a legal team at DPS, of which 3 for 12 months and 1 for 6 months ○ 4 Experts and 11 Caseworkers for ad hoc events, including voluntary relocation upon disembarkation, deployed in Questure/DPS and to be activated as needed: <ul style="list-style-type: none"> ○ Caseworkers: 5 for 12 months, 4 for 10 months and 2 for 8 months ○ 4 Experts for 2 months

- 10 Registration Support Officers deployed in Questure to support registrations for 4 months
- Cultural mediators/interpreters to support the mobile teams in their ad hoc events activities, and to support the AST members in asylum procedures
- 1 Field Support Officer for disembarkations and other ad hoc events for 6 months
- 2 Assistant Coordinators providing coordination and back-office support to ad hoc events at the DPS for 12 months
- 5 Caseworkers dedicated to outgoing Dublin procedures at DPS, of which 1 for 12 months, 2 for 6 months and 2 for 3 months
- 1 Assistant Coordinator providing coordination and back-office support to training organisation at the DPS for 12 months

1.2 Support to the standardisation of asylum procedures at the COI Unit and National Asylum Commission:

- Legal Officers of which 1 for 12 months (cessation/revocation procedure) and 1 for 7 months (procurement)
- 2 NAC Caseworkers for the standardisation of procedures, of which 1 for 12 months and 1 for 7 months
- 1 COI query system Officer for 12 months
- 1 Budget Officer for 12 months
- 2 Experts for 5 months, 1 on cessation/revocation procedures and 1 on procurement
- 2 Project Officers - THB to implement the local project on THB for 10 months.

1.3 Support to the standardisation of outgoing Dublin cases management:

- 6 Dublin Officers, of which 4 for 2 months, 1 for 11 months and 1 for 12 months
- Experts deployed at the DU: 3 for 10 months, 2 for 5 months, 2 for 2 months and 3 for 1 month

The following capacity building activities will be organised, also with the support of the EASO Training and Professional Development Centre and the Asylum Knowledge Centre:

- 5 Train the Trainers (TtT) for DPS
- Italian translation of 5 EASO Training Modules (TMs) and the related TMs on virtual delivery
- Support to the organisation of maximum 3 national training sessions developed by the DPS
- Participation of relevant AST members deployed at DPS and NAC to EASO training modules on Asylum Procedures Directive, Identification of potential Dublin cases, COI, and EASO training programme on Coaching, End of Protection, THB and Communication and Information provision. Optional participation, where feasible, of relevant deployed AST members to EASO training modules on Introduction to International Protection and Dublin III
- Thematic sessions on registration topics for AST members supporting the DPS and/or participation of relevant AST members deployed at DPS to EASO training module on Registration of Applications for International Protection

	<ul style="list-style-type: none"> ○ 2 Coordination meetings with COI focal points of TCs and NAC COI Unit via Video Conference (VC) ○ 2 COI country briefings with TCs and NAC COI Unit via VC ○ Organisation of 1 workshop on COI methodology and sources for TCs, Specialised section of Tribunals and other relevant actors involved in the process via VC ○ Train the Trainers for NAC ○ 3 regional workshops on Dublin transfers with the DPS/Questure and the DU – to be carried out in 5 VC if social distancing requires so ○ Up to 5 participants from the Italian authority officials participating to the various activities organised in the framework of relevant EASO Networks
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<p>Measure IT2: Support to the quality management and monitoring of the Italian reception system</p> <p>Measure Outcome</p> <p>The quality and sustainability of the reception system management and monitoring (for adults and UAMs) is supported</p> <p>Measure Outcome Indicators</p> <p>2.1 Evidence of a sustainable reception management system in place according to a set of established indicators</p> <p>2.2 Evidence of a sustainable monitoring system functioning according to a set of established indicators</p> <p>Baseline</p> <p>2.1 n/a</p> <p>2.2 n/a</p> <p>Target</p> <p>2.1 30% of the established indicators improved</p> <p>2.2 30% of the established indicators improved</p>	
Responsible Authorities	<ul style="list-style-type: none"> • Department of Civil Liberties and Immigration
Partner Organisations and Beneficiaries	<p>Direct:</p> <ul style="list-style-type: none"> • Department of Civil Liberties and Immigration; Office VI IT System of DCLI; Mission Structure for the reception of unaccompanied minors; • Central Direction of civil services for immigration and asylum; Office II Reception centres, temporary reception centres, centres for identification. Multi-functional facilities; Office III Asylum, special and subsidiary protection, Dublin Unit; • Prefectures and reception centres. <p>Indirect:</p> <ul style="list-style-type: none"> • Asylum applicants, people with international or national protection, UAMs, Questure, Juvenile Courts, Guardians, Central Office

	<p>SIPROIMI, <i>Associazione Nazionale Comuni Italiani</i> (ANCI) and Municipalities.</p>
<p>Description and Assessment of the Situation</p>	<p>In order to fully implement the transition towards the reception system envisaged by the 2018 regulatory framework and in light of the progressive transition of the UAMs reception system towards the SIPROIMI, DCLI will continue to face an important financial and legal workload in relation to the asylum and receptions system.</p> <p>EASO provided support to the Department in this regard since 2018. In 2020, EASO will continue to assist in the refinement of sustainable financial and legal workflows related to the management of reception system, in view of a progressive exit from direct support to these activities.</p> <p>Monitoring its reception system is a key priority for the Italian Ministry of Interior. In 2017, an ad hoc monitoring structure was developed at central level and complemented through the Mi.Re.Co project (Monitoring and Improvement of Reception Conditions), funded by the Asylum, Migration and Integration Fund (AMIF). EASO and DCLI have been discussing potential ways forward in the area of monitoring in light of the Mi.Re.Co end date in December 2019. The EASO Practical Tool on Quality Management of Reception Conditions could be used as a potential means to further operationalize the MI.Re.Co methodology in order to strengthen the sustainability of the monitoring mechanism.</p> <p>In line with the existing legal framework, the proportion of UAMs residing in 2nd level shelters accredited at regional or municipal level will most likely change in favour of the <i>Protection System for Beneficiaries of International Protection and for Unaccompanied Foreign Minors</i> (SIPROIMI). This is also in line with the priority of the National Authority to speed up the transition of UAMs' reception to the SIPROIMI system as the only reception system, subject to the same monitoring and verification procedures.</p> <p>EASO intervention will aim at reinforcing all the three areas above, for an orderly transition in managing the new reception system, monitoring of reception quality, and ensuring SIPROIMI shelters are capacitated for an adequate reception of UAMs.</p> <p>The Covid-19 outbreak partly affected the implementation of the measure with regard to activities requiring in-person interaction such as coaching missions (2.2) and workshops (2.3). Furthermore, in order to ensure adequate health safety conditions in reception shelters and well-being of residents during both Covid-19 emergency and recovery phases, central authorities requested support in the monitoring of the implementation of new legislative provisions related to Covid-19 containment measures in reception centres (including the SIPROIMI).</p>
<p>Pre-condition(s)</p>	<ul style="list-style-type: none"> • <i>Servizio Centrale</i> (central service) and its contracted management authority <i>Associazione Nazionale Comuni Italiani</i> (ANCI) are willing and commit to collaborate in the realisation of online workshops referred in sub-measure 2.3. • Appropriate and safe working conditions for deployed AST members, with access to relevant information systems and workstations in order to carry out assigned tasks.

	<ul style="list-style-type: none"> • Concerned local authorities are committed and have adequate number of human resources to support foreseen activities. • Continuation of the mandate of Mission Structure for UAMs (<i>Struttura di Missione per i Minori Stranieri non Accompagnati</i>) with a dedicated Focal Point under Office III after July 2020. • UNHCR, IOM, and other relevant partners involved in EASO's activities are willing and commit to collaborate with EASO to ensure synergies and avoid overlapping of support. • DCLI and EASO are committed to collaborate for the enhancement of the national monitoring framework, the alignment of the national and EU monitoring standards and indicators referred in sub-measure 2.2, without detriment to possible higher standards provided for in national legislation as per Art. 4 of Reception Conditions Directive (recast). • Prefectures and reception shelters collaborate in the monitoring of the implementation of new legislative provisions and health safety measures related to the management of and recovery from health emergencies (Covid-19) as described in sub-measure 2.2. • Local authorities and reception shelters collaborate with EASO and DCLI staff in the carrying out of the support described under sub-measures 2.2 and 2.3.
<p>Outputs</p>	<ul style="list-style-type: none"> • 2.1.1 Enhanced capacity of the DCLI Central Direction of civil services for immigration and asylum - Office II to harmonise the workflows, management of tender procedures and procurement contracts according to the Tender 2018 and the national and EU legal framework to improve the quality standards of the reception centres. • 2.1.2 Enhanced capacity of DCLI Central Direction of civil services for immigration and asylum Office II and III, and DCLI Office VI to manage financial reports and harmonise financial procedures related to first and second line reception system and to speed up and manage accountabilities concerning info system for reception shelters. • 2.1.3 Enhanced capacity of the Office II Monitoring Office to systematise and analyse data related to the monitoring of reception system. • 2.2.1 Enhanced national monitoring framework and activities on the reception system. • 2.2.2 Enhanced monitoring activities related to Covid-19 emergency management and recovery measures and new health safety conditions in the reception system. • 2.3 Enhanced capacity of UAMs' Mission Structure at DCLI central level to coordinate multi-level networks in the context of the transition towards the new SIPROIMI system.

<p>Action deliverable(s)</p>	<p>2.1 Support the central management of the reception system through the following activities:</p> <ul style="list-style-type: none"> ○ Monitoring quality of tender calls issued by Prefectures for reception centres; ○ Drafting of legal reports and opinions to address questions and requests from relevant institutional central and local actors (i.e., Prefecture), including requests for policy contributions on asylum reception from national, European and international institutions; ○ Drafting legal reports within the framework of the litigation phase related to the tenders procedures; ○ Drafting of periodic financial narrative reports; ○ Monitoring of expenditure and contracts of funded centres; ○ Monitoring and payment of expenditures and contracts of SIPROIMI active and closed projects; ○ Coordination between the Central Direction of civil services for immigration and asylum - Office II and local authorities; ○ Statistical analysis of data collected on the field; ○ Harmonisation of procedures between the Central Direction of civil services for immigration and asylum - Monitoring Office and DCLI - Office VI. <p>2.2 Support to a sustainable, enhanced monitoring of the reception system through the following activities:</p> <ul style="list-style-type: none"> ○ Support to the monitoring framework and activities concerning the reception system, including by assisting central authorities in analysing data concerning inspective visits conducted by Prefectures in line with national and EU standards and indicators; ○ Support to the monitoring of national measures related to the management of and recovery from Covid-19 health emergency aimed at guaranteeing health safety conditions in reception shelters; ○ Support to the establishment of a related sustainable monitoring framework. <p>2.3 Capacity building and multi-stakeholder and multi-level coordination in the field of UAMs reception, in the context of transition towards SIPROIMI, through the following activities:</p> <ul style="list-style-type: none"> ○ Support the management and monitoring activities headed at central level by the Mission Structure through monitoring, collection and consolidation of procedures and practices concerning taking charge of unaccompanied minors in the SIPROIMI system and development of a Vademecum to gather and disseminate said procedures and practices; ○ Implementation of 3 online regional workshops composed by 3 different thematic focus groups each and involving local reception authorities and centres to gather and share practices implemented in SIPROIMI shelters.
<p>Inputs</p>	<p>2.1 Support the central management of the reception system:</p> <ul style="list-style-type: none"> ○ 2 Project Assistants/Officers – legal policy at Office II for 12 months ○ 1 Project Assistant/Officer – legal tender at Office II for 12 months ○ 1 Project Assistant finance at Office II for 10 months ○ 3 Project Assistants – finance at Office III, of which 1 for 12 months, 1 for 10 months and 1 for 7 months

	<ul style="list-style-type: none"> ○ 1 Project Assistant/Officer – statistics at Office III for 12 months ○ 1 Project Assistant/Officer statistics at Office II - Monitoring Office for 12 months ○ 2 Monitoring and info systems Assistants at Office II - Monitoring Office, 1 for 8 months and 1 for 4 months ○ 1 Reception information system Officer at Office II - Monitoring Office for 6 months ○ 1 Project Assistant – finance at Office VI for 12 months <p>2.2 Support to sustainable monitoring of the reception system:</p> <ul style="list-style-type: none"> ○ 2 Project Officers – Monitoring at Office II for 10 months ○ 1 Project Officer – Monitoring at Office III for 10 months <p>2.3 Support capacity building and multi-stakeholder and multi-level coordination in the field of UAMs reception, in the context of transition towards SIPROIMI:</p> <ul style="list-style-type: none"> ○ 1 Project Assistant/Officer – statistics for 12 months at Mission Structure ○ 1 Project Assistant/Officer – legal for 12 months at Mission Structure <p>The following capacity building activities will be organised, also with the support of the EASO Training and Professional Development Centre:</p> <ul style="list-style-type: none"> ○ 3 online regional workshops on UAMs reception best practices composed by 3 thematic focus groups each ○ Participation of relevant AST members deployed in DCLI to EASO training modules on: Reception, Reception of Vulnerable applicants and on Communication and Information Provision. Optional participation, where feasible, of relevant AST members to EASO training modules on Introduction to International Protection. ○ Up to 5 participants from the Italian authority officials participating to the various activities organised in the framework of relevant EASO Networks, including the EASO Network of Reception Authorities and the Vulnerability Experts Network
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<p>Measure IT3: Support the reduction of backlog of asylum cases in the Specialised sections of Tribunals and in the Court of Cassation</p> <p>Measure Outcome</p> <p>3. The Italian asylum system has improved capacity to reduce the backlog of the asylum procedure at judicial level</p> <p>Measure Outcome Indicator</p> <p>3.1 Number of decisions taken by the Specialized sections of Tribunals</p> <p>3.2 Number of decisions taken by the Court of Cassation</p> <p>Baseline</p> <p>3.1 86,730 (Data from the Ministry of Justice DOGPS, 2019)</p> <p>3.2 3,513 (Data from the Court of Cassation, Statistics Office, 2019)</p> <p>Target</p> <p>3.1 Increased by 20% compared to the baseline</p>

3.2 Increased by 10% compared to the baseline	
Responsible Authorities	<ul style="list-style-type: none"> Ministry of Justice
Partner Organisations and Beneficiaries	<p>Direct:</p> <ul style="list-style-type: none"> Ministry of Justice <ul style="list-style-type: none"> Specialised sections of Tribunals Consiglio Superiore della Magistratura (CSM) Supreme Court of Cassation (hereinafter, the Court) General Prosecutor's Office at the Court <p>Indirect:</p> <ul style="list-style-type: none"> Asylum applicants
Description and Assessment of the Situation	<p>Law No. 46/2017, “<i>establishing urgent provisions for the acceleration of proceedings on international protection</i>”, <i>inter alia</i>, sets a maximum timeframe of 4 months within which the appeal proceedings are to be defined by a judicial decree. The law also created Specialised sections on immigration, international protection and free movement of citizens in 26 Tribunals (one in each Appeal Court district). These sections, according to the law, were created with no additional financial implications, i.e. without additional human or financial resources.</p> <p>In 2019 the CSM and the Ministry of Justice requested EASO's support in addressing the backlog of pending cases in the Tribunals and their Specialised sections. This support action will start with the deployment of Research Officers in six Tribunals (Milan, Rome, Naples, Catanzaro, Florence and Bari), then it will be progressively extended to the other Tribunals during the year.</p> <p>This support intends to provide technical support to the reduction of backlog and, hence, to improve the timeframe in which decisions are taken. It also intends to improve quality of file preparation as well as consistency of the initial analysis of the appeals ensured through a dedicated support on COI research, in full respect of the principle of judicial independence. Provision of interpretation during hearings by Cultural Mediators/interpreters will also be provided.</p> <p>A threshold for backlog cases will be set in view of a future exit strategy.</p> <p>EASO will actively support the Italian authorities in applying alternative funding, also in light of the recent Constitutional Court decision 217/2019, to cover for interpretation needs of the Specialised sections within the year.</p> <p>Furthermore, before implementation of the support activities, specific agreements between EASO, the Ministry of Justice at central level and each Tribunal will be formulated to define working instructions and additional arrangements.</p> <p>Following a request for support in April and a rapid needs assessment held in May and June, EASO support will be extended to the Court and the corresponding General Prosecutor's Office.</p> <p>The support to the Court will focus on the preliminary screening and study of the cases in order to handle files characterised by homogeneous</p>

	<p>subject/topic/procedural issues in a systematic and standardised way. This would ensure swifter proceedings and support the reduction of the backlog through enhanced standardisation and uniformity of practices.</p> <p>The support to the General Prosecutor’s Office will focus on preliminary screening and study of cases. This would ensure swifter proceedings and support a reduction in backlog.</p>
<p>Pre-condition(s)</p>	<ul style="list-style-type: none"> • Appropriate and safe working conditions, for deployed AST members in the different work locations, with access to relevant information systems and workstations in order to carry out task. • In the Specialised sections, deployment of former caseworkers working in TCs and QTs allowed only under specific conditions in order to avoid potential conflict of interest. • At the Court and General Prosecutor’s Office, deployment of Research Officers without previous working experience in roles which might constitute a conflict of interest in the implementation of the mentioned tasks. • Specific confidentiality and good conduct agreement signed by the Research Officers and Cultural Mediators/interpreters. • Agreed respective working instructions for Research Officers supporting the Specialised sections, the Court and the General Prosecutor’s Office.
<p>Outputs</p>	<ul style="list-style-type: none"> • 3.1 Enhanced capacity to process asylum cases at Tribunals level. • 3.2 Enhanced capacity to process asylum cases at the Supreme Court of Cassation’s level.
<p>Action deliverable(s)</p>	<p>3.1 Support to the reduction of the backlog of asylum cases in Tribunals’ Specialised sections will be achieved through provision of supporting activities to the Judges:</p> <ul style="list-style-type: none"> ○ Preliminary study of cases and scheduling exercise for the preparation of hearings; ○ Technical and content-related tasks pertinent to the swift scheduling of cases; ○ COI collection and researches; ○ Analysis and collection of National, European and other Member States’ jurisprudence; ○ Doctrinal research and collection; ○ Participation in Tribunal hearings; ○ Provision of interpretation during hearings by Cultural Mediators/interpreters. <p>3.2 Support at the Court level, including within the General Prosecutor’s Office, to the reduction of the backlog of appeals against Specialised sections’ decisions will be achieved through provision of supporting activities to:</p> <ul style="list-style-type: none"> ○ Preliminary screening and study of the cases; ○ Conduction of jurisprudential researches; ○ Managing and organising files. <p>Specific agreements between EASO, the Ministry of Justice at central level, each Tribunal, the Court and the General Prosecutor’s Office will be formulated to define working instructions and additional arrangements for</p>

	<p>Research Officers and Cultural Mediators/interpreters in line with the above activities.</p> <p>Monitoring and coaching support to the Research Officers by the EASO Italy Quality and Procedures Team will also be ensured to review the quality of the support provided to the Tribunals, the Court and the General Prosecutor's Office.</p>
Inputs	<p>3.1</p> <ul style="list-style-type: none"> ○ 55 Research Officers (ROs) deployed to the Tribunals and their Specialised sections of which: 15 for 12 months, 22 for 10 months, 17 for 8 months and 1 for 6 months ○ FTE (full time equivalent) of up to 40 Cultural Mediators (CMs)/ interpreters deployed to the Tribunals and their Specialised sections <p>3.2</p> <ul style="list-style-type: none"> ○ 4 Research Officers deployed to the Court for 4 months ○ 2 Research Officers deployed to the General Prosecutor's Office for 4 months <p>To support the management of the whole measure:</p> <ul style="list-style-type: none"> ○ 4 Field Support Officers (FSOs) of which 2 for 12 months, 1 for 10 months and 1 for 8 months <p>To support training of ROs 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 and the Asylum Knowledge Centre (Courts & Tribunal Sector):</p> <ul style="list-style-type: none"> ○ EASO training programme for Research Officers ○ Thematic trainings for Research Officers ○ Monitoring and coaching support including potentially through missions on the field

Measure IT4: Enhancement of coordination mechanisms amongst Italian asylum authorities	
Measure Outcome	
Information and practice gaps on asylum procedures among concerned authorities are reduced	
Measure Outcome Indicator	
4. Evidence of functioning, institutionalized and autonomous multi-stakeholder coordination meetings within Italian asylum authorities created	
Baseline	
4. n/a	
Target	
4. 60% of established indicators have improved	
Responsible Authorities	<ul style="list-style-type: none"> ● Department of Civil Liberties and Immigration ● National Asylum Commission ● Department of Public Security

<p>Partner Organisations and Beneficiaries</p>	<p>Direct:</p> <ul style="list-style-type: none"> • Department of Civil Liberties and Immigration <ul style="list-style-type: none"> ○ Prefettura • National Asylum Commission <ul style="list-style-type: none"> ○ Territorial Commissions • Department of Public Security <ul style="list-style-type: none"> ○ The Questure’s Immigration Offices <p>Indirect:</p> <ul style="list-style-type: none"> • Asylum applicants • Beneficiaries of international or national protection
<p>Description and Assessment of the Situation</p>	<p>Following the request for support in systematic coordination coming from all stakeholders consulted in June-July 2019, EASO carried out an internal mapping exercise on existing coordination mechanisms among concerned authorities. While institutionalized roundtables and technical groups are present and established at central and regional level, they are not always active or systematically functioning. Moreover, dialogue between central and regional/local authorities can be regular and institutionalised in some regions, while less systematic or established in others. The result has been an increase in the length of the Italian asylum procedure and in the structural backlog at different stages of the procedure, as well as a decrease in the overall quality of asylum decisions.</p> <p>Inter-institutional dialogue affects workflows between the NAC/TCs and the DPS/Questure as well as between the different authorities involved in the reception/SIPROIMI system, the Ministry of Interior directorates and the Ministry of Justice. As raised by the different Italian asylum authorities, this affects the management of many aspects of the asylum procedure, especially in the course of emergencies. This need for inter institutional dialogue has been further highlighted by the Covid-19 outbreak and health and safety related measures impacting the activities of each institution and, therefore, underpinning the need for constant and reactive dialogue.</p> <p>The establishment of regular and systematic multi-stakeholder cooperation mechanisms will contribute to the harmonisation of asylum procedures within all phases. EASO’s support on the enhancement of coordination mechanisms amongst Italian asylum authorities entails an intervention that tackles both the national and regional multi-stakeholder dialogue, by foreseeing facilitation measures for:</p> <ol style="list-style-type: none"> 1) Exchanges and coordination among national authorities; 2) Exchanges and coordination between local and national authorities on specific technical/thematic issues. <p>Thus, the aim of this measure will also be to foster sustainable exchanges of best practices, discussions on practical obstacles, and the achievement of shared solutions.</p> <p>The above-mentioned facilitation measures might be carried out in a Video Conference (VC) format due to the Covid-19 related health and safety precautionary measures.</p>
<p>Pre-condition(s)</p>	<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

	<p>meetings either in persons or by VC and effectively follow-up on decisions taken.</p> <ul style="list-style-type: none"> • Appropriate and safe working conditions, for deployed AST members, with access to relevant information systems, tools and workstations in order to carry out task.
Outputs	<ul style="list-style-type: none"> • 4. Established and functional meetings among asylum system counterparts (at least DPS, NAC, DCLI) at the national and regional level.
Action deliverable(s)	<p>EASO's support will unfold on two levels of coordination: national and regional/local.</p> <p>4.1 Enhancement of coordination mechanisms amongst national Italian asylum authorities:</p> <ul style="list-style-type: none"> ○ Organisation of 6 <i>Nuclei di Coordinamento Nazionale</i> (NOCs), along the set-up established in 2019, 1 every 2 months, including Italian asylum institutions at national level, and support to authorities in implementing decisions taken in these meetings; ○ Support to DCLI in the analysis and application of the Common European Asylum System (CEAS). <p>4.2 Enhancement of coordination mechanisms amongst regional/local Italian asylum authorities (within the region and central/local level):</p> <ul style="list-style-type: none"> ○ Facilitation of 7 thematic tables at regional level, with central and local authorities' participation on technical procedural/thematic aspects, and support to authorities in the implementation of decisions taken in these meetings.
Inputs	<p>4.1 and 4.2 Enhancement of coordination mechanisms amongst national and regional/local Italian asylum authorities:</p> <ul style="list-style-type: none"> ○ <i>1 Assistant Coordinator deployed to the DPS for 12 months</i> ○ <i>1 Assistant Coordinator deployed to the NAC for 12 months</i> ○ <i>1 Assistant Coordinator deployed to the DCLI for 8 months</i> ○ <i>Horizontal support from FSO and EASO staff for, respectively, regional and national activities</i> <p><i>The following events will be facilitated:</i></p> <ul style="list-style-type: none"> ○ <i>6 NOCs over 12 months, either in presence or via VC according to the circumstances</i> ○ <i>7 thematic/technical regional tables with participation of central and local authorities, either in presence or via VC according to the circumstances</i>

Measure IT5: Support the efficiency and standardisation of procedures and data collection through the development and management of information systems

Measure Outcome

<p>5. Improved capacity of Italian authorities to efficiently manage and monitor the asylum and reception systems through enhanced and integrated information systems</p> <p>Measure Outcome Indicator</p> <p>5.1 Integration and alignment of the different information applications within the asylum and reception system</p> <p>5.2 Improved data reliability and analysis</p> <p>5.3 Development of new and improved functionalities in the information systems</p> <p>Baseline</p> <p>5.1 0</p> <p>5.2 Not applicable</p> <p>5.3 Not applicable</p> <p>Target</p> <p>5.1 Integration of three systems enhanced by at least 80%</p> <p>5.2 Improvement by at least 30%</p> <p>5.3 Improvement by at least 30%</p>	
<p>Responsible Authorities</p>	<ul style="list-style-type: none"> • Department of Civil Liberties and Immigration • Department of Public Security
<p>Partner Organisations and Beneficiaries</p>	<p>Direct:</p> <ul style="list-style-type: none"> • Office VI IT System of the DCLI • Department of Public Security and the Questure’s Immigration Offices • National Asylum Commission and Territorial Commissions • Dublin Unit <p>Indirect:</p> <ul style="list-style-type: none"> • Asylum applicants • Offices I, II and III of Central Direction of civil services for immigration and asylum – DCLI • Forensic Police
<p>Description and Assessment of the Situation</p>	<p>Since a number of new information systems were introduced over the last years for the management of asylum and reception procedures (e.g., SGA, Vestanet, Dublinet, RVA, CAS, SIA), data alignment between them has faced some challenges. These particularly refer to the integration among the different systems and a number of new functionalities. Currently, the systems do not facilitate an optimal availability of data and reports needed to allow for coordination and management among all stakeholders in the asylum and reception system. Furthermore, the systems could be complemented by additional functionalities, such as the scheduling one, that would enhance the planning capacity among the actors involved.</p> <p>In order to address these challenges, the Italian authorities have initiated a number of IT projects. The main project (“SISAMI”, funded under the AMIF national programme) consists in the development of a <i>Sistema Unico Asilo</i> (SUA), which will redevelop the main existing information systems (such as Vestanet, SGA and Dublinet) into a new integrated information system</p>

	<p>(Phase 1). The system will also include the development of additional business requirements (Phase 2) previously identified. During Phase 2, it is also foreseen that a number of new processes and templates, such as the comprehensive C3 asylum registration form and its annexes will be integrated into SUA with the support of EASO. The analysis and configuration of questions and values inspired by the EASO reception monitoring tool in such systems is also foreseen as well as the development and integration of a scheduling functionality by the stakeholder (2021).</p> <p>In 2020 EASO intends to continue to support the concerned stakeholders in the development and integration of SUA and the enhancement of its functionalities. In line with stakeholder needs, EASO will support the launch of additional projects. In particular, EASO will conduct a feasibility study to develop a scheduling tool to improve and standardise scheduling practices at fingerprinting and registration phase across the whole territory. To support Office VI in data management, EASO will collect business requirements, make analysis, design required IT infrastructure and support in reporting. EASO will also support completeness of IT systems in order for the latter to offer a number of tools and guidelines to officer involved (e.g. checklists, DU guidelines, annexes).</p> <p>Office VI of the DCLI is leading the management of these new projects while also ensuring the day-to-day management of existing systems, while all stakeholders (DPS, NAC, reception office and other DCLI offices) are involved in the development and use of these tools. From 2021 onwards, EASO will gradually phase-out from direct project management support to these projects and focus its support on capacity building for the management and use of the different tools, including the newly developed SUA.</p>
<p>Pre-condition(s)</p>	<ul style="list-style-type: none"> • Italian authorities continue to develop the <i>Sistema Unico Asilo</i> (SUA) according to their set timeline (delivery of Phase 1 in 2021) and do not experience major delays. • Appropriate and safe working conditions, for deployed AST members, with access to relevant information systems, tools and workstations in order to carry out task. • The feasibility study on existing scheduling practices and requirements for a scheduling tool to cover fingerprinting and registration aims at integrating the identified tool into SUA. • All stakeholders ensure continuous alignment and close technical cooperation among them and with the EASO's Business Analyst for the conduction of a feasibility study as described under sub-measure 5.2. • The DCLI is willing to cover development of the scheduling tool via its contractor and sub-contractors – Phase 2 of SUA. • The DCLI, the DPS, Questure and the Forensic Police collaborate with the EASO's Business Analyst for the collection of functional requirements within the feasibility study effort.
<p>Outputs</p>	<ul style="list-style-type: none"> • 5.1 Enhanced project management of SUA development and of other key information systems for the Asylum and Reception System. • 5.2 Decreased waiting time for lodging of asylum applications after identification through development of a scheduling tool. • 5.3 Enhanced use of available data for analysis and reporting through the automation of data collection and reports.

<p>Action deliverable(s)</p>	<p>5.1 Support to project management of SUA development and of other key information systems at Office VI of the DCLI:</p> <ul style="list-style-type: none"> ○ Project management support to development of SUA phase 1; ○ Integration of pilot C3 into existing info systems to migrate into SUA ○ Analysis and configuration of standards inspired by the EASO reception monitoring tool. <p>5.2 Development of Business Requirements to support the creation of a scheduling tool:</p> <ul style="list-style-type: none"> ○ Conduction of a first phase of a feasibility study (collection of needs and business requirements) on existing scheduling practices and on the development and implementation of a centralized platform, possibly including also a mobile friendly version (App.), to cover scheduling of fingerprinting and registration and to be eventually integrated into SUA. <p>5.3 Support to 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 (DCLI, NAC, DPS and Dublin Unit):</p> <ul style="list-style-type: none"> ○ Development of business requirements for data collection and report production; ○ Implementation of query and reporting systems.
<p>Inputs</p>	<ul style="list-style-type: none"> ○ 1 Project Officer at Office VI for 12 months ○ 1 Project Assistant at Office VI for 6 months ○ 1 Business Analyst at Office VI for 6 months, supporting also DPS for the scheduling tool feasibility study ○ 1 Project Officer deployed at NAC for 12 months