

**OPERATIONAL & TECHNICAL ASSISTANCE PLAN**  
**AGREED BY EASO AND ITALY**

Valletta Harbour and Rome  
11 December 2019

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 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.

Any 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.<sup>1</sup>
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)<sup>2</sup>.

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 2019<sup>3</sup>), also thanks to EASO intervention, the backlog in second instance has grown significantly. According to the Italian Ministry of Justice, as of June 2019 second instance pending cases amounted to 73,504<sup>4</sup>, making it difficult for the Specialised Sections of Civil Courts 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 30<sup>th</sup> November 2019, 95,020<sup>5</sup> adult asylum seekers and refugees were hosted into the Italian reception system (1<sup>st</sup> line and 2<sup>nd</sup> 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 135,858<sup>6</sup>. As of 30<sup>th</sup> November 2019, the greatest part of asylum applicants and refugees (69,971)<sup>7</sup> is lodging in the 1<sup>st</sup> 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 2<sup>nd</sup> 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)<sup>8</sup>.

The Italian government has significantly reformed the reception systems in 2018, to better manage the 1<sup>st</sup> line reception system and to strengthen the 2<sup>nd</sup> line reception system. In particular, the Law Decree

---

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

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

<sup>3</sup> National Asylum Commission monthly data extraction (Estratto Dati)

<sup>4</sup> 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

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

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

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

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

113/2018 (later converted into Law 132/2018) changed the main scope of SIPROIMI shelters, 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 4<sup>th</sup> 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 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 second instance 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.

### **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.

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) 1049/2001<sup>9</sup> and the EASO implementing rules on access to documents<sup>10</sup>, 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 2018<sup>11</sup> 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.

### 2.1 Main National Partners

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

<b>Department for Civil Liberties and Immigration</b> - Central Directorate for immigration and asylum services - DCLI Mission Structure for UAMs	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 1 <sup>st</sup> line and 2 <sup>nd</sup> 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.  The National Asylum Commission (NAC) is responsible for the coordination of the Territorial Commissions (TCs), COI, provision of
---	---

<sup>9</sup> 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

<sup>10</sup> 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

<sup>11</sup> Corrigendum, OJ L 127, 23.5.2018, p. 2 ((EU) 2016/679)

<ul style="list-style-type: none"> <li>- National Asylum Commission</li> <li>- Territorial Commissions for the recognition of the international protection</li> </ul>	<p>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>The Department for Civil Liberties and Immigration authorizes access for external stakeholders to the Hotspots. The authorised stakeholders provide support to the Italian authorities in the timely identification of vulnerable persons and persons with special reception needs, and carry out information activities according to their respective mandates.</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><b>Department for Public Security</b></p> <ul style="list-style-type: none"> <li>- Central Directorate for Immigration and Border Police</li> <li>- Questure (Immigration Police offices)</li> </ul>	<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. The State Police are the direct expression of this authority. In addition, for profiles that relate to public order, the Police Commissioner also has the technical responsibility for other law enforcement agencies.</p> <p>Each landing, therefore, involves the competent Police Headquarters in the area where the Hotspot is located, for issues of public order and security. Thus, the State Police Provincial Authority ensures that all phases of management of the flow of third country nationals or stateless persons takes place without disruption of public order and security. It delegates subsequent phases of the process to the relevant divisions of the State Police, from the landing of third country nationals or stateless persons, to their identification, determination of their legal status and subsequent treatment. Standard Operating Procedures are also applied in locations other than formally identified Hotspots (such as disembarkation ports that are not operational Hotspots).</p> <p>The Police Commissioner is the delegated person for the management, accountability and coordination at the technical operational level of public order and security. For this purpose, services of the police and any other forces within Hotspots are at the Police Commissioner’s disposal.</p>
<p><b>Prefectures</b></p>	<p>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.</p>
<p><b>Specialised Sections on immigration, international protection and free movement of citizens in the EU within the Tribunals</b></p>	<p>Decree Law 13/2017, implemented by Law 46/2017 “establishing urgent provisions for the acceleration of proceedings on international protection”, has created Specialised sections in the Civil Courts, 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.</p>

	<p>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 years<sup>12</sup> 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 rejecting the application, granting subsidiary protection instead of refugee status or requesting the issuance of a residence permit for special protection instead of granting international protection<sup>13</sup>.</p>
<p><b>ANCI - National Association of Italian Municipalities</b></p>	<p>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.</p>

## 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.

<sup>12</sup> Article 2(1) Decree Law 13/2017, as amended by L 46/2017

<sup>13</sup> Articles 35(1) and 35-bis (1) Procedure Decree

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.

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 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 Unit in Malta, 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 Confluence 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](mailto: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>).

## **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, and should be established in an annex to this plan.

### **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. Certain 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.
- 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><b>Measure IT1:</b> Support to the quality and standardisation of asylum procedures</p> <p><b>Measure Outcome</b></p> <p>Enhanced quality and standardisation of asylum procedures (including National, Dublin and ad-hoc procedures)</p> <p><b>Measure Outcome Indicators</b></p> <p><b>1.1</b> Quality and completeness of registrations carried out by Questure</p> <p><b>1.2</b> Percentage of COI researches carried out by COI Unit following standardised procedures</p> <p><b>1.3</b> Percentage of outgoing Dublin cases timely processed</p> <p><b>Baselines</b></p> <p><b>1.1</b> Standard indicators checklist (to be defined in Q1 2020)</p> <p><b>1.2</b> To be measured in Q1 2020</p> <p><b>1.3</b> 99% (6,210/6,265, Jan-Oct 2019)</p> <p><b>Targets</b></p> <p><b>1.1</b> 50% of quality checklist requirements met during registration</p> <p><b>1.2</b> 50%</p> <p><b>1.3</b> 100%</p>	
<p><b>Responsible Authorities</b></p>	<ul style="list-style-type: none"> <li>• Department of Public Security</li> <li>• Department of Civil Liberties and Immigration</li> </ul>
<p><b>Partner Organisations and Beneficiaries</b></p>	<p>Direct:</p> <ul style="list-style-type: none"> <li>• Department of Public Security</li> <li>• Department of Civil Liberties and Immigration, in particular the Dublin Unit</li> <li>• National Asylum Commission and its COI Unit</li> </ul> <p>Indirect:</p> <ul style="list-style-type: none"> <li>• Asylum applicants</li> </ul>
<p><b>Description and Assessment of the Situation</b></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.</p> <p>Given these disparities of practices, EASO has been requested to support the quality and standardisation of asylum procedures through a three-fold approach.</p> <p>Firstly, EASO support will focus on increasing the DPS's capacity at central level to ensure promotion of standardisation of registration procedures. In particular, through an enhanced self-assessment capacity, DPS will be able to identify procedural gaps and needs as well as to establish ad hoc coaching interventions to promote implementation of good practices and promotion of the adopted quality standard in Questure across the country. Indeed, as EASO phases out from direct support to Questure, there is a need to ensure</p>

	<p>the sustainability and continuity of workflows and methodologies introduced and refined over 2018 and 2019. EASO will support the DPS in boosting its own capacity to expand the implementation of the enhanced registration procedure developed and tested in 2018/2019 to all the Questure across Italy – supported by the SUA system once it will be operational. 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. The intervention will also include enhancement of registration officers’ data collection capacity.</p> <p>Secondly, EASO intends to support NAC in strengthening the standardisation of its internal procedures and its case management through enhanced quality of COI research. In the COI Unit, EASO foresees to continue building capacity, enhancing their specialization and qualification, support the harmonisation of the COI query system both internally and at end user level. EASO will also test case management of asylum applications from potential victims of trafficking in human beings (THB) in Trapani Territorial Commission. This will be a pilot initiative to collect data at field 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 detection, 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 spreading and implementing best practices on Dublin applicants and applicants with special needs and vulnerabilities.</p>
<b>Pre-condition(s)</b>	Appropriate working conditions for EASO Caseworkers (CWs) and Member State Experts (MSEs) in the different work locations, with access to databases and other information systems and workstations for interims staff in order to carry out task.
<b>Outputs</b>	<ul style="list-style-type: none"> <li>• <b>1.1.1</b> Enhanced capacity of DPS to standardise registration procedures and establish self-assessment mechanisms.</li> <li>• <b>1.1.2</b> Enhanced capacity of Italian authorities to manage disembarkations and other ad hoc events (such as high influxes of applicants and humanitarian evacuations), including through established standardised ad hoc procedures.</li> <li>• <b>1.1.3</b> Voluntary relocation exercises of MS facilitated.<sup>14</sup></li> <li>• <b>1.2.1</b> Improved capacity of the COI Unit to manage and standardise procedures.</li> <li>• <b>1.2.2</b> Improved capacity of the National Asylum Commission to manage standardised procedures and cases at central level.</li> <li>• <b>1.3.1</b> Increased capacity of the Dublin Unit to manage and process Dublin outgoing requests.</li> <li>• <b>1.3.2</b> Improved capacity among DPS officials in detecting and managing Dublin cases.</li> </ul>

<sup>14</sup> 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><b>Action deliverable(s)</b></p>	<p><b>1.1</b> Support to the quality and standardisation of procedures at the registration phase:</p> <ul style="list-style-type: none"> <li>○ Development at central level of dedicated quality and self-assessment, monitoring tools to enhance standardisation of procedures at local level;</li> <li>○ Coaching missions carried out in Questure by a dedicated roving team to ensure consistent spreading of the enhanced registration model and improve the quality and completeness of the C3 form;</li> <li>○ Support to the development/implementation of standard operating procedures for disembarkations and ad hoc events;</li> <li>○ Liaison with stakeholders, information provision and lodging of applications for international protection during ad hoc events, such as disembarkations and humanitarian evacuations;</li> <li>○ Training on the job provided to ensure standardisation and quality throughout registration procedures as well as spreading of good practices;</li> <li>○ Support to the organisation of national training sessions developed by the DPS.</li> </ul> <p><b>1.2</b> 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"> <li>○ On the job coaching and training to strengthen capacity of the COI Unit;</li> <li>○ Support to the organisation of study visits (first and possibly second instance);</li> <li>○ Support to COI query system.</li> </ul> <p>Support to the National Asylum Commission</p> <ul style="list-style-type: none"> <li>○ Capacity building in case management of revocation and cessation, including administrative and technical support to files preparation;</li> <li>○ Creation of tools, such as templates, to support the standardisation and the quality of the caseload management and litigation defence of the NAC decisions. Such support might be further extended to the litigation phase of the TCs;</li> <li>○ Train-the-trainers and organisational support to training activities;</li> <li>○ Capacity building in setting up a stronger financial system improving the internal functioning of NAC;</li> <li>○ Enhancing NAC capacities in terms of procurement activities;</li> <li>○ Enhancing NAC capacities in case management of asylum applications of potential victims of human trafficking through a pilot project. This pilot project will be based on the development of 2 data collection files (quantitative and qualitative), in cooperation with UNHCR, and data collection to monitor THB cases and improve their referral network.</li> </ul> <p><b>1.3</b> Support to the standardisation of Dublin cases management:</p> <ul style="list-style-type: none"> <li>○ Support to the activities related to disembarkation and voluntary relocation events;</li> </ul>
-------------------------------------	---

	<ul style="list-style-type: none"> <li>○ Case management of outgoing cases under Dublin procedure, starting with the identification of Dublin evidence, determination of the competent MS and finalization of the procedure;</li> <li>○ Support to enhance the quality of appeals;</li> <li>○ Helpdesk activities to ensure uniformity of procedures;</li> <li>○ Coaching on the job and capacity building to improve standardisation, quality and efficiency of Dublin cases management;</li> <li>○ Development of brochures and operational tools on Dublin cases for officials in Questure.</li> </ul>
<p><b>Inputs</b></p>	<p><b>1.1</b> Support to the quality and standardisation of procedures at the registration phase:</p> <ul style="list-style-type: none"> <li>○ 10 CWs dedicated to quality self-assessment, monitoring and coaching missions at DPS</li> <li>○ 4 CWs constituting a legal team at DPS</li> <li>○ 4 MS Experts and 9 CWs for ad hoc events, including voluntary relocation upon disembarkation, deployed in Questure/DPS and to be activated as needed</li> <li>○ Cultural mediators/interpreters to support the roving teams in their ad hoc events activities</li> <li>○ 1 Field Support Officer for disembarkations and other ad hoc events</li> <li>○ 2 interims providing coordination and back-office support to ad hoc events at the DPS</li> <li>○ 5 CWs dedicated to Dublin procedures at DPS</li> <li>○ 1 interim providing coordination and back-office support to training organisation at the DPS</li> </ul> <p><b>1.2</b> Support to the standardisation of asylum procedures at the COI Unit and National Asylum Commission:</p> <ul style="list-style-type: none"> <li>○ 1 MS Expert deployed at the Italian COI Unit</li> <li>○ 6 interim staff at the central level (focusing on: COI query, training organisation, cessation/revocation procedures, finance/planning, litigation and standardisation of procedures, procurement)</li> <li>○ 2 interim staff to implement the pilot intervention on THB as of second quarter of 2020</li> </ul> <p><b>1.3</b> Support to the standardisation of Dublin cases management:</p> <ul style="list-style-type: none"> <li>○ 6 interim staff deployed at the DU</li> <li>○ 6 MS Experts deployed at the DU</li> </ul> <p>The following capacity building activities will be organised, also with the support of the EASO Training Unit in Malta:</p> <ul style="list-style-type: none"> <li>○ 5 Train the Trainers (TtT) for DPS</li> <li>○ Italian translation of 5 EASO Training Modules</li> <li>○ Support to the organisation of at least 3 national training sessions developed by the DPS</li> <li>○ Participation of relevant interims deployed at DPS and NAC to EASO training modules on Asylum Procedures Directive, Identification of potential Dublin cases, and EASO training</li> </ul>

	<p>programme on Coaching (at least 3 interims deployed in DPS) and Communication and Information provision</p> <ul style="list-style-type: none"> <li>○ Thematic sessions on registration topics for CWs deployed at DPS</li> <li>○ 1 EASO COI TtT for 2 COI staff and EASO relevant interim</li> <li>○ Support to 6 study visits conducted by COI Unit to selected TCs and/or Tribunals</li> <li>○ 1 Coordination meeting with COI focal points of TCs</li> <li>○ Participation of relevant interims to EASO Training Module on End of Protection</li> <li>○ Participation of relevant interims to EASO Training module on THB</li> <li>○ Train the Trainers for NAC</li> <li>○ 5 regional workshops on Dublin transfers with the DPS/Questure and the DU</li> <li>○ Up to 10 participants from the Italian authority officials participating to relevant EASO Networks</li> </ul>
--	---

<p><b>Measure IT2:</b> Support to the quality management and monitoring of the Italian reception system</p> <p><b>Measure Outcome</b></p> <p>The quality and sustainability of the reception system management and monitoring (for adults and UAMs) is supported</p> <p><b>Measure Outcome Indicators</b></p> <p><b>2.1</b> Evidence of a sustainable reception management system in place according to a set of established indicators</p> <p><b>2.2</b> Sustainable monitoring system in place and functioning</p> <p><b>Baseline</b></p> <p><b>2.1 0</b></p> <p><b>2.2 0</b></p> <p><b>Target</b></p> <p><b>2.1</b> 30% of the established indicators improved</p> <p><b>2.2 1</b></p>	
<b>Responsible Authorities</b>	<ul style="list-style-type: none"> <li>• Department of Civil Liberties and Immigration</li> </ul>
<b>Partner Organisations and Beneficiaries</b>	<p>Direct:</p> <ul style="list-style-type: none"> <li>• Department of Civil Liberties and Immigration, Prefectures and reception centres.</li> </ul> <p>Indirect:</p> <ul style="list-style-type: none"> <li>• Asylum applicants, people with international or national protection, UAMs, Questure, Juvenile Courts, Guardians, Central Office SIPROIMI, <i>Associazione Nazionale Comuni Italiani</i> (ANCI) and Municipalities.</li> </ul>

<p><b>Description and Assessment of the Situation</b></p>	<p>In order to fully implement the transition towards the reception system envisaged by the 2018 regulatory framework, and in light of the closure of many 1<sup>st</sup> line reception centres, DCLI will likely continue to face an important financial and legal workload.</p> <p>EASO provided support to the Department in this regards 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 once the transition to the new reception system will be completed.</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, since Mi.Re.Co will come to an end 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>Considering that the number of UAMs will decrease to 5,000 by the end of 2019 and in light of the current decrease in disembarkations, the proportion of UAMs residing in 2<sup>nd</sup> 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 (SIPROIMI)</i>. 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><b>Pre-condition(s)</b></p>	<ul style="list-style-type: none"> <li>• Ministerial Decree (DM) aiming at operationalising Law 132/2018 will not introduce any substantial changes to the organisation and procedural aspects of the management of reception.</li> <li>• <i>Servizio Centrale</i> (central service) and its contracted management authority <i>Associazione Nazionale Comuni Italiani (ANCI)</i> are willing and commit to collaborate in the realisation of workshops referred in 2.3.</li> <li>• Access provided to interims to relevant information needed to produce workflows, procedural documents and tools.</li> <li>• The EASO Practical Tool on Quality Management of Reception Conditions and the <i>Gestione Centrale Controllo Accoglienza (GCCA)</i> are compatible in terms of ICT components and the Ministry of Interior is ready to test the advanced version of the tool.</li> <li>• Concerned local authorities are committed and have adequate number of human resources to support foreseen activities.</li> <li>• 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.</li> </ul>

<p><b>Outputs</b></p>	<ul style="list-style-type: none"> <li>• <b>2.1.1</b> Enhanced capacity of the <i>Central Direction of civil services for immigration and asylum</i> - Office II to harmonise the tender procedure and the management of procurement contracts according to the Tender 2018 and the national and EU legal framework to improve the quality standards of the reception centres.</li> <li>• <b>2.1.2</b> Enhanced capacity of DCLI - <i>Central Direction of civil services for immigration and asylum</i> (Office II, III) and DCLI – Office VI to manage financial reports and harmonise financial procedures related to 1<sup>st</sup> and 2<sup>nd</sup> line reception system, and to speed up and manage accountabilities concerning info system for reception shelters.</li> <li>• <b>2.1.3</b> Enhanced capacity of the Monitoring Office to systematise and analyse data related to the monitoring of reception system.</li> <li>• <b>2.2.1</b> Enhanced monitoring activities on the reception system.</li> <li>• <b>2.2.2</b> Enhanced monitoring activities of at least 10 selected Prefectures over competent reception systems, through the implementation of the EASO Practical Tool on Quality Management of Reception Conditions and in line with Mi.Re.Co. existing standards and indicators.</li> <li>• <b>2.3</b> Enhanced capacity of UAMs’ Mission Structure at DCLI central level to coordinate multi-stakeholders and multi-level networks in the context of the transition towards the new SIPROIMI system.</li> </ul>
<p><b>Action deliverable(s)</b></p>	<p><b>2.1</b> Support the central management of the reception system through the following activities:</p> <ul style="list-style-type: none"> <li>○ Monitoring quality of tender calls issued by Prefectures for reception centres;</li> <li>○ Drafting of legal reports and opinions to address Questions from Prefectures;</li> <li>○ Drafting of periodic financial narrative reports;</li> <li>○ Monitoring of expenditure and contracts related to awarded reception centres;</li> <li>○ Monitoring and payment of expenditures and contracts of SIPROIMI active and closed projects;</li> <li>○ Coordination between the <i>Central Direction of civil services for immigration and asylum</i> - Office II and local authorities;</li> <li>○ Statistical analysis of data collected on the field;</li> <li>○ Harmonisation of procedures between the <i>Central Direction of civil services for immigration and asylum</i> - Monitoring Office and DCLI - Office VI.</li> </ul> <p><b>2.2</b> Support to sustainable monitoring of the reception system through the following activities:</p> <ul style="list-style-type: none"> <li>○ Support to the monitoring activities concerning the reception system, including missions on the field;</li> <li>○ Joint coaching missions by roving team to support Office IV monitoring activities in at least 10 selected Prefectures, in line with Mi.Re.Co. existing standards and indicators and through the implementation of the EASO Practical Tool on Quality Management of Reception Conditions.</li> </ul> <p><b>2.3</b> Capacity building and multi-stakeholder and multi-level coordination in the field of UAMs reception, in the context of transition towards SIPROIMI, through:</p>

	<ul style="list-style-type: none"> <li>○ Support the management and monitoring activities headed at central level by the Mission Structure;</li> <li>○ Implementation of regional workshops covering multi-stakeholder authorities/shelters working at local level to gather and share practices implemented in SIPROIMI shelters;</li> <li>○ Implementation of a pilot workshop covering all the institutional authorities working in the field of UAMs' reception.</li> </ul>
<p><b>Inputs</b></p>	<p><b>2.1</b> Support the central management of the reception system:</p> <ul style="list-style-type: none"> <li>○ 3 legal interims at Office II</li> <li>○ 1 finance interim at Office II</li> <li>○ 3 finance interims at Office III</li> <li>○ 1 statistician interim at Office III</li> <li>○ 1 statistician interim at Office II - Monitoring Office</li> <li>○ 1 monitoring and info systems interim at Office II - Monitoring Office</li> <li>○ 1 reception and info system interim at Office II - Monitoring Office</li> <li>○ 1 finance interim at Office VI</li> </ul> <p><b>2.2</b> Support to sustainable monitoring of the reception system:</p> <ul style="list-style-type: none"> <li>○ 2 monitoring assistant interims</li> <li>○ 1 monitoring officer</li> </ul> <p><b>2.3</b> 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"> <li>○ 1 statistician interim at Mission Structure</li> <li>○ 1 legal interim at Mission Structure</li> </ul> <p>The following capacity building activities will be organised, also with the support of the EASO Training Unit in Malta:</p> <ul style="list-style-type: none"> <li>○ Joint coaching missions in at least 10 Prefectures</li> <li>○ 3 regional workshops on UAMs reception best practices</li> <li>○ 1 pilot coordination workshop on UAMs reception</li> <li>○ Participation of relevant interims deployed in DCLI to EASO training modules on Reception and Reception of Vulnerable applicants</li> <li>○ Participation of relevant interims deployed in DCLI to EASO training module on Communication and Information Provision</li> <li>○ Up to 10 participants from the Italian authority officials participating to relevant EASO Networks</li> </ul>

**Measure 3:** Support the reduction of backlog of second instance asylum cases in the Specialised Sections of Tribunals

**Measure Outcome**

**3.** The Italian asylum system has improved capacity to reduce the backlog of the asylum procedure at second instance

<b>Measure Outcome Indicator</b> <b>3. Number of second instance decisions taken</b> <b>Baseline</b> <b>3. 41,938 (Data from the Ministry of Justice DOGPS, 2018)</b> <b>Target</b> <b>3. Increased by 40% compared to the baseline</b>	
<b>Responsible Authorities</b>	<ul style="list-style-type: none"> <li>• Ministry of Justice</li> </ul>
<b>Partner Organisations and Beneficiaries</b>	<p>Direct:</p> <ul style="list-style-type: none"> <li>• Ministry of Justice <ul style="list-style-type: none"> <li>○ Specialised Sections of Civil Courts</li> </ul> </li> <li>• Consiglio Superiore della Magistratura (CSM)</li> </ul> <p>Indirect:</p> <ul style="list-style-type: none"> <li>• Asylum applicants</li> </ul>
<b>Description and Assessment of the Situation</b>	<p>Law No. 46/2017, “<i>establishing urgent provisions for the acceleration of proceedings on international protection</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 parallel, backlog of cases in second instance reached the significant number of 73,504 pending cases (data from Ministry of Justice as of 30 June 2019), making it difficult for Tribunals and their Specialised Sections to meet the 4-month legal deadline according to the Italian legislation.</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, content-related, and interpretation support to the reduction of backlog by Tribunals, and, hence, to improve the timeframe in which decisions are taken. The intervention also intends to improve quality of file preparation as well as consistency of the final decision ensured through a dedicated intervention on COI research.</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</p>

	Tribunal will be formulated to define working instructions and additional arrangements.
<b>Pre-condition(s)</b>	<ul style="list-style-type: none"> <li>• Access to relevant information systems related to asylum and proper working conditions for interims staff in order to carry out tasks.</li> <li>• Deployment of former interims working in TCs and QTs under specific conditions in order to avoid potential conflict of interest.</li> <li>• Specific confidentiality and good conduct agreement signed by the Research Officers and Cultural Mediators/interpreters to be deployed in the Tribunals and their Specialised Sections.</li> <li>• Agreed working instructions for Research Officers supporting the Specialized Sections.</li> </ul>
<b>Outputs</b>	<ul style="list-style-type: none"> <li>• <b>3.</b> Enhanced capacity to process second instance cases at Tribunals level.</li> </ul>
<b>Action deliverable(s)</b>	<p>Support the reduction of the backlog of appeals against first instance decisions on applications for international protection in Tribunals' Specialised Sections will be achieved through provision of supporting activities to the Judges:</p> <ul style="list-style-type: none"> <li>○ Preliminary study of cases and scheduling exercise for the preparation of hearings;</li> <li>○ Technical and content-related tasks pertinent to the swift scheduling of cases;</li> <li>○ COI collection and researches;</li> <li>○ Analysis and collection of National, European and other Member States' jurisprudence;</li> <li>○ Doctrinal research and collection;</li> <li>○ Participation in Tribunal hearings;</li> <li>○ Provision of interpretation during hearings by Cultural Mediators/interpreters.</li> </ul> <p>Specific agreements between EASO, the Ministry of Justice at central level and each Tribunal 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>Monitoring and coaching missions for the Research Officers by the EASO Italy Quality and Procedures Team will also be planned and carried out to review the quality of the support provided to the Tribunals.</p>
<b>Inputs</b>	<ul style="list-style-type: none"> <li>• 54 Research officers interim staff deployed to the Tribunals and their Specialised Sections</li> <li>• FTE (full time equivalent) of 40 Cultural Mediators (CMs)/ interpreters deployed to the Tribunals and their Specialised Sections</li> <li>• 4 Field Support Officers</li> </ul> <p>The following capacity building activities will be organised, also with the support of the EASO Training Unit in Malta:</p> <ul style="list-style-type: none"> <li>• EASO training programme for Research officers</li> <li>• Thematic trainings for Research officers</li> <li>• EASO training programme for CMs/ interpreters</li> <li>• Monitoring and coaching missions</li> </ul>

<p><b>Measure IT4:</b> Enhancement of coordination mechanisms amongst Italian asylum authorities</p> <p><b>Measure Outcome</b></p> <p>Information and practice gaps on asylum procedures among concerned authorities are reduced</p> <p><b>Measure Outcome Indicator</b></p> <p>4. Evidence of functioning, institutionalized and autonomous multi-stakeholder coordination meetings within Italian asylum authorities created</p> <p><b>Baseline</b></p> <p>4. To be established in Q1 2020</p> <p><b>Target</b></p> <p>4. 60% of established indicators have improved</p>	
<p><b>Responsible Authorities</b></p>	<ul style="list-style-type: none"> <li>• Department of Civil Liberties and Immigration</li> <li>• National Asylum Commission</li> <li>• Department of Public Security</li> <li>• Ministry of Justice</li> </ul>
<p><b>Partner Organisations and Beneficiaries</b></p>	<p>Direct:</p> <ul style="list-style-type: none"> <li>• Department of Civil Liberties and Immigration</li> <li>• National Asylum Commission</li> <li>• Department of Public Security</li> <li>• Ministry of Justice <ul style="list-style-type: none"> <li>○ Specialised Sections of Civil Courts</li> </ul> </li> </ul> <p>Indirect:</p> <ul style="list-style-type: none"> <li>• Asylum applicants</li> <li>• Beneficiaries of international or national protection</li> </ul>
<p><b>Description and Assessment of the Situation</b></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.</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</p>

	<p>tackles both the national and regional multi-stakeholder dialogue, by foreseeing facilitation measures for:</p> <ol style="list-style-type: none"> <li>1) Exchanges and coordination among national authorities</li> <li>2) Exchanges and coordination among local authorities of 3 pilot regions to be selected, through the <i>Tavolo di Coordinamento Regionale</i></li> <li>3) Exchanges and coordination between local and national authorities on specific technical/thematic issues.</li> </ol> <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>
<b>Pre-condition(s)</b>	<ul style="list-style-type: none"> <li>• Concerned authorities accept EASO's participation to existing institutionalised meetings and tables.</li> <li>• Concerned authorities provide for the organisation of the Tavoli di Coordinamento Nazionale (TCNs), Tavoli Asilo and Tavoli di Coordinamento Regionale (TCRs).</li> <li>• Central and local authorities have the capacity (human resources, financial resources and internal organisational set-up) to attend the meetings and effectively follow-up on decisions taken.</li> </ul>
<b>Outputs</b>	<ul style="list-style-type: none"> <li>• <b>4.</b> Established and functional meetings among asylum system counterparts (DPS, NAC, DCLI, and if required Specialised Sections of Civil Courts) at the national and regional level.</li> </ul>
<b>Action deliverable(s)</b>	<p>EASO's support will unfold on two levels of coordination: national and regional/local.</p> <p><b>4.1</b> Enhancement of coordination mechanisms amongst <b>national</b> Italian asylum authorities:</p> <ul style="list-style-type: none"> <li>○ Organisation of 6 <i>Nucleo di Coordinamento Nazionale</i> (NOCs), along the set-up established in 2019, 1 every 2 months, including Italian asylum institutions at national level;</li> <li>○ EASO participation to meetings of the <i>Tavolo di Coordinamento Nazionale</i> (TCN) and <i>Tavoli Asilo</i>, with the objective of aligning and following-up on main asylum matters;</li> <li>○ Support to DCLI in the analysis and application of the Common European Asylum (CEAS).</li> </ul> <p><b>4.2</b> Enhancement of coordination mechanisms amongst <b>regional/local</b> Italian asylum authorities (within the region and central/local level):</p> <ul style="list-style-type: none"> <li>○ Support to 3 <i>Tavolo di Coordinamento Regionale</i> (TCRs), involving local representatives of national institutions, in locations to be selected for their high number of application and particular challenges presented. This will enable participation of additional stakeholders compared to the meetings run by EASO in 2019, such as the Tribunals and managers of reception centres;</li> <li>○ Facilitation of 7 thematic tables at regional level, with central and local authorities' participation on technical procedural/thematic aspects.</li> </ul>

<b>Inputs</b>	<p><b>4.1 and 4.2</b> Enhancement of coordination mechanisms amongst <b>national and regional/local</b> Italian asylum authorities:</p> <ul style="list-style-type: none"> <li>○ 1 interim deployed to the DPS</li> <li>○ 1 interim deployed to the NAC</li> <li>○ 1 interim deployed to the DCLI</li> <li>○ Horizontal support from FSO and EASO staff for, respectively, regional and national activities</li> </ul> <p>The following events will be facilitated:</p> <ul style="list-style-type: none"> <li>○ 6 NOCs over 12 months</li> <li>○ EASO's participation to TCNs</li> <li>○ EASO's participation to <i>Tavoli Asilo</i></li> <li>○ 9 regional coordination tables (3 meetings of TCRs in 3 regions over 12 months)</li> <li>○ 7 thematic/technical regional tables with participation of central and local authorities</li> </ul>
---------------	---

<p><b>Measure 5:</b> Support the efficiency and standardisation of procedures and data collection through the development and management of information systems</p> <p><b>Measure Outcome</b></p> <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><b>Measure Outcome Indicator</b></p> <p>5.1 Integration and alignment of the different information applications (SGA, Vestanet, Dublinet, RVA, CAS, SIA) 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><b>Baseline</b></p> <p>5.1 No integration</p> <p>5.2 To be established in Q1 2020</p> <p>5.3 To be established in Q1 2020</p> <p><b>Target</b></p> <p>5.1 At least 3 systems integrated</p> <p>5.2 Improvement by 50%</p> <p>5.3 Improvement by 50%</p>	
<b>Responsible Authorities</b>	<ul style="list-style-type: none"> <li>• Department of Civil Liberties and Immigration</li> <li>• Department of Public Security</li> </ul>
<b>Partner Organisations and Beneficiaries</b>	<p>Direct:</p> <ul style="list-style-type: none"> <li>○ Office VI of the DCLI</li> <li>○ National Asylum Commission and Territorial Commissions</li> </ul>

	<ul style="list-style-type: none"> <li>○ Dublin Unit</li> <li>○ DPS – Questure</li> </ul> <p>Indirect:</p> <ul style="list-style-type: none"> <li>○ Asylum applicants</li> <li>○ Offices I, II and III of Central Direction of civil services for immigration and asylum - DCLI</li> </ul>
<p><b>Description and Assessment of the Situation</b></p>	<p>Since a number of new information systems were introduced, data alignment in the Italian asylum and reception system has faced challenges. These include both 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 coordination and management among all stakeholders in the asylum and reception system.</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 (Phase 1). The system will also include the development of additional business requirements (Phase 2) previously identified. It is also foreseen that during Phase 2 a number of new processes and templates developed with EASO, such as the comprehensive C3 asylum registration form and its annexes, will be integrated into SUA. The integration of the EASO reception system-monitoring tool in such system is also foreseen.</p> <p>In 2020 EASO intends to continue to support the concerned stakeholders in the development and integration of SUA.</p> <p>In addition, in line with the needs of stakeholders, the launch of additional projects will focus on: improving and standardise scheduling systems for registration across the territory; improving data management through the establishment of a data warehouse; introducing a business intelligence information system; enhancing data availability and information.</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.</p>
<p><b>Pre-condition(s)</b></p>	<ul style="list-style-type: none"> <li>● Italian authorities continue to develop the <i>Sistema Unico Asilo</i> (SUA) according to their set timeline (delivery in 2021).</li> <li>● Access to relevant information systems related to asylum and proper working conditions for interims staff in order to carry out tasks.</li> <li>● The feasibility study on existing scheduling practices for registration aims at integrating the identified scheduling tool into SUA.</li> </ul>
<p><b>Outputs</b></p>	<ul style="list-style-type: none"> <li>● <b>5.1</b> Enhanced project management of SUA development and of other key information systems for the Asylum and Reception System.</li> <li>● <b>5.2</b> Decreased waiting time for lodging of asylum applications after identification through development of a scheduling tool.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>5.3</b> Enhanced use of available data for analysis and reporting through the automation of data collection and reports.</li> </ul>
<b>Action deliverable(s)</b>	<p><b>5.1</b> 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"> <li>○ Implementation of SUA phase 1;</li> <li>○ Integration of pilot C3 into SUA;</li> <li>○ Integration and implementation of standards inspired by the EASO reception monitoring tool.</li> </ul> <p><b>5.2</b> Development of Business Requirements to support the creation of a scheduling tool:</p> <ul style="list-style-type: none"> <li>○ Conduction of a feasibility study on existing scheduling practices and on the construction and implementation of a centralized platform, including a mobile friendly version (App.), to be eventually integrated in SUA and/or StranieriWeb Portal.</li> </ul> <p><b>5.3</b> 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"> <li>○ Development of business requirements for data collection and report production;</li> <li>○ Implementation of query and reporting systems.</li> </ul>
<b>Inputs</b>	<ul style="list-style-type: none"> <li>• 1 Project Officer interim at Office VI</li> <li>• 1 Project Assistant interim at Office VI</li> <li>• 1 Business Analyst interim at Office VI</li> <li>• 1 interim deployed to the NAC</li> </ul>