

OPERATING PLAN
AGREED BY EASO AND ITALY

Valletta Harbour and Rome
19 December 2018

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 Ombudsperson of Children and Adolescents 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 for the duration of 1 year, from 1st January 2019 until 31st December 2019.

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

19 December 2018

Executive Director a.i. of the
European Asylum Support
Office

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Franco Gabrielli

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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.
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 in 2017 (119,369 arrivals). Despite the considerably lower number of arrivals recorded in 2018 (25,770 arrivals)¹, **Italy remains one of the main receiving countries in Europe**, due to the volume of irregular migration flows on the Central Mediterranean route, mainly departing from Libya, and the increased number of undetected arrivals from Tunisia and Algeria.

The number of applicants for international protection in Italy has been steadily rising since 2014, when Italy noted 64,625 applicants, followed by 83,540 applicants recorded in 2015, 122,960 in 2016 and 130,119 in 2017. As per the number of arrivals, while in 2018 the volume of applications for international protection in Italy has decreased (49,494 as of 4 November 2018), Italy continues to rank high among the European countries (in fourth place behind Germany, 121,487, France, 107,703, and Greece, 55,307).

Despite the continuous joint effort of the Italian authorities with support from EASO, the backlog of asylum applications pending a final decision in Italy in 2018 is still substantive (110,410 in 2018²).

Continued significant numbers of arrivals and applications also keep putting significant pressure on the reception system in Italy, which is already accommodating a high number of applicants received in previous years whose cases are still pending at different stages of the procedure. Altogether, according to the Department of Civil Liberties and Immigration data, 146.255 persons were in reception in Italy as of 31 October 2018³.

EASO has been providing support to the Italian authorities since 2013 establishing good working cooperation in several areas. On 4 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

¹ End-of-the-year forecast based on the figures on arrivals as of 15 November 2018.

² National Asylum Commission data up to 2nd November 2018

³ Ministry of the Interior, Dossier Viminale, “Ferragosto dati 1 Agosto 2017-31 Luglio 2018”

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 in a comprehensive manner all technical and operational assistance to Italy in the course of 2017 and outlining the following areas of support: support with information provision and lodging of potential applicants for international protection; support with handling outgoing Dublin take charge requests; strengthening reception capacity especially with regards to unaccompanied minors (UAMs); support in the 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:

- The provision of information to potential applicants for international protection in hotspots, other disembarkation ports and reception centers;
- Support to DPS in the lodging of applicants in Questure;
- Support to Territorial Commissions in the preparation of files, and to the National Asylum Commission, including its COI Unit;
- Continued support to the Italian Dublin Unit;
- Partnership with the Italian Ombudsperson for Children and Adolescents;
- Strengthen the capacity of the DCLI and other actors involved in the reception system, including for UAMs.

The current OP intends to continue addressing the consequences of the disproportionate pressure on the Italian asylum and reception systems. It also aims at contributing to support the systems 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. For 2019, the above statement also specifically includes the potential implications the new Law/law-decree on immigration and security could have on Italy's asylum and reception system and which is likely to impact the implementation of EASO's activities.

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 authorized 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) 1049/2001⁴ and the EASO implementing rules on access to documents⁵, 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) 45/2001 of the European Parliament and the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data. 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 (GDPR) as updated in May 2018⁶ 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, EASO will act 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

⁴ 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

⁵ 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

⁶ Corrigendum, OJ L 127, 23.5.2018, p. 2 ((EU) 2016/679)

as the data controller. EASO will implement the necessary technical and organizational measures to ensure the security and confidentiality of the personal data it processes. This is to prevent any unauthorized 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 Partner Organizations

The Host Member State's main stakeholders 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 - Central Directorate for immigration and asylum policies - DCLI UAMs - National Asylum Commission - Territorial Commissions for the recognition of the international protection 	<p>The Department for Civil Liberties and Immigration is responsible for the organisation of the assistance/reception of migrants (including vulnerable and trafficked persons), and the assistance/reception of applicants for international protection (including persons in the Dublin procedure) and beneficiaries of international protection.</p> <p>The National Asylum Commission (NAC) is responsible for the coordination of the Territorial Commissions (TCs), for 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>The Department for Civil Liberties and Immigration authorizes access for external stakeholders to the Hotspots. The authorised organisations provide support to the Italian authorities in the timely identification of vulnerable persons with special needs, and carry out information activities according to their respective mandates.</p> <p>The Department is co-responsible for the organisation of the assistance for/reception of unaccompanied minors (UAMs).</p>
<p>Department for Public Security</p> <ul style="list-style-type: none"> - Central Directorate for Immigration and Border Police - Questure 	<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>
Italian Ombudsperson for Children and Adolescents	<p>The Italian Ombudsperson for Children and Adolescents is an independent institution created by Law No. 112/2011 aimed at protecting and promoting children's rights including migrant children. It plays a fundamental role in the monitoring and implementation of child-related policies at local level through, amongst other, the so-called "<i>Conferenza nazionale per i diritti dell'infanzia</i>" which is composed of the regional and autonomous provinces' Ombudspersons. The Italian Ombudsperson furthermore guarantees the uniform application of policies for children and adolescents at national, regional and local level, by means of recommendations, and through active participation in the drafting of legal bills in this area.</p>
Prefectures	<p>The Prefectures are based in 103 provinces throughout the country and are responsible for the management of all reception centres in those provinces where centres are present. .</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 information system related to asylum that they are authorized 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 information systems related to asylum 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.

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 organizational pre-conditions.

2.5 Implementation Period

The implementation period of this Plan is from 1st January 2019 until 31st December 2019.

The Plan, including the implementation period, may be revised at any time in order to reflect new operational developments.

2.6 Monitoring, Reporting and 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.

A monitoring and reporting system will be established in order to assess any further needs or changes and to ensure the overall effective monitoring of the implementation of the Plan. 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.

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 organizations) 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 the Executive Director of EASO and to the Host Member State Coordinator for the Plan via the appropriate channels.

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 and Confluence platforms.

2.8 Evaluation

Periodical monitoring and mid-term shall be carried out in order to assess the implementation of the Plan, or in case of a need for significant extension or substantial amendment of the current EASO Plan. EASO will institute a formal monitoring framework for the duration of the plan based on a validated methodology and using agreed indicators.

Feedback from the deployed Asylum Support Team members shall be gathered on the completion of their deployment and prior to reimbursement of expenses.

A final evaluation aims to ensure that the EASO support processes are constantly refined by assessing EASO's performance in implementing the Plan, identifying the lessons learned and recording good practice. It may be performed externally through engagement of evaluation specialist(s) or by EASO preferably prior to completion of the implementation of this EASO Plan or immediately upon completion. The Host Member State and other stakeholders shall be involved.

Periodical and mid-term review and final evaluation results, 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 to the decentralized 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 clear guidance and training on 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 evacuation plan and routes. In hotspots, the Host Member State should cooperate to ensure identification, clearance and adequate maintenance of evacuation routes.
- Communication tools: As considered relevant by the EASO Security sector, EASO operational staff should have access to an independent radio communication equipment. If possible, the equipment should be interoperable with the local law enforcement in charge of the security of the operation.
- Security of information-sensitive non-classified and classified information should be protected adequately. The EASO security responsible should be involved in supporting the proper classification of relevant information
- 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, 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. EASO Standards

All activities under this Plan will be carried out taking into account and referring to EASO expertise, standards, guidance and tools where relevant.

4.2. 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.

4.3. 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.

5. MEASURES

<p>Measure 1:</p> <p>Enhance the Italian asylum system capacity to implement a sustainable and efficient information provision plan.</p> <p>Measure Performance Indicator</p> <p>Number of information provision plans designed and agreed for implementation by the Italian asylum and reception systems.</p> <p>Baseline</p> <p>0</p> <p>Target</p> <p>1 (plan designed and agreed for implementation).</p>	
Responsible Authorities	<ul style="list-style-type: none"> • Department of Public Security (DPS)
Beneficiaries	<ul style="list-style-type: none"> • Direct: Department of Public Security and Questure. • Indirect: Applicants, Reception centers, UNHCR, NGOs involved in info provision.
Description and Assessment of the Situation	<p>There is a need for support in the bridging of a gap between the provisions concerning information provision in the Italian legal framework and the activities concerning information provision at different stages of the asylum procedure.</p> <p>Within the framework of this measure, EASO would partner with relevant authorities to design and lay the groundwork for implementation of a sustainable and efficient information provision strategy, ensuring an adequate initiation of the asylum procedures within the framework of the activities of the Immigration Police. The intervention equally intends to contribute toward a functioning referral system for potential Dublin applicants and applicants with special needs and vulnerabilities.</p> <p>In 2019, EASO would mostly focus on the identification of relevant stakeholders and the design of an action plan, including SOPs for its implementation, referral pathways as well as a monitoring system to support the implementation of the SOPs and the referral system for vulnerable applicants. In this first phase, EASO will also map training needs for the future rollout of the information provision strategy, including the design of a training programme. The objective of this measure would be to have a validated plan ready for implementation by the end of this operating plan. Conditional to the achievement of this outcome, EASO would foresee an extension of its support in 2020 to accompany Italian authorities, especially the Department for Public Security, in the implementation phase.</p>

Pre-condition(s)	<ul style="list-style-type: none"> • Access to information and working conditions for EASO staff, Member State expert(s) and interims staff in order to carry out tasks.
Outputs	<ul style="list-style-type: none"> • 1.1 A consolidated coordination structure between the DPS and relevant Italian authorities and action plan for information provision is in place. • 1.2. Design of a TtT programme on information provision. • 1.3. SOPs with referral pathways and monitoring system for Dublin cases and people with special needs are drafted.
Action deliverable(s)	<ul style="list-style-type: none"> • <u>1st Phase 2019</u> <ul style="list-style-type: none"> ○ Developing an action plan on the implementation of information provision activities with DPS. ○ Developing the content of SOPs, referral pathways and monitoring system for Dublin cases. These will be aligned with the existing SOP's for Hotspots and other relevant existing frameworks. ○ Monitoring system to support the implementation of the SOPs and the referral system for vulnerable applicants developed. ○ Mapping the target public of the training programme including possible trainers for a TtT programme and defining the training approach and content (incl. carrying out a feasibility study of an e-Learning platform).
Inputs	<ul style="list-style-type: none"> • 1 MS expert for 8 months • 1 interim staff DPS <p>Their main tasks would consist of:</p> <ul style="list-style-type: none"> ○ Mapping the current information provision system and its different shades of implementation; ○ Bringing in expertise to design an information provision system in partnership with the Italian authorities; ○ Developing the implementation plan; ○ Contributing to the definition of individual components of the foreseen system.

<p>Measure 2:</p> <p>Enhance the capacity of the Italian Asylum system to absorb the backlog of asylum requests.</p> <p>Measure Performance Indicator</p> <p>2.1 Number of pending cases at first instance level.</p> <p>2.2 % of outgoing Dublin cases timely responded to. (aggregate).</p> <p>Baseline</p> <p>2.1. 110,410 (October 2018).</p> <p>2.2. To be measured in Q1 2019.</p> <p>Target</p> <p>2.1. 54,000</p> <p>2.2. 95% (to be defined in Q1 2019).</p>	
Responsible Authorities	<ul style="list-style-type: none"> • Department of Public Security • Department of Civil Liberties and Immigration
Beneficiaries	<ul style="list-style-type: none"> • Direct: <ul style="list-style-type: none"> ○ Department of Civil Liberties and Immigration in particular. Dublin Unit and National Asylum Commission with the COI Unit, Territorial Commissions. ○ Department of Public Security in particular Questure. • Indirect: Applicants.
Description and Assessment of the Situation	<p>Despite the significant reduction of arrivals and the notable effort deployed by the Territorial Commissions as well as the support provided by EASO to Questure and Territorial Commissions, substantial backlog in the processing of asylum applications continues to exist as a result of the disproportionate pressure of the migration crisis in the course of the previous years.</p> <p>This measure aims to enhance the capacity of the Italian Asylum system to absorb the backlog of the asylum procedure and reduce the gap between the current delays for first instance decisions to be taken/processed and existing legal deadlines for the processing of asylum applications.</p> <p>Another objective of this measure is to support the Italian Dublin Unit. There has been a successful collaboration through EASO support in 2018 at the Dublin Unit and it is foreseen that the need for support will remain in 2019.</p> <p>At the Questure, EASO foresees to continue supporting the IV Section of the Immigration Police in the lodging of asylum applications aiming to introduce new and more structured procedures. The intervention intends to have a positive impact on the speed with which cases are treated by the Territorial Commissions (TCs) and contribute to the increased quality of first instance decisions. The effect of this</p>

	<p>intervention is ultimately expected to spill over to second instance, and notably improving the timelines in which decisions can be taken. The new pilot procedure, introduced in 2018, still requires EASO's support to be implemented. A major objective of this measure is for the procedure to be carried out independently by the registering authorities by the end of the year.</p> <p>In order to ensure the continued accelerated absorption of the backlog concerning first instance decisions, EASO provides support to the Territorial Commissions with the aim to absorb the backlog of the asylum applications treated in a timely manner. The planned duration of this continued support takes into account the planned further increase of staff by the NAC by the beginning of 2019. Assuming the current figures with regards to arrivals and formalizations, EASO forecasts a significant absorption of the backlog of outstanding cases by the 3rd Quarter of 2019. EASO's support will then gradually phase out, ensuring a smooth transition, coordinated with Italian authorities, including a proper handover of tasks, during the 4th quarter of 2019.</p> <p>EASO will also continue to work in further developing the capacity of the Dublin Unit as well as in supporting its effort to build the capacity of other stakeholders in the asylum system, notably those in need of further knowledge of Dublin procedures.</p>
Pre-condition(s)	<ul style="list-style-type: none"> • Access to information systems related to asylum and work stations for EASO staff, Member State experts and interims staff in order to carry out tasks.
Outputs	<ul style="list-style-type: none"> • 2.1 Timely lodging of asylum applications (C3 forms) in the Immigration Offices of Questure according to a new pilot procedure, which was initiated in the course of 2018 which is intended to be extended with the support that EASO wishes to provide. • 2.2 Enhanced capacity to process first instance cases and follow-up with regards to appeals at the Territorial Commissions level. • 2.3 Increased support to the Dublin Unit and number of outgoing Dublin requests. • 2.4 Enhanced knowledge/expertise of and progressive handover to officials carrying out the lodging of the asylum request and international protection determination process.
Action deliverable(s)	<ul style="list-style-type: none"> • 2.1 Support to the lodging of applications for international protection with the aim to implement and subsequently mainstream the pilot project for a more comprehensive lodging procedure: <ul style="list-style-type: none"> ○ Review with the Italian authorities working instructions for the comprehensive lodging process; ○ Lodging of applications for international protection in the Vestanet system in agreed working locations, with the help of a cultural mediator including the prioritization of vulnerable cases;

	<ul style="list-style-type: none"> ○ Referral to the Immigration Police of potential issues concerning identity and/or nationality claimed by the applicant; ○ Helpdesk to facilitate the work and to ensure uniformity of procedures applied in practice by different EASO ASTs, including support with COI. <ul style="list-style-type: none"> ● 2.2 Support in the processing of first instance decisions and follow-up with regards to appeals at Territorial Commissions according to the working instructions: <ul style="list-style-type: none"> ○ File preparation including general COI background and file check for identification of possible vulnerabilities performed and language to be used during the interview; ○ According to internal procedures, interviews scheduled through prioritisation of vulnerable persons, scheduling of interpreters, summoning of applicants for interview; ○ File preparation after the interview to support the decision-making process; ○ Following the issue of the decision, updating of the file in Vestanet through uploading of the relevant documents and inputting of procedural status of the case; ○ Support with file preparation in view of second instance stage. ● 2.3 Support to the processing of the Dublin procedures at Dublin Unit. ● 2.4 Trainings for Immigration Police for the continuity of activities and procedures.
<p>Inputs</p>	<ul style="list-style-type: none"> ● 2.1 Support to the lodging of the asylum requests: <ul style="list-style-type: none"> ○ 50 interim staff Caseworkers (CWs) deployed in Questure; ○ 10 Member State expert for 12 months; ○ 70 Cultural Mediators to Questure; 1 interim staff for Helpdesk. ● 2.2 Support in processing first instance decisions and follow-up with regards to appeals at the Territorial Commissions level: <ul style="list-style-type: none"> ○ 100 CWs deployed in Territorial Commissions. ● 2.3 Support to the processing of the Dublin outgoing Procedure: <ul style="list-style-type: none"> ○ 6 Interims staff; ○ 6 MS experts for 12 months. ● 2.4 Trainings:

	<ul style="list-style-type: none">○ 3 operational trainings for interims deployed in DPS and Questure;○ 3 operational trainings for interims deployed in TCs;○ 7 Trainings for Immigration Police for 50 participants each including modules on UAMs;○ 7 Workshops on Implementation of the Dublin Regulation for 50 participants each;○ 3 Workshops for Heads of Section IV Questura (Pilot C3) for 2 days each.
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Measure 3:

Support to the quality and standardisation of asylum procedures.

Measure Performance Indicator

3.1 Evidence of increased quality of asylum procedures (source and means of verification: UNHCR decisions quality management system and report).

3.2 Evidence of increased standardisation of COI in asylum procedures (source and means of verification: qualitative assessment report).

Baseline

3.1 Results UNHCR Quality monitoring for 2018 (January 2019).

3.2 Sample-based baseline assessment of COI used in 2018 asylum decisions.

Target

3.1. Improved quality assessment of asylum decisions (A quantitative target to be confirmed after the presentation of 2018 results).

3.2. % of asylum decisions (sample) have standardised COI.

Responsible Authorities	<ul style="list-style-type: none"> • Department of Civil Liberties and Immigration-National Asylum Commission
Beneficiaries	<ul style="list-style-type: none"> • Direct: <ul style="list-style-type: none"> ○ Department of Civil Liberties and Immigration - National Asylum Commission incl. COI Unit and Territorial Commissions; ○ Department of Public Security. • Indirect: Applicants, Ministry of Justice - Specialized sections of Civil courts.
Description and Assessment of the Situation	<p>Access to procedures in first and second instance is foreseen in the EU legislation as well as in the Italian national legal framework. Opportunities for improvement in the implementation of the asylum procedures and processes, particularly with regards to consistency throughout the Italian territory and the efficiency and effectiveness of the process, have been identified.</p> <p>The objective of this measure is to develop and implement a quality management system for the asylum procedures and to improve the functioning of the Italian COI Unit ensuring standardised COI in asylum decisions to support the issuance of better quality asylum decisions at first and eventually second instance.</p> <p>The quality management monitoring system will reflect all different steps in the asylum determination procedure in order to ensure the identification of process problems and a timely and appropriate follow-up. By the end of 2019, the concept of the system should be developed with EASO support. This activity is complementary to the activities carried out at the Questure concerning the introduction of a more comprehensive asylum lodging process.</p>

	<p>The objective of the support activities to the COI Unit is to improve its functioning and ensuring standardised COI in asylum decisions to support the issuance of better quality asylum decisions at first and eventually second instance.</p> <p>EASO's intervention equally foresees training sessions for members of the COI Unit as well as a Training-of-Trainers (TtT) programme targeting Italian police officers and Territorial Commission officials.</p>
Pre-condition(s)	<ul style="list-style-type: none"> • Appropriate working conditions for EASO CWs and Experts in the different work locations with access to information systems related to asylum and work stations for interims staff in order to carry out tasks.
Outputs	<ul style="list-style-type: none"> • 3.1 Development and implementation of a quality management system for the asylum system reflecting all different steps in the asylum determination procedure. • 3.2 Improved functioning of the Italian COI Unit and the quality of COI research and information within the asylum cases and decisions. • 3.3 Improved knowledge/expertise among officials carrying out the asylum procedures (lodging and International protection determination process).
Action deliverable(s)	<ul style="list-style-type: none"> • 3.1 Development of a quality management system to monitor the asylum process and ensure proper managerial follow-up on issues, such as bottlenecks and steps of the process negatively impacting quality. • 3.2 Support to the Italian COI Unit in standardizing high quality COI used in the asylum decision process and widening its role within the NAC and TC's: <ul style="list-style-type: none"> ○ Deployment of Member State COI Experts; ○ Exchanges with other Member State COI units; ○ Coordination meetings for the development and implementation of workflows and processes between the COI Unit and other stakeholders within and outside of the NAC and TC's; ○ Support to the management of a COI query system. • 3.3 Training for officials carrying out different steps with the lodging and international protection determination process, and notably: <ul style="list-style-type: none"> ○ Roll-out a TtT programme for immigration police officers involved in the provision of CEAS related and other trainings to fellow immigration police officers in the future; ○ Roll-out a TtT programme for officials of the National Asylum Commission/Territorial Commissions; ○ Training for COI Unit researchers.

Inputs	<ul style="list-style-type: none"> • 3.1 Pilot project process quality management system: <ul style="list-style-type: none"> ○ 1 Interim staff deployed at National Asylum Commission. • 3.2 COI: <ul style="list-style-type: none"> ○ 1 Member State Expert for 9 months for the development and implementation of the capacity building activities. ○ 2 Interim staff deployed at National Asylum Commission. ○ 4 MS Experts deployed to Italy or vice versa concerning the COI Unit for 3 weeks each time. ○ 4 Coordination meetings with the Italian COI Unit & TC's/Judiciary 1 day each for 45 people. • 3.3. Trainings and workshops: <ul style="list-style-type: none"> ○ TtT for NAC <ul style="list-style-type: none"> ○ 3 TtT for NAC -Territorial Commissions for a total of 30 officials (each session for 10 participants); ○ 45 participants to regular Training curriculum modules. ○ 8 TtT for DPS (each session for 10 participants); ○ 2 trainings on COI research capacity for Italian COI Unit researchers.
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<p>Measure 4:</p> <p>To support the management of the reception system.</p> <p>Measure Performance Indicator</p> <p>4.1 Evidence of a sustainable reception management and monitoring system (source and means of verification: assessment reports).</p> <p>Baseline</p> <p>4.1.1 Assessment of current status of the reception management system.</p> <p>4.1.2 Pilot status of the reception monitoring system.</p> <p>Target</p> <p>4.1.1 Improved reception management system.</p> <p>4.1.2 Sustainable and comprehensive reception monitoring system in place.</p>	
Responsible Authorities	<p>4.1, 4.2.1 Department of Civil Liberties and Immigration</p> <p>4.2.2 Ombudsperson of Children and Adolescents (AGIA)</p>
Beneficiaries	<ul style="list-style-type: none"> • Direct: Department of Civil Liberties and Immigration, Prefettura, reception center, AGIA.

	<ul style="list-style-type: none"> • Indirect: Applicants, people with international or national protection, UAMs, Questure, Juvenile Courts, Guardians, Central Office SPRAR, Municipalities.
Description and Assessment of the Situation	<p>While the number of arrivals has been decreasing since the second half of 2017, a large number of asylum applicants and UAM's remain present throughout Italy. There is, therefore, still a need to further support the management framework of the Italian reception system.</p> <p>A pilot project for the monitoring of reception is currently implemented by the AMIF. Support to the monitoring system has to be more appropriate according to the new legislation and the new tender dossier for reception centres.</p> <p>This measure aims to support the DCLI to manage the new reception system for asylum seekers, people with international or national protection and UAMs.</p>
Pre-condition(s)	<ul style="list-style-type: none"> • Willingness of regional ombudspersons for children and adolescents to also adopt the e-learning platform.
Outputs	<ul style="list-style-type: none"> • 4.1 Improved capacity of the DCLI to monitor and manage the reception system for asylum seekers, people with international or national protection and UAMs. • 4.2 Enhanced knowledge/expertise for UAMs staff in the DCLI, for reception centres and other relevant stakeholders.
Action deliverable(s)	<ul style="list-style-type: none"> • 4.1 Supporting the monitoring and management capacity to: <ul style="list-style-type: none"> ○ Support the implementation of the new system according to the new legislation and the new tender dossier ("<i>schema di capitolato</i>") for reception centres and its translation/implementation into a sustainable monitoring system beyond its finalization (2019); ○ Support the management of the reception system, with specific attention to procurement, financial management and statistics with the development of data collection and reporting systems; ○ To support the drafting and the implementation of working instructions. • 4.2.1 Capacity building and Trainings of DCLI UAMs staff, UAMs reception centre staff. • 4.2.2 Capacity building activities for volunteer guardians: <ul style="list-style-type: none"> ○ Development of the e-learning platform for volunteer guardians – pilot to be replicated at level of regional Ombudspersons; ○ Training of volunteer guardians.

Inputs	<ul style="list-style-type: none"> • 4.1 Support to Monitoring & Management: <ul style="list-style-type: none"> ○ 3 interims staff for monitoring; ○ 3 legal content interims (1UAMs – 1 regular/adults – 1 WIs); ○ 1 legal procurement interim; ○ 5 financial management assistant interims; ○ 3 statistician interims; ○ 1 monitoring and information system interim; ○ 1 reception information system support interim. • 4.2.1 Capacity building and Trainings of DCLI and reception staff for UAMS: <ul style="list-style-type: none"> ○ 7 Workshops/ refreshers for UAMs reception centers' staff of 2 days each. • 4.2.2 Capacity building activities of the volunteer guardians: <ul style="list-style-type: none"> ○ Feasibility of E-learning platform; ○ 1 3-day training of volunteer guardians for the Basilicata region.
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<p>Measure 5:</p> <p>The concerned authorities enhance practical implementation related to the national and EU legal frameworks.</p> <p>Measure Performance Indicator</p> <p>5.1 Formalised work plan for counterparts (NAC, DPS, Ombudsman for children and adolescents and special courts) in place.</p> <p>5.2 Evidence of improved functional coordination workflows between asylum system counterparts.</p> <p>Baseline</p> <p>5.1. 0</p> <p>5.2. EASO Italy Needs Assessment Report.</p> <p>Target</p> <p>5.1. At least 2 draft work plans prepared targeting NAC and DPS.</p> <p>5.2. Asylum system counterparts establish reliable coordination mechanisms.</p>	
Responsible Authorities	<ul style="list-style-type: none"> • Department of Civil Liberties and Immigration • Department of Public Security
Beneficiaries	<ul style="list-style-type: none"> • Direct: <ul style="list-style-type: none"> ○ Department of Civil Liberties and Immigration - National Asylum Commission, ○ Department of Public Security.

	<ul style="list-style-type: none"> • Indirect: Applicants, people with international or national protection and UAMs Specialised sections of Civil courts.
Description and Assessment of the Situation	<p>This measure intends to provide practical modalities to support the Italian planning and coordination functions among the different Italian authorities at the central level, and notably DCLI, DPS and NAC.</p> <p>Particularly with the implementation of the new legislation on immigration and security, as it should have important implications for the asylum and reception system.</p> <p>Furthermore, this measure will be supporting the establishment of a well-functioning coordination, including workflows, among the main asylum system counterparts: the DPS, National Asylum Commission, Dublin Unit. Supporting the organization of coordination meetings at the central and regional level among these institutions involving, if required, the Specialised sections of Civil courts will aim at identifying the main issues, which can be addressed through a strengthened liaison. This activity builds further on the workshops organized by EASO and attended by these institutions held in the course of 2018. For this Operating Plan, six pilot regions will be targeted. The measure will support in the integration of the asylum information and communication systems and the rollout of specific exercises (such as a database for information research on asylum application decisions for the NAC).</p>
Pre-condition(s)	<ul style="list-style-type: none"> • Inclusion, if relevant, of the High Council of the Tribunals involved in the measure activities through coordination of NAC. • Appropriate working conditions for EASO CWs and Experts in the different work locations with access to information systems related to asylum and work stations for interims staff in order to carry out tasks.
Outputs	<ul style="list-style-type: none"> • 5.1 General work plans developed and implemented by the main asylum system stakeholders (Department of Public Security and National Asylum Commission). • 5.2 Established and functional meetings and workflows among asylum system counterparts (DPS, National Asylum Commission, Dublin Unit and if required Specialised sections of Civil courts). • 5.3 Asylum information systems improved and better integrated for data collection and elaboration. • 5.4 Planning, monitoring and evaluation capacity improved for the main asylum stakeholders.

<p>Action deliverable(s)</p>	<ul style="list-style-type: none"> • 5.1 Plans Stakeholders: <ul style="list-style-type: none"> ○ Support on developing general plans for each stakeholder (DPS, DCLI, NAC) and follow up on the implementation of these plans (2019 – 2020); ○ Development of 2 Monitoring frameworks. • 5.2 Established and functional meetings and workflows among asylum system counterparts. • 5.3 Information Systems: <ul style="list-style-type: none"> ○ Support the integration of the asylum and reception information systems and development of specific modules for data collection and elaboration. • 5.4 Capacity building trainings and workshops on planning, monitoring and evaluation for 2019.
<p>Inputs</p>	<ul style="list-style-type: none"> • 5.1 Plans Stakeholders & 5.2. Stakeholders meetings: <ul style="list-style-type: none"> ○ 1 MS expert for 10 months; ○ 1 financial management interim at NAC; ○ 28 ½ day meetings; ○ 1 interim for the organisation of meetings at NAC; ○ 4 interims for NAC; ○ 3 interim DPS. • 5.3 Information Systems: <ul style="list-style-type: none"> ○ 1 interim staff project support at DCLI. • 5.4 Capacity building trainings and workshops: <ul style="list-style-type: none"> ○ Training assessment; ○ Up to 30 participants from the Italian authority’s staff participating in EASO CEAS related activities.