



EUROPEAN COMMISSION  
DIRECTORATE-GENERAL  
JUSTICE FREEDOM AND SECURITY

## Minutes of the Fourth Italian Advisory Committee Meeting

**Date:** 30 September 2008

**Location:** Ministry of Labour, Health and Social Policies – Via Fornovo 8,  
00192 Rome

### Participants:

- Claudio Canetri (Chairman of the Committee) – Ministry of Labour, Health and Social Policies – Directorate General for Immigration;
- Raffaele di Palma (Member) – National Institute for the promotion of migrants health and the control of poverty related diseases (NIHMP);
- Maria Assunta Rosa (Member) – Ministry of Interior;
- Anna Maria Miraglia (Member) - Provincial Labour Office of Rome
- Massimo Spaggiari (Member) – ARCI: Immigration Area
- Maria Quinto (Member) - Comunità di Sant'Egidio
- Gloria Carroccio (Project Assistant) – Ministry of Labour, Health and Social Policies – Directorate General for Immigration
- Romulo Salvador Sabio - Extra Councillors of the Rome City Council for Asia-Oceania;
- Madisson Bladimir Godoy Sanchez- Extra Councillors of the Rome City Council for America;
- Victor Emeka Okeadu - Extra Councillors of the Rome City Council for Africa
- Francesca Nicodemi (ASGI) and Le Quyen Ngo Dinh (Caritas Diocesana) apologized for their absence.

### Italian Partner:



*Ministero del Lavoro, della Salute e delle Politiche Sociali*

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**TOPIC FOR DISCUSSION:**

Collection on policy recommendations to the implementation of the OSS in the country. Debate with three *extra councillors* of the Rome City Council<sup>1</sup>, in order to better understand the needs of migrants and their point of view on how could be implemented a One –Stop- Shop for immigrant integration in Italy.

**I. AGENDA OF THE MEETING**

- Adoption of the minutes of the third Advisory Committee meeting;
- Short presentation of the INTI Project “*One Stop Shop: a new answer for immigrant integration*” and briefing on the main discussions that occurred over the past three Advisory Committee meeting.
- Further discussion on a feasibility model of One Stop Shop in Italy based on the outcome of the three migrant representatives’ observations;
- Any other business;
- Date and agenda of the next meeting.

**II. MAIN OUTCOMES AND CONCLUSIONS**

1. The meeting was chaired by Claudio Canetri who welcomed the participants and outlined the themes of the meeting and the key issues which were to be covered.
2. The minutes of the third Advisory Committee meeting, sent in advance and adopted by written procedure, were signed by the members of the Committee.

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<sup>1</sup> Over the last years a number of Italian cities, including Rome, allow migrants to vote for so called “additional” or “extra” councillors (*consiglieri aggiunti*), who may table motions to be discussed at town council meeting but do not have the right to vote. The over 155.000 legally resident migrants who live in Rome elect four extra councillors, one for each continent (Asia/Oceania, Africa, the Americas and Europe).

3. Gloria Carroccio briefly presented the project for the benefit of the new participants at the meeting and provided information of all activities that have been undertaken in the course of it. She also presented each Advisory Committee members and explained the role of the Committee and the results of the discussions that took place during the previous three meetings.

4. The tour-de-table that followed highlighted the point of view of the *extra councillors* of the Rome City Council on the project presented. The main points raised by migrant representatives were the following:

- The concept of a One-Stop-Shop approach for the delivery of public services to migrants is welcomed, but rather than import the Portuguese model, Italy needs to find a proper model in terms of facilitating migrants' access to services and information.
- Rather than create new centralised structures, all the *extra councillors* suggested improving already existing and widespread local services, particularly the municipal districts. On this regards the first operational step should be the organization of training programme for all operators in service, in order to give them full knowledge of all rules and procedures concerning migration issues. Indeed, they revealed as often the employees do not have up-to-date knowledge on immigration law and procedures and, as a result, the information given is often inadequate, incomplete or even erroneous, and can be interpreted differently in different cities.

They also highlighted the necessity to overcome the general attitude of non-respect that the employees often use towards the users. On this regards many advantages could come from the use of cultural mediators, mostly of immigrant origin themselves, who play a key role in improving the relationships between migrants and operators and in translating the rights and duties of migrants into their own languages.

- It was agreed that the pre-condition to create OSS services in each municipal district is the implementation of a centralised and coherent information service, thanks to which all the information point widespread on the territory should be

able to provide the same right and official information and resolve migrants' problems in a more coherent way.

- Concerning the idea to implement a virtual One-Stop-Shop, it was agreed that even if it could be useful and could represent a first step, nevertheless it could be only complement the physical one. They underlined as many migrants did not have access to computers or the skills to use them. In addition they stressed as for migrants it can be very difficult to understand the bureaucratic and legal language of the official documents. For these reasons a virtual One- Stop- Shop could not be a replacement for physical centres, but could be only complementary to them.

5. Regarding the last observation raised, Mr. Canetri clarified that the common centralized IT platform would be above all an innovative feature which best contributes to improving the quality of the operators' work and to overcoming the problems of the fragmentation of information. Keeping in mind and summarizing the conclusion reached in the last AC meeting, he highlighted as the IT platform should be only the first stage of a process that gradually would develop towards the creation at the local level of several physical information points. Obviously this second stage will require more time and political guidelines to be implemented, whereas, as remember the representative of the Ministry of the Interior, the project to create a common IT platform is already on the table, having been included in the annual national programme that Italy presented in the framework of the European Integration Fund.
6. In concluding the participant welcomed the creation of physical One- Stop-Shop as a necessity in order to deal with the multiple aspects of integration effectively. These One-Stop-Shops could be located in each municipal district after having trained the operators with qualified knowledge and providing the services with a team of cultural mediator.

## **V. AGENDA FOR NEXT ADVISORY COMMITTEE MEETING**

- Validate and discussion the IOM working document. Concluding considerations and subsequent proceedings

The fifth Advisory Committee meeting will take place after the Roma steering committee (25 November). The new date will soon scheduled.