



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



## *ITALY - Main outcomes of the project*

**Lisbon 6 February 2009 – Final Conference**

***“One-Stop-Shop: a new answer for immigrants integration”***

## **The Ministry of Labour, Health and Social Policies**



Main structures of the Ministry are the Directorates, including the **Directorate General for Immigration, partner of this project.**

► **Management of the immigration flow**



► **Bilateral cooperation with the countries of origin and the co-ordination of policies for the social integration of migrants**

## *One - Stop Shop Experience in Italy: The Single Immigration Desk*

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The single desk for immigration (Sportello Unico per l'immigrazione) is the closest thing to the One-Stop-Shop Model

Established by law in 2002 and implemented in 2005 at the provincial level (Prefecture), the single immigration desk is an attempt to bring together officials from all the administrations involved in the procedures regarding legal entry of workers from abroad and the family reunification.



According to the original plan,

officials from different public bodies (the Ministry of Labour, the Ministry of the Interior and the Ministry of Finance, among others) were to work together at a single desk in order to handle procedures regarding the arrival of foreign workers from abroad, family reunification and changes in the reason for a stay permit in Italy

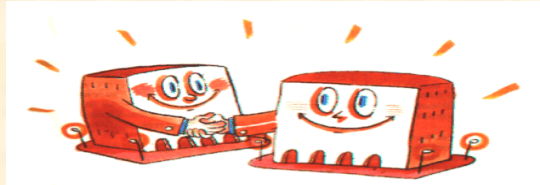


## *One - Stop Shop Experience in Italy: The Single Immigration Desk*

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### **Strong points of having a One- stop shop strategy:**

**Stronger connections and cooperation between different offices involved in the administrative procedures.**



### **Weak points of our experience:**

- **Difficulty and concern of the different offices in giving up part of their responsibilities.**
- **Problems in sharing information between different offices, in choosing an uniform IT platform for use in all the activities and in sharing common databases.**



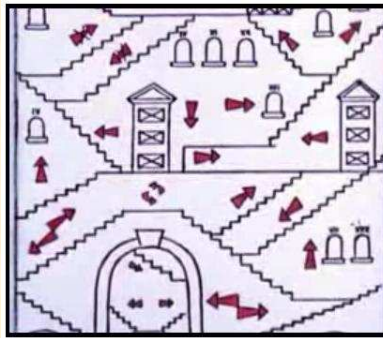
**As the result, at present, the Single Immigration Desk operates only as a “front office”, responsible towards the users for the entire procedure of hiring foreign workers from abroad as well as for family reunion, BUT**

**all the “back office” activities are carried out separately by the different offices which co-operate at the local level in carrying out the administrative procedure but are not concentrated in the same building or compound.**

## *One - Stop Shop Experience in Italy: The Single Immigration Desk*

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Furthermore the Italian immigration office basically deals with a migrant only as a worker or as a relative of a worker and it is not supposed to give information about health, school, social benefits or to give information and advice to undocumented migrants.



Notwithstanding the difficulties we believe that it is crucial to consolidate what has been achieved during these years and to move forward.

**The new attention forward a One Stop Shop approach represented for us one of the most relevant outcome of this project.**

## *Advisory Committee: Topic for Discussion and Conclusions*

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### **Five Advisory Committee meetings - Main points of the discussion and conclusions:**

► **Great interest in the Portuguese One-Stop-Shop model, but doubts on the feasibility of the same model in Italy:**



**different style of governance, centralised in Portugal/very decentralised in Italy where the integration services are on the responsibility of the local authorities**



**different Italian migration context characterised by a strong fragmentation of nationalities widespread throughout all the territory.**

**Therefore one or two central national office (like in Portugal) may not be the proper answer in terms of providing immigrants with easy access. This doesn't mean that in Italy a One Stop Shop approach can't be implemented, but Italy needs to find a proper model in terms of facilitating migrants access to services and information.**

## *Advisory Committee: Topics for Discussion and Conclusions*

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► Before further developing the attempt to bring together officials from different administrations, Italy needs to work on the pre-condition necessary to the creation of new OSS services:



empowering and coordinating a network of existing offices (either public or third sector) not in order to create new structures, but to improve and better connect services that are widespread over the territory



implementing a centralised and coherent information service, thanks to which all the information points widespread over the territory should be able to provide the same correct and official information and solve migrants' problems in a more coherent way.



The added value of this platform would be also the creation of a user-friendly interface between migrants and the public administration, that is supposed to provide on-line reliable and certified information and at the same time to start the administrative procedures and to support immigrants during it.



## *Advisory Committee: Topics for Discussion and Conclusions*

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The virtual One-Stop Shop should not be a replacement for physical centres, but would be only complementary to existing services.



The development of this IT platform could represent only a **first step**, as in the later stage, thanks to the creation of the right pre-conditions, “physical information points” could be developed at the local level based on the already existing and widespread local offices, such as the municipal districts in the big towns and cities.

Another option could be to start from the already existing Single Immigration Desks strengthening the cooperation between the different actors involved and reinforcing the philosophy of shared responsibility to provide better services to the users. In this new context the re-organized Single Immigration Desk could be also gradually start to provide more services to migrants.

THANK FOR YOUR ATTENTION

OBRIGADO PELA SUA ATENÇÃO

***“One-Stop-Shop: a new answer for immigrants integration”***