



EUROPEAN COMMISSION
DIRECTORATE-GENERAL
JUSTICE FREEDOM AND SECURITY

Minutes of the Second Italian Advisory Committee Meeting

Date: 21 April 2008

Location: Ministry of Social Solidarity – Via Fornovo 8, 00192 Rome

Participants:

- Claudio Canetri (Chairman of the Committee) – Ministry of Social Solidarity – Directorate General for Immigration
- Anna Maria Miraglia (Member) – Ministry of Labour and Social Security – Provincial Labour Office of Rome
- Raffaele di Palma (Member) – Ministry of the Health – National Institute for the promotion of Migrant's health and a response to the health consequences of Poverty (INMP)
- Le Quyen Ngo Dinh (Member) – Caritas Diocesana – Vicariato di Roma – Immigration Area
- Massimo Spaggiari (Member) – ARCI: Immigration Area
- Maria Quinto (Substituted) – Comunità di Sant'Egidio
- Alessia Montuori (Country Researcher) – IPRS
- Gloria Carroccio (Project Assistant) – Ministry of Social Solidarity – Directorate General for Immigration

Apologies

- Maria Assunta Rosa (Ministry of Interior), Daniela Di Capua (ANCI), Francesca Nicodemi (ASGI) and Anita Ceraso (CIES) apologized for their absence.

Italian Partner:



Ministero del Lavoro, della Salute e delle Politiche Sociali

I. TOPIC FOR DISCUSSION:

Presentation and discussion of the country report. Discussion on the service that support immigrant integration in Italy and on how to improve it through the implementation of an One Stop Shop model (real and/or virtual).

II. AGENDA OF THE MEETING

- Adoption of the minutes of the first Advisory Committee meeting;
- Presentation and discussion of the final version of Country Report for Italy;
- Discussion on a feasibility model of One Stop Shop in Italy;
- Any other business;
- Date and agenda of the next meeting.

III. MAIN OUTCOMES AND CONCLUSIONS

1. The meeting was chaired by Claudio Canetri who welcomed the meeting participants and outlined the themes of the meeting and the key issues which may be covered.
2. The minutes of the first Advisory Committee meeting, sent in advance and adopted by written procedure, was signed by the members of the Committee.
3. Alessia Montuori presented the final version of the country report, and highlighted in particular the issues raised in the section four (“Discussion”) and the conclusion reported in the section five (“Recommendations”). She also reported having revised the previous version of the report taking into account the comments made during the first Advisory Committee meeting.

4. The AC members discussed the final version of the country report and, on the basis of the conclusions reported, the possible implementation of a One Stop Shop for immigrant integration in Italy. The main points on which all the participants agreed on were the following:

- In the Italian context one or two central national Offices (like in Portugal) doesn't seem the proper answer in terms of providing immigrants with easy access. Instead of a physical concentration in the same place the proposal is to use technology to improve strong "virtual" connection and cooperation between different offices involved in the administrative procedures could have better chance to be implemented;
- In Italy there is often a strong division between offices of Public Administrations that adopt the procedural rules and provide services to immigrant and NGOs or other volunteer organisations that receive, advise and inform immigrant citizens on the procedure to obtain these services. In other words, there is often the lack of an integrated solution to the problems faced by immigrant citizens, where both services and correct information are supplied at a single point;
- The introduction of a common IT platform could be the solution to overcome this gap; it could implement a better communication between all the various public services and, at the same time, allow immigrants to obtain all the information they need. The added value of this platform would be the creation of a user-friendly interface between immigrants and the public administration, that is supposed to provide written, reliable and certified information and at the same time to start the administrative procedures and to support immigrants during it.
- It could be the chance to finance an experimental project within the financial resources of the European Fund for the Integration of third-country nationals for the period 2007-2013

The AC members agreed to continue their discussion on the feasibility of a "*virtual integration desk*" that in a first stage, thanks to a specialised staff, could provide reliable information to the various immigrant requirements (concerning work, health, school, social housing and other benefits, etc.) by e-mail, by an other interactive framework or by a direct connection to sites available on internet. In a later stage this virtual One

Stop Shop should be able to start the first phases of the administrative procedures so to become both an informative as well an operative desk.

The AC members agreed to develop and discuss in more detail in the next meeting a feasible proposal on how implement a *virtual integration desk* and how to involve in the debate migrants associations in order to better understand the needs of migrants.

5. The AC members had an exchange of views about the next steering committee meeting and the second Transnational workshop that will take place in Athens on 4-6 June 2008. It was agreed that Mr. Raffaele di Palma would attend the meetings as the representative of the Advisory Committee.

Furthermore the AC members were provided details on the next steering committee meeting and the third Transnational workshop that will held in Berlin on 7-9 July 2008. They agreed that members wishing to participate at the above mentioned meetings will have communicated by e-mail their intention by the 15th of May 2008

IV. AGENDA FOR NEXT ADVISORY COMMITTEE MEETING

- Collection on policy recommendations to the implementation of the OSS in the country.

The third Advisory Committee meeting will take place on 13 June 2008.