



**Transparent qualifications for boosting
the quality of services addressed to
asylum seekers and refugees**



International Seminar – Athens, 17 Sept. 2018

**Challenges and Qualitative Services in First
Reception Centres addressed to Immigrants and
Refugees – Enhancement of Staff Qualifications**

MUNICIPALITIES APPROACH ON CURRENT SITUATION OF RECEPTION IN ITALY



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Erasmus+ Strategic Partnership – project id: 2016-1-IT01-KA202-005593



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The approach of local authorities to reception and integration

- Multi-dimensional and multi-stakeholder approach for the delivery of integrated services for migrants
- Work strategy based on networks and partnerships: activation of local partnerships (coalitions) with all the local stakeholders and / or "community builders"
- Multi-stakeholder approach in an inclusive, participatory and empowering perspective of local communities.
- Systemic vision, interdisciplinary and multidisciplinary approach.
- At the same time, for territorial services, a progressive differentiation-specialization is inevitable

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The reception system in Italy: governmental centres vs. municipal centres

FIRST LEVEL

**Governmental centres / “Temporary Reception
Centres (CAS, CPA, CARA)**

SECOND LEVEL

**Protection System for Asylum Seekers and Refugees
SPRAR (enhanced role of Municipalities)**

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The reception system in Italy: current capacity (update: 05/18)

Temporary Reception Centres

CAS **122.253** capacity

First level
reception

First Reception Centres

CPA / CARA **7.651** capacity (approx.)

Protection System for Asylum Seekers and Refugees

Second
level
reception

SPRAR **35.869** capacity

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The SPRAR network: definition

The Protection System for Asylum Seekers and Refugees (SPRAR) is the Italian network for reception and integration of newcomers who are seeking or are already granted international protection.

The network consists of local projects that guarantee reception and integration services, according to the guidelines established by the Ministry of Interior.

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The SPRAR network: local projects (update: 07/18)

877 PROJECTS

681 ordinary

144 unaccompanied minors

52 disability, mental vulnerability

754 local authorities (project owners / responsible for the project)

653 Municipalities, 19 Provinces, 28 Unions of Municipalities, 54 other public bodies (health districts, local districts/Ambiti territoriali, associations of Municipalities etc.)

More than 1,200 municipalities involved in total (in SPRAR)

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SPRAR - How does it work?

**The Italian reception system is based on the
collaboration between different levels of government**



Ministry of Interior



ANCI-National Association of Italian Municipalities



**Local authorities with the involvement of the so-called
Third Sector (NGO's, associations)**



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SPRAR: an integrated reception programme , NOT ONLY food and shelter provision

Personalized socio-economical project for each beneficiary

Social, psychological and legal assistance and information

Awareness/Information campaigns at local level

Local networks

593



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SPRAR key words

Public nature of the resources

Local networks

Decentralization of “integrated reception” actions

Synergies

Specific skills and interdisciplinarity

Voluntary nature

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Synergies



In Italy's **SPRAR** a very positive aspect is the interplay between the local authorities (which act like “responsible authorities”) and the third sector organizations (which act like “managing authorities”) for the management of local reception and integration projects, but also the coordination and collaboration between the local authorities, third sector organizations and other local institutions and/or organizations (wider territorial networks) in order to provide efficient integrated reception and integration services on a wider local scale.

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Local networks

Inter-organizational network of local actors for reception and integration and the Municipality as focal organization





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Specific skills and interdisciplinarity



SPRAR as a positive example of interprofessional teamwork

- SPRAR implements "integrated reception projects" guaranteed by the **collaboration between different professionals**: this multidisciplinary team goes beyond the distribution of board and lodgings providing also legal assistance, social secretariat, intercultural mediation, socio-sanitary assistance and psychological support.

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➤ **Services provided by the operators in the SPRAR local projects**

They are listed in the SPRAR operating manual and can be grouped into nine different areas (compliance with EASO):

- Material reception (house, lodging); Linguistic and intercultural mediation; Guidance and access to local services; Training and vocational training; Guidance and support for labour inclusion; Guidance and support to housing inclusion; Guidance and support to social inclusion; Legal guidance and support; Psycho-social health protection

➤ **Composition of a SPRAR project team (multidisciplinary team)**

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➤ **Conclusions: common trends across European cities in
how they organise their work with ASRs**

Mainstreaming of service provision (moving away from immigrant-specific services toward service provision for all residents).

**Empowerment of CSOs and local associations and
networking at local level**

**Inter-professionalism: specialisation and
multidisciplinarity (*no antithesis*)**

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THANK YOU

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