

REVIEW OF MONITORING PRACTICES IMPLEMENTED IN UASC RECEPTION FACILITIES IN SICILY

ITALY

FINAL REPORT

MAY 2017

List of acronyms

ANCI	National Association of Italian Municipalities (<i>Associazione Nazionale dei Comuni Italiani</i>)
AMIF	Asylum Migration and Integration Fund
CAS	Emergency Reception Centre (<i>Centro di accoglienza straordinaria</i>)
CPA	Primary Reception Centre (<i>Centro di prima accoglienza</i>)
KII	Key Informant Interview
NFI	Non Food Item
NGO	Non-Governmental Organisation
SPRAR	Asylum Seekers Protection System (<i>Sistema di protezione per richiedenti asilo e rifugiati</i>)
UASC	Unaccompanied and Separated Children
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund

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About REACH

REACH is a joint initiative of two international non-governmental organizations - ACTED and IMPACT Initiatives - and the UN Operational Satellite Applications Programme (UNOSAT). REACH's mission is to strengthen evidence-based decision making by aid actors through efficient data collection, management and analysis before, during and after an emergency. By doing so, REACH contributes to ensuring that communities affected by emergencies receive the support they need. All REACH activities are conducted in support to and within the framework of inter-agency aid coordination mechanisms. For more information please visit our website: www.reach-initiative.org. You can contact us directly at: geneva@reach-initiative.org and follow us on Twitter [@REACH_info](https://twitter.com/REACH_info).

Executive Summary

In order to respond to the increase in arrivals of unaccompanied and separated children (UASC) in recent years in Italy, the number of dedicated facilities to host UASC has increased. In order to expedite the opening of such facilities, some have been established in derogation of standard legislation. As a result, the Italian UASC reception system is now composed of a variety of different types of facilities, with a lack of nation-wide minimum standards applicable across all types of reception facilities for UASC.

In order to contribute to informing the ongoing efforts to enhance and harmonize the quality of UASC reception facilities, REACH conducted an assessment on monitoring practices of existing UASC reception facilities in Sicily, in the framework of a partnership with UNICEF. The assessment focuses on the external and internal monitoring practices currently implemented by governmental supervising institutions and non-governmental organisations. A total of 58 semi-structured key informant interviews (KII) with UASC facilities' staff were conducted from January to May 2017, in an equivalent number of facilities. The 58 facilities assessed represent 11.7 per cent of all UASC reception facilities located in Sicily.¹ The analysis was complemented by a secondary data review presenting the most up-to-date legislative framework in terms of reception system and standards, and related monitoring duties for specific facilities for UASC in Italy in general, and in Sicily more specifically.

The assessment finds that there are **no nation-wide minimum standards** for service provision, nor precise monitoring duties and responsibilities defined by either national or regional legislation valid across all types of reception centres for UASC, as of May 2017. The Ministry of Interior is the entity bearing responsibilities for monitoring activities in primary reception centres through the prefecture offices or, alternatively, social services departments of the municipalities (law 142/2015).² In Sicily, relevant regional decrees do not specify minimum standards for service provision, but encourage authorized facilities to devote specific attention to some services such as provision of psycho-social support services (secondary reception centres) or legal assistance (primary reception centres). Neither national nor regional legislation require the adoption of internal monitoring systems in UASC reception facilities. The presidential decree requires secondary reception centres to establish internal evaluation mechanisms to assess the achievement of each child's education project.

The municipality, the local branch of the National Health System and the Juvenile Court were the main **external monitoring** institutions across the assessed facilities belonging to both primary and secondary reception systems. **However, no consistent data collection methodology** could be identified across the assessed monitoring practices. Different entities reportedly adopted overlapping monitoring practices, both in terms of data collection methods used and elements assessed. Infrastructure requirements, and equipment, food or Non-Food Items (NFI) provisions emerged as the top focus areas of monitoring, as specific requirements are set for these elements under both national and regional laws. Some elements, such as child protection, legal assistance services or in-house health treatment seemed to be systematically disregarded across all monitoring exercises.

Internal monitoring practices were mostly implemented in UASC reception facilities of the secondary reception system and tended to focus on the quality and frequency of education, socio-cultural and recreational activities implemented, rather than on checking compliance with requirements in terms of infrastructure, equipment, food or NFI provision. The results of the assessed internal monitoring exercises **were not disseminated outside of the concerned facility**. When a monitoring output had been produced, it was often an oral debriefing or an internal report. In none of the assessed exercises, the monitoring results were made public.

The overall **impact** of monitoring practices was found to be limited in terms of improvement of UASC reception, as no significant change was reportedly implemented as a result of a monitoring exercise. Nonetheless, key informants considered external monitoring activities to be useful in the large majority of the reported cases (80 out of 106 assessed visits). However, a limited understanding of the objectives and purposes of the monitoring exercises impacted the quality of the data collected in this regard, and potentially curtailed the effectiveness of these practices.³

¹ Data provided to REACH by the Regional Government of Sicily, as of July 2016, based on author's own calculations.

² Law 7th April 2017, n 47 on UASC protection "Disposizioni in materia di misure di protezione dei minori stranieri non accompagnati", <http://www.gazzettaufficiale.it/eli/qu/2017/04/21/93/sg/pdf>.

³ Please refer to the methodology section for further explanation.

Introduction

The increase in arrivals of unaccompanied and separated children (UASC) in Italy from 12,360 in 2015 to 25,846 in 2016⁴ has stretched the country's reception system for refugee and migrant children. Since the beginning of 2017, 8,321 UASC have arrived in Italy, representing 13 per cent of total arrivals (64,158).⁵ To respond to the increase in demand, more dedicated facilities to host UASC have been established, including new types of facilities such as emergency reception centres (CAS) or facilities funded under the Asylum Migration and Integration Fund (AMIF). In parallel, the Italian government has been updating the legal framework to strengthen the level of services in UASC facilities, with a new law which was introduced on 7th April 2017 and entered into force as of 6th May 2017.⁶

As of May 2017, there are no nation-wide minimum standards on UASC reception which apply across all types of facilities, nor are there specific monitoring requirements set by law. Minimum standards for UASC reception centres funded under the AMIF, belonging to the Asylum Seekers Protection System (SPRAR) or directly established by the Ministry of Interior (CAS), are set by ad-hoc dispositions at national level. Besides these, UASC reception facilities are regulated at regional level and the system differs widely across regions. As a result, the implementation of monitoring practices is also not consistent across regions. Furthermore, minimum standards related to structural requirements and staff qualifications are defined at regional levels for the large majority of UASC reception facilities (primary reception centres, community housing, family housing and secondary reception centres). The new law (47/2017)⁷ aims at promoting a greater harmonization of the UASC reception system, and prescribes that nation-wide standards should be defined within four months from its entry into force (6th May 2017) by a decree of the Ministry of Labour in consultation with the Ministry of Interior, regional and local governments (art. 4.5).

In order to contribute to informing the ongoing efforts to enhance and harmonize the quality of UASC reception facilities, REACH conducted an assessment on existing UASC reception facilities' monitoring practices in Sicily in the framework of a partnership with UNICEF. The assessment focuses on the monitoring practices that aim to ensure compliance with regional standards for the reception of refugee and migrant children, currently implemented by supervising institutions and non-governmental organisations. The assessment is qualitative only, and findings are indicative and cannot be generalized to the full system of UASC facilities in Italy.

The findings of the assessment are presented through this overview, together with factsheets for each type of facility and monitoring entity assessed, which can be found in the annex to this report.

Methodology

The assessment focuses on Sicily, where, according to the Ministry of Labour, almost 40 per cent of UASC in Italy are accommodated.⁸ A total of 58 semi-structured key informant interviews (KII) with UASC facilities' staff were conducted from January to May 2017 in an equivalent number of facilities. The 58 facilities assessed represent 11.7 per cent of all UASC reception facilities in Sicily.⁹

The geographical coverage of the data collected mirrors the general population distribution of UASC across both primary and secondary reception facilities in Sicily (see figure 1). As facilities were sampled through a random cluster sampling exercise on the basis of UASC presence in reception facilities across the region, KIIs were conducted in the most populated provinces.¹⁰ Key informants within facilities were selected on the basis of their expertise on the reception facility monitoring practices. A digital data collection software (Kobo) was used to collect

⁴ Daily statistics, Ministry of Interior, June 2017,

http://www.libertaciviliimmigrazione.dlci.interno.gov.it/sites/default/files/allegati/cruscotto_statistico_giomaliero_del_5_giugno_2017.pdf.

⁵ Daily statistics, Ministry of Interior, June 2017,

http://www.libertaciviliimmigrazione.dlci.interno.gov.it/sites/default/files/allegati/cruscotto_statistico_giomaliero_del_13_giugno_2017_0.pdf

⁶ Law 7th April 2017, n 47 on UASC protection "Disposizioni in materia di misure di protezione dei minori stranieri non accompagnati",

<http://www.gazzettaufficiale.it/eli/gu/2017/04/21/93/sg/pdf>.

⁷ Law 7th April 2017, n 47 on UASC protection "Disposizioni in materia di misure di protezione dei minori stranieri non accompagnati",

<http://www.gazzettaufficiale.it/eli/gu/2017/04/21/93/sg/pdf>.

⁸ Monthly statistics, Ministry of Labor, April 2017, <http://www.lavoro.gov.it/temi-e-priorita/immigrazione/focus-on/minori-stranieri/Documents/Report-MSNA-mese-aprile2017-30042017.pdf>.

⁹ Data furnished to REACH by the Regional Government of Sicily, as of July 2016, based on author's own calculations.

¹⁰ Cluster sampling is a sampling plan used when the population to be assessed is widely spread out and can be divided in homogeneous groups. In this sampling plan, the total population is divided into groups (known as clusters) and a random sample of the groups is selected. The advantage of this sampling plan is that, whilst the number of individual cases (interviews) increases, interview locations are concentrated to fewer sites, which may - depending on the context - prove a more efficient way of data collection.

and store data. Questionnaires were drafted in English and subsequently translated into Italian; all interviews were administered by fully trained data collection personnel in Italian, the respondents' mother tongue.

Indicators used to measure the monitoring practices in place were developed in collaboration with UNICEF and refined during a piloting phase. Data collection was complemented with a secondary data review, and an analysis of the legislative and regulatory frameworks for UASC facilities in Italy was performed prior to the assessment design and data collection.

The limitations tied to the assessment are as follows:

- Results are not representative at national level, but refer only to a limited sample of facilities operating in Sicily. Further, the UASC reception system widely differs across Italian regions, as do minimum standards and related monitoring practices adopted by local institutions. As municipalities are responsible for providing alternative reception solutions in case of a lack of capacity in dedicated facilities for refugee and migrant UASC (AMIF-funded facilities, CAS and SPRAR), local responses tend to be very disparate in terms of types of facilities dedicated to UASC reception. As a result, this study only focuses on monitoring practices adopted in Sicily.
- The sampling has been based on a list of facilities provided by the Regional Government of Sicily, which was last updated in July 2016. Therefore, facilities opened within the last eight months have not been included in the sample.
- As facilities funded under AMIF, SPRAR, Emergency Reception Centres (CAS) and Family Housing (*Case Famiglia*) represent a limited share of active facilities in Sicily (combined, they account for five to 10 per cent of all active facilities),¹¹ they have not been covered in the present assessment.
- Key informants were often not aware of monitoring practices in place. For external monitoring, visits and inspections were often not perceived as a structured practice, as monitoring officers and monitored centre managers often belong to the same local community. Furthermore, in many cases, key informants confused the concept of monitoring with capacity building or training activities. Indeed, monitoring practices by NGOs were combined with capacity building activities in all reported cases. When referring to internal monitoring practices, key informants tended to confuse internal management, human resources policies and daily practices with internal monitoring processes.

Ethics in research

Throughout the assessment, REACH was responsible for ensuring the respect of the following principles:

- **Do not harm principle:** the project design tried to minimize the harm that could be inadvertently caused to participants during the implementation phase.
- **Respect:** all evidence generating activities ensured respect for all persons, with individuals being treated as autonomous agents. An autonomous agent is an individual capable of deliberation about personal goals and of acting under the direction of such deliberation. To respect autonomy is to give weight to autonomous persons' values, preferences, and beliefs and to recognize their capability for self-legislation, their ability to make judgments, to state their opinions and to make choices.
- **Informed consent:** for any primary data collection, informed consent was obtained by all respondents in writing. A consent form was distributed in double copy by enumerators prior to the interview. Attached to the consent form, an information sheet presented the legislative framework, purpose of the research and procedures followed in the choice of the participants and the conduction of the interview. The information sheet stressed that participation was voluntary and that no economic compensation was provided. The documentation also outlined the confidentiality procedures defined for data collection, storage and analysis and stated that there were no identified risks for the person should she/he participates in this research.
- **Confidentiality:** the data collection methodology required all interviews and related activities to take place in an appropriate location where privacy of all respondents was ensured, and it also outlined appropriate procedures for the collection, treatment and disclosure of confidential information. REACH ensured

¹¹ Data furnished to REACH by the Regional Government of Sicily, as of July 2016, and by the Ministry of Interior, as of December 2016, based on author's own calculations.

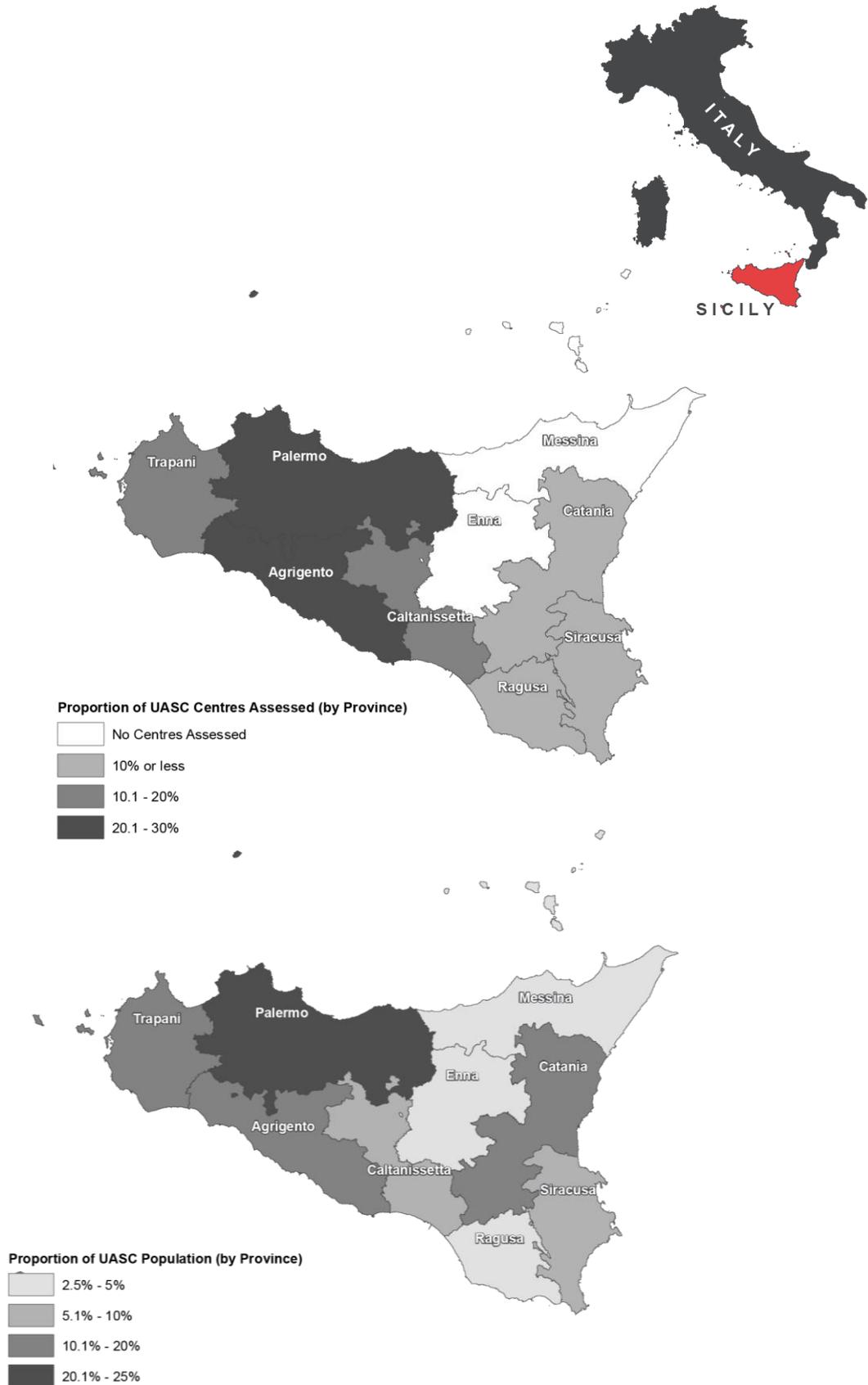
minimal dispersion of confidential information and that all communication was done in order to reduce communication leaks or any violation of the privacy of the respondents.

Data collection procedures:

- **Staff training:** REACH staff involved in data collection was trained in order to take into account cultural, ethical and legal concerns, and completed the online UNICEF ethics training prior to planned face-to-face interviews. Tools were piloted and revised after testing.
- **Informed consent:** the signature of Consent forms was mandatory.
- **Data collection time:** enumerators ensured that the time of data collection did not interfere with the daily schedule of the participants.
- **Data collection space and privacy:** data collection activities took place in a room that guaranteed the privacy of the respondents.
- **Confidentiality and anonymization:** data collection forms were anonymous, and enumerators did not record the names of the participants. Enumerators informed the participants that the outcome of the research process would be a public report, where all information would be de-identified, and sensitive information omitted in order to ensure protection of participants. Internal review specifically accounted for ensuring complete anonymization of the collected data.
- **Cultural sensitiveness:** the enumerator team accounted for potential political and cultural sensitivities of participants and did not provide any information regarding their religious or political affiliations.
- **Complaint mechanism:** enumerators addressed participants' concerns in the first instance and provided response where possible during the data collection phase. Enumerators systematically provided the contact reference of the Field Coordinator to all participants at the end of the interview and stressed her role as focal point for complains.
- **Data storage:** REACH associated to each of the respondents an anonym code that replaced names on the questionnaires and database. This protected the basic personal information like names, job titles, age and gender of the participants. Contact information of the reception facilities was recorded in a spreadsheet shared by email only with REACH and UNICEF staff members who were directly involved with the assessment. This information will not be disseminated further under any circumstance.

As per UNICEF' Ethics in Research Procedures, the package of methodology and tools was successfully reviewed by an external firm subcontracted by UNICEF to conduct an independent quality assurance of the assessment.

Map 1: Geographical Distribution of Assessed UASC Centres Compared to Proportion of UASC Population by Province



Legislative Framework: Monitoring Duties and Responsibilities

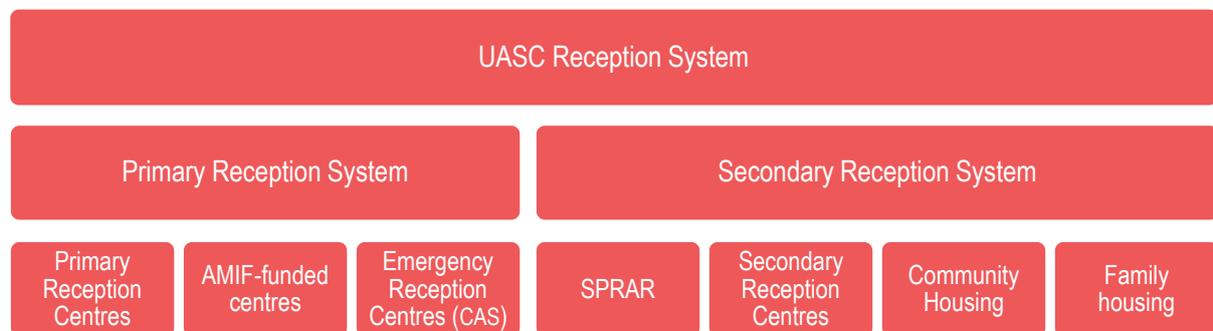
Key Findings from Secondary Data Review

- At the time of the assessment, there were no nation-wide minimum standards for service provision for specific facilities for UASC applicable across all types of reception centres.
- Structural requirements and staff qualifications were the only preconditions set by regional law in Sicily for opening a facility.
- The Ministry of Interior should undertake monitoring activities in primary reception centres through the prefecture offices or, alternatively, social services departments of the municipalities (law 142/2015). At the time of the assessment, there were no precise monitoring roles and responsibilities defined by either national or regional legislation.
- In Sicily, relevant regional decrees did not specify minimum standards for service provision, but encouraged authorized facilities to devote specific attention to some services, such as psycho-social support services (secondary reception centres) or legal assistance (primary reception centres).
- Neither national nor regional legislation required the adoption of internal monitoring systems in UASC reception facilities. In Sicily, the presidential decree required secondary reception centres to establish internal evaluation mechanisms to assess the achievement of each child's education project.

Overview of Reception System for UASC in Sicily

According to the legislative decree 142/2015,¹² the Italian reception system for UASC is organized on two levels: the primary reception system, meant to receive newly arrived UASC to provide first aid and conduct identification procedures; and the secondary reception system, which is designed to provide a holistic approach to reception, aiming to achieve social inclusion.

Figure 1: Reception System for UASC in Sicily as of June 2017



The legislative decree 142/2015 states that the Ministry of Interior is responsible for the reception of UASC (art.19) at the national level.¹³ When the facilities directly managed by the Ministry of Interior do not have enough reception capacity, municipalities should ensure the provision of dedicated facilities and could access Ministry of Interior funding for that purpose. The Ministry of Interior should report every year by the 30th of June to the Chamber of Deputies and the Senate about the state of the reception system in terms of location of the specific facilities for UASC, their compliance with national legislation and the quality of reception services provided.¹⁴ With the introduction of the National Information System on UASC, the Ministry of Labour has the competency to monitor UASC presence in the country.¹⁵

¹² Legislative Decree 142 of the 18th October 2015, application of the European Directive 2013/33/UE on reception of asylum seekers.

¹³ Ibid.

¹⁴ Art.6/2bis, law 119/2014.

¹⁵ Law 7th April 2017, n 47 on UASC protection "Disposizioni in materia di misure di protezione dei minori stranieri non accompagnati", <http://www.gazzettaufficiale.it/eli/gu/2017/04/21/93/sg/pdf>.

No-profit entities entitled to manage a specific reception facility for UASC

There are also three types of non-profit entities that can apply for public funding and manage a specific facility for UASC, namely:

- *Cooperative sociali*;
- *Associazioni*;
- Private foundations.

Cooperative sociali, regulated by law 381/1991,¹⁶ aim at promoting social inclusion through socio-sanitary or education services awarded through public procurement. They are all considered as ONLUS (*Organizzazione non lucrativa di utilità sociale*), meaning that they benefit from a fiscal regime awarding the tax exemptions introduced by the decree 460/1997.¹⁷

The management of the *Cooperative sociali* is ensured by the members of its general assembly, the board of directors, and the general director (*president*). They are managed by a board of directors, the majority of them being also members or *soci cooperatori*, who are at the same time owners and beneficiaries of the services provided by the entity, as they carry on an activity of common interest. The board members are nominated by the assembly or – in exceptional cases – can be appointed by the State. The general director can be designated among its members either by the assembly or the board of directors. The general director is legally responsible before third parties and the law. He/she can execute all the activities falling within the mandate expressed in the statute and allowed by the law. The members of the board of directors have full civil and criminal liability.

Associazioni, on the other hand, are entities aimed at pursuing social activities benefiting the association' members or third parties, as regulated per the civil code (art. 14-42). Their activity is based on the voluntary contribution of their members. *Associazioni* are managed by an assembly and the board of directors. The assembly has the following mandate: approving the budget, appointing and defining responsibilities of directors, modifying the statute, closing the association.

The board of directors is responsible for the financial management of the *associazione*, while the president of the board bears both civil and criminal legal liability for it.

Finally, Foundations are entities which pursue a specific objective, as defined by their founder, and through a specific set of resources. Unlike *associazioni*, where the collective engagement of the members represent their main resource, foundations are created with the purpose of managing a precise set of resources, usually provided by the founder. They are managed by a board of directors which are appointed as per their constitutional act.

In the following sections, the reception system operational in Sicily as of May 2017 will be described.

Primary reception system

At the time of the assessment, in May 2017, three types of primary reception facilities operated in Sicily:

- Primary reception centres (CPA) opened by municipalities;
- AMIF-funded primary reception centres, directly managed by the Ministry of Interior but representing a very limited share of UASC reception facilities (below one per cent);
- Emergency reception centres (CAS) under the direct responsibilities of prefectures.¹⁸

UASC are assigned to primary reception centres by the social service department of the municipality of their arrival according to the availability of places in the different facilities.

Primary reception centres are meant to be temporary solutions for accommodating UASC until they are transferred to a suitable facility within the secondary reception system. UASC are supposed to stay in primary

¹⁶ law n 38, 8th November 1991, "Disciplina delle cooperative sociali".

¹⁷ According to Italian law, ONLUS are not a separated juridical entity but rather a membership status determining a favourable fiscal status. Any type of *associazione* or foundations can register as ONLUS if it satisfies a set of prerequisites. *Cooperative sociali* are automatically recognized as ONLUS and do not need to submit a specific application.

¹⁸ Decree of the Ministry of Interior, 1 September 2016.

reception centres only for the time needed to request a residence permit for children or apply for international protection, and find a place in a secondary reception system facility more specifically tailored to the child's needs. While the maximum time that UASC should remain in primary reception centres was initially three months, this period has been reduced to 30 days with the new law which entered into force on 6 May 2017. The Ministry of Interior is the responsible entity for primary reception centres, which are however integrated within the local social service systems, and are put under the administrative and financial supervision of the municipality. However, due to the steadily growing inflow of UASC, secondary reception centres do not have the capacity to accommodate all UASC arriving in Italy. UASC can therefore be kept in primary reception centres for long periods before being transferred to specific facilities for UASC.¹⁹

Since 2015, a limited share of primary reception facilities have been supported through the **AMIF**, the European dedicated fund managed by the Ministry of Interior. There were 20 active AMIF-supported centres for UASC in Italy at the time of the assessment. Their opening is regulated by specific calls for proposals. Minimum standards for these facilities have been defined with the support of UNHCR and include structural requirements, staff qualification and skills, as well as detailed guidelines for service provisions, which are now considered an established best practice for UASC reception in Italy. As for the other types of primary reception centres, UASC are supposed to spend no more than 30 days in AMIF-funded centres and then be transferred to secondary reception facilities. Transfer procedures of UASC hosted in AMIF-supported centres are fast-tracked so that, as of May 2017, they represent the majority of children accessing the SPRAR system.

Emergency reception centres (CAS) are in charge of identification and completion of administrative procedures for UASC. These centres were introduced by the ministerial decree in September 2016, in derogation from standard legislation, in order to expand the system capacity without increasing the financial burden on coastal municipalities.²⁰ CAS are emergency centres that can be established in case of unexpected arrivals by Prefectures in in agreement with local entities, and are under the direct funding of the Ministry of Interior. According to the decree, a CAS should accommodate a maximum of 50 UASC for no more than 30 days. At the time of the assessment, there was no publicly available information about the number of active CAS and the number of children accommodated in these facilities.

Secondary reception system

The secondary reception system is meant to fulfil UASC needs until adult age. Facilities belonging to the secondary reception system are tasked with promoting the child's psycho-social development and well-being. They define a tailored individual education project in accordance to the child's interests and needs; and regularly report to municipal social service departments on the child progress in achieving the objectives set in his/her individual plan. The secondary reception system also aims to address the child's needs in the long term and includes dedicated centres or services for vulnerable children, such as children suffering from mental or physical disabilities, or victims of trafficking. As of May 2017, in Sicily, it included: a) SPRAR centres; b) secondary reception centres, and c) community housing.

SPRAR centres were established in 2002 under a memorandum of understanding signed in 2001 among the Ministry of Interior, the national association of Italian municipalities and UNHCR.²¹ They are managed at the central level by the National Association of Italian Municipalities (ANCI), under the supervision of the Ministry of Interior. Their establishment requires a partnership between the municipality, the applicant entity and the Central Service. SPRAR should be the preferred accommodation facilities for refugee and migrant UASC. Nevertheless, due to limited funding, as of May 2017, only 300 out of a total of more than 6,500 UASC were accommodated in SPRAR facilities in Sicily.²²

Among refugee and migrant UASC dedicated facilities, **secondary reception centres** are regulated by regional decrees and set under the supervision of the relevant municipality. **Family** and **community housing** belong to the traditional child protection system as facilities dedicated to individual development of the child in a family-like

¹⁹ Parliamentary Commission Report, May 2016. Available online at: http://www.camera.it/leg17/436?shadow_organo_parlamentare=2528.

²⁰ DECRETO 1 settembre 2016, "Istituzione di centri governativi di prima accoglienza dedicati ai minori stranieri non accompagnati" (16A06605)

²¹ Art. 32 law number 189/2002.

²² Data from the Regional Government of Sicily.

atmosphere.²³ Despite the lack of dedicated services for refugee and migrant UASC, in Sicily, these types of facilities have been increasingly oriented to the reception of refugee and migrant UASC.

Minimum Standards per Facility Type

In Sicily, Regional Decrees 513/2016 and 600/2014 set out standards for both the primary and secondary reception systems. Legal requirements set by these legislations are very precise in terms of structural requirements and staff qualifications. However, the provisions tend to be more vague with regards to the aspects related to service provision, providing recommendations instead of binding dispositions.

Within four months of the entry into force of the new law (May 2017),²⁴ minimum standards for UASC reception facilities will be defined at the national level. Regional provisions mentioned above would then be revised in accordance to the nation-wide set of minimum standards.

The below overview of minimum standards describes the system in place in Sicily as of May 2017.

Primary reception system

Primary reception centres

The regional decree n°600 / 2014 sets the minimum standards required for primary reception centres in Sicily²⁵. As such, the Primary reception centres are responsible for:

- Ensuring specific infrastructural requirements in terms of room size, sanitary and cooking facilities;
- Preparing individual files for each accommodated child;
- Providing decent clothes and shoes, as well as hygiene products and blankets;
- Monitoring the health status of the child and organizing medical treatment when needed;
- Providing psycho-pedagogical support to the child;
- Ensuring food provision's compliance with dietary and nutritional standards for children set by the local branch of the national health system;
- Ensuring translation and intercultural mediation services.

Furthermore, albeit not legally required, according to the regional decree, primary reception system's centres should devote specific attention to:

- Organisation of literacy classes;
- Psycho-social support;
- Health assistance;
- Cultural integration;
- Legal assistance.

The law also sets staff requirements for the primary reception system's centres. Specifically, each team should include, among others: a coordinator, a social worker, a psychologist, a professional educator, a legal assistant and/or lawyer and a cultural mediator.

AMIF funded centres

Minimum standards for AMIF funded centres are defined in each call for funding, in accordance with the principles stated by the National Programme.²⁶ The last call - launched in 2016, asked for the provision of the following building requirements and reception services:²⁷

Building and organisational requirements:

- A minimum capacity of 50 places, with a maximum of 30 places per building;

²³ Decree 308/2001 " Minimum requirements for daily reception centres".

²⁴ Law n°47/2017 "Provisions for the protection of foreign unaccompanied children".

²⁵ As stated previously, minimum standards for UASC primary reception system's centres shall be set at the national level within three months from the entry into force of the law 47/2017. Organizational requirements and service provisions will, however, be defined at the regional level by each Regional Government (Art.13).

²⁶ AMIF National programme, http://www.interno.gov.it/sites/default/files/allegati/programma_nazionale_fami-2014-2020_0.pdf.

²⁷ AMIF call for funding, 2016, http://www.interno.gov.it/sites/default/files/avviso_fami_i_accoglienza_msna.pdf.

- Ensuring privacy and gender separation;
- Cleaning services;
- Food and NFI provision;
- Having dedicated spaces for group activities;
- Providing a dedicated space for age identification procedures;
- Being situated near urban centres or in locations easily accessible;

Legal information services:

- Supporting state authorities with regards to age assessment procedures;
- Supporting competent authorities in the collection of the necessary documentation for the identification of the child;
- Collaboration with diplomatic authorities of the countries of origin for the collection of identity documents;
- Supporting state authorities in the activation of the legal guardianship scheme;
- Providing orientation, information and individual legal support for the submission of international protection requests;
- Legal support and individual follow up with legal procedures for the release of the permit of stay;
- Legal information and support for the family reunification procedures;
- Supporting in administrative procedures (e.g. release of identity card, permit of stay and travel documents);
- Reporting to the National Information System.

Health and psycho-social services (to be delivered in accordance with the local branch of the health system):

- First aid provision and first health screening;
- Provision of medical and first aid kit;
- Psycho-social support activities;
- Identification of specific psychological vulnerabilities through specialized exams and medical visits;
- Planning of recreational activities.

Transfer to SPRAR facilities:

- Regular updates of the individual sheet presenting the socio-education plan of the child;
- Child transfer to a SPRAR facility, in accordance with the SPRAR central service;
- Liaison with the social service department of the municipality in order to identify a suitable facility within the secondary reception system when there is no place available in SPRAR centres.

Staff qualifications:

- One coordinator;
- One staff dedicated to the night surveillance;
- Four educators, one legal operator and one administrative assistant;
- Five MSNA experts: one social worker, one psychologist, one paediatrician, one expert in the rights of the child and one cultural mediator;
- One translator.

Emergency reception centres (CAS)

In accordance with the national decree 142/2016,²⁸ the Ministry of Interior established the minimum standards for CAS facilities via the ministerial decree of September 2016,²⁹

CAS facilities should comply with the following building requirements (art.3):

- Being located near local services and social activities;
- Ability to accommodate UASC for 24 hours a day, for no more than 30 days;

²⁸ Legislative Decree 142 of the 18th October 2015, application of the European Directive 2013/33/UE on reception of asylum seekers.

²⁹ DECRETO 1 settembre 2016, "Istituzione di centri governativi di prima accoglienza dedicati ai minori stranieri non accompagnati" (16A06605).

- No more than 50 UASC, and a maximum of 30 UASC per building;

CAS facilities should provide the following services (art.4):

- Administrative management, including UASC registration and notification of presence to the Ministry of Interior;
- Food and NFI provisions;
- Cultural mediation and translation services;
- Support to competent authorities for age identification procedures;
- Support to competent authorities for the activation of the legal guardianship scheme;
- Legal information;
- Regular update on the list of the services received per child;
- Transfer services to secondary reception system facilities.

Secondary reception system

All UASC dedicated facilities for secondary reception, including SPRAR, have to comply with the legislative requirements set by law 328/2000, which defines the governance and funding scheme for social services.³⁰

Community, family housing and secondary reception centres

Minimum requirements for community housing, family housing and secondary reception centres are set by the regional decree of the Sicilian Regional Government n 513/2016.³¹

These facilities are responsible for:

- Ensuring specific infrastructure requirements in terms of room size, sanitary and cooking facilities;
- Preparing an individual file for each accommodated child;
- Preparing a personal educational project for each accommodated child;
- Ensuring provision of health assistance;
- Ensuring food provision's compliance with dietary and nutritional standards for children set by the local branch of the national health system;
- Providing adequate clothes.

Furthermore, albeit not legally required, facilities belonging to the secondary reception system should, as determined by the regional decree, devote specific attention to:

- Education services;
- Vocational training;
- Psycho-social support.

SPRAR

In addition to the above, SPRAR facilities should also comply with additional requirements defined by the SPRAR governing body (Servizio centrale) by ensuring:

- The fulfilment of the child's basic needs (shelter, food);
- Cultural and language mediation;
- Orientation and access to health and social service;
- Education and Vocational Training;
- Legal guardianship;
- Psycho-social sanitary services;
- Orientation and accompaniment to employment integration;
- Orientation and accompaniment to housing integration;
- Orientation and accompaniment to social inclusion.

³⁰ Law n 328/2000 on social services and intervention ("Legge quadro per la realizzazione del sistema integrato di interventi e servizi sociali").

³¹ Regional decree n 513/2016 "Structural and organisational standards for UASC Secondary reception centres". Available online at: http://pti.regione.sicilia.it/portal/page/portal/PIR_PORTALE/PIR_ILPresidente/decreti_presidenziali/Decreti_Presidenziali_Anno%202016/DP%2B513%2BGab.pdf.

Monitoring requirements

As of May 2017, both national and Sicilian regional laws set out only very limited monitoring requirements for both external and internal monitoring. According to art. 18 of the legislative decree 142/2015, the Ministry of Interior through the prefecture offices or, alternatively, social services departments of the municipalities, should undertake monitoring activities in primary reception centres. The decree, however, does not specify exact monitoring frequency or reporting requirements.

Municipalities, juvenile courts and health services are responsible for child protection and well-being. Public officials and local institutions in charge of social and sanitary services (e.g. the social service department of the municipality and the local branch of the national health system) are responsible for child protection.³² However, they don't have any concrete monitoring roles by law.

Juvenile courts are responsible for the appointment of a legal guardian and should ensure the protection of the best interests of the child prior to the appointment. As the legal guardianship scheme for refugee and migrant UASC is under revision, juvenile courts in Sicily often give limited guardianship duties to appointed guardians – limiting it to ordinary procedures, thereby retaining the responsibilities for the approval of any extraordinary decision concerning the unaccompanied and separated child.³³

As per national legislation, the local branch of the national health system (provincial level) should supervise the respect of sanitary requirements and dietary standards in respect of the principle of non-discrimination.

According to law 328/2000, the social service department of the municipality as the funding entity of the traditional child protection system is responsible for monitoring and evaluation activities. Regional laws further specify operational and management standards (staff qualification, sanitary and building requirements, etc.) per type of facility.

External monitoring requirements

Regional legislation does not make precise reference to external monitoring duties and responsibilities. However, it does outline some guidelines on service provision. Architectural and structural requirements, staff presence and their qualifications are pre-requisites, which facilities need to fulfil in order to operate and qualify for procurement procedures by the municipality.³⁴ For healthcare, Regional Decrees 513/216 and 600/2014 state that UASC facilities should refer to the health system to ensure children's health.³⁵

However, upon opening of the facility, the law does not prescribe a regular monitoring mechanism; monthly funding is released by the prefecture on the basis of monthly self-reports and presence sheets submitted by each facility without a requirement for recurring monitoring. Moreover, the legislation regarding healthcare does not provide operational guidance on specific monitoring requirements to the national health system.

Internal monitoring requirements

Facilities belonging to the primary reception system are not required to adopt internal monitoring practices. In the case of secondary reception system facilities, the Regional Decree 600/2014 states that each facility should make use of evaluation tools to assess the achievement of the educational objectives set forth for each accommodated child. However, no more specific guidelines or monitoring requirements are set forth for the monitoring of other services provided.

SPRAR centres shall comply with their internal monitoring guidelines, which require a strong involvement of the municipality as their partner entity. As such, municipalities should:

- Submit annual report to the SPRAR Central Service on the activities implemented by the SPRAR, in accordance with the SPRAR guidelines and manuals;
- Submit six-month monitoring sheets on UASC presence and service provision;

³² Circolare del Ministero dell'Interno, 24 April 2013.

³³ The Law n°47/2017 "Provisions for the protection of foreign unaccompanied children" has modified the guardianship scheme and applicative regulations are yet to be adopted by judicial authorities.

³⁴ In the case of primary reception centres, secondary reception centres, community ad family housing.

³⁵ Literal translation of the applicable decree.

- Submit the periodical financial report.

Furthermore, the SPRAR central service has a team of field monitoring officers deployed across Italy to ensure sustained compliance with minimum standards.

Key Findings

This section presents the findings related to the external and internal monitoring practices reported in assessed facilities. It provides an overview of primary monitoring entities, frequency of visits and inspections, data collection and dissemination methods. It also provides an overview of key informants' self-reported perception of the utility of the different monitoring practices reported.

External Monitoring Practices

Overall Key Findings of primary data collection:

- **Monitoring entity:** The municipality, the local branch of the National Health System and the Juvenile Court were the main monitoring institutions across the assessed facilities belonging to both primary and secondary reception systems.
- **Monitoring frequency:** In 67 per cent of assessed monitoring practices, monitoring institutions had performed between one and two monitoring visits within the last 12 months. Key informants suggested to increase the number of monitoring visits, mostly in order to ensure a closer follow up of service provision. In the remaining cases, respondents indicated that more frequent visits would rather help ensure regular interactions between monitoring institutions and centre managers or directors than enhance the monitoring impact.
- **Awareness about requirements:** There was little awareness among service providers and facility managers on whether there was a set frequency for monitoring visits, especially in primary reception centres. Whilst in 22 out of 34 facilities of the secondary reception system key informants reported to be aware of a recurrent monitoring frequency, only six out of 24 representatives could say how often their facility was monitored. This confirms the lack of regular monitoring exercises, as there is no prescribed frequency set by national or regional legislation.
- **Data collection:** No consistent data collection methodology could be identified across the assessed monitoring practices. The vast majority of reported monitoring visits (88 per cent) involved only the centre's manager or the coordinator. Only NGO and the social service department of the municipalities in secondary reception centres, and community housing facilities reportedly dedicated time to speak with unaccompanied and separated children in either individual or group discussions.
- **What is monitored:** Different entities reportedly adopted overlapping monitoring practices, both in terms of data collection methods used and elements assessed. Building requirements and food provision were consistently checked across the large majority of monitoring exercises assessed. Across reported cases, monitoring institutions did not focus on assessing specific elements related to their mandate. For instance, the juvenile court reportedly focused on facilities' compliance with infrastructure requirements, rather than children's legal guardianship.
- **Monitoring gaps:** Some elements, such as child protection, legal assistance services or in-house health treatment were systematically disregarded across all monitoring exercises. Child protection mechanisms, abuse reporting procedures and prevention mechanisms were monitored in only a few reported monitoring visits (respectively one, three and six cases).
- **Utility of monitoring practices:** Key informant reported that in 80 out of 106 assessed visits the monitoring practices adopted by the different institutions were either "quite useful" (51) or "very useful" (29). When asked about why they assessed these practices positively, key informants showed limited awareness of the purpose of monitoring practices. Monitoring practices were assessed as useful by key respondents for the following three reasons:
 - Firstly, monitoring visits were perceived as a good occasion to discuss management and funding issues with the responsible entity, rather than the compliance monitoring mechanism;

- Secondly, key respondents reported that monitoring visits had a good impact on children's mood and attitude, as they were a tangible sign of the presence of the state and were fuelling children's expectations that their documentation would be processed shortly;
- Finally, monitoring visits reportedly had a positive impact on the behaviour of the staff and their compliance to procedures in place;

In 20 per cent of cases in which key respondents assessed the monitoring exercise not to have been very useful,³⁶ the reasons provided seemed to reflect a limited understanding of the purpose of the monitoring visits. For example, when neither funding was revised after the visit nor specific issues of interest were discussed in such occasions, respondents reported that the visits had not fulfilled their expectations. In these cases, monitoring exercises were reportedly seen as a bureaucratic exercise and of limited usefulness to the centre's manager. When key informants showed a good understanding of the purpose and objective of the monitoring visits, but still assessed it poorly, they considered the monitoring practices to be very superficial in terms of duration, means used and elements assessed.

Primary Reception System

Primary reception centres (CPA) represent 41 per cent of UASC facilities covered by this assessment (24 out of 58). While 13 out of 24 CPA assessed had been established within the last 12 months, the remaining 11 had been operating for between one and four years. During the first six months of activity, monitoring visits tend to be more frequent, as monitoring institutions have the responsibility to check the facility's compliance with the requirements before granting the authorization. The large majority of the centres visited were operating in their full capacity. In seven primary reception centres assessed, UASC presence exceeded the legal capacity by an average of 42 per cent.

Specific findings on monitoring practices implemented in primary reception centres:

- **Monitoring entity:** The municipality's department of social services (21 out of 24), juvenile courts (11 out of 24), NGO (11 out of 24) and the local branch of the national health system (eight out of 24) were the main institutions conducting monitoring in assessed CPA.
- **Monitoring frequency:** Monitoring frequency among the assessed CPA varied widely, suggesting a lack of coordination and common practices among monitoring institutions. When asked about the ideal monitoring frequency, key informants expressed the need to align the monitoring schedule to turnover of UASC in the facility: as UASC are supposed to spend no more than 30 days in primary reception facilities, a monitoring visit scheduled every three months would ensure that the conditions for all UASC hosted are systematically captured.
- **Awareness about requirements:** When asked about the legal monitoring requirements applicable to CPA facilities, 18 out of 24 key informants were not aware of how often their facility was subject to monitoring. Ten CPA coordinators interviewed did not know how often their centre was being monitored over the year.
- **Utility of monitoring practices:** in primary reception centres, monitoring exercises conducted by NGO were especially appreciated. They were considered useful by ten out of eleven respondents and extremely useful in eight out of ten reported cases. Monitoring activities undertaken by the juvenile court and the health system also emerged as valuable to key informants, and were evaluated as useful respectively in nine out of ten and seven out of eight reported cases. Less uniform results emerged about the monitoring undertaken by the municipalities, with 38 per cent (eight out of 24) respondents assessing it as "not very useful".

Secondary reception system

Across assessed facilities, 34 out of 58 belonged to the secondary reception system. Almost half of these were community housing (18 out of 34), while 11 were secondary reception centres. In terms of UASC presence, the assessed community housing and secondary reception centres hosted an average of 12 children per facility. In general, UASC presence was at legal capacity (12 children) or was slightly higher, due to the provision of two extra places granted on exceptional basis.

³⁶ The 58 key informants interviewed provided 106 answers to the question about perceived utility of the reported monitoring practice undertaken by a specific actor in a given type of facility. In this case, key informants replied that the monitoring was "not very useful" in 21 out of 106 collected answers.

Specific findings on monitoring practices implemented in facilities belonging to the secondary reception system:

- **Monitoring entity:** The municipality's department of social services (25 out of 34), the local branch of the national health system (16 out of 34) and juvenile courts (13 out of 34) were the main monitoring institutions in assessed centres belonging to the secondary reception system.
- **Monitoring frequency:** When asked about the monitoring frequency adopted for facilities operating within the secondary reception system, 25 out of 34 respondents could indicate an established practice. The assessed community housing facilities reported receiving more visits than secondary reception centres, with four community housing facilities reportedly having received more than 10 monitoring visits, compared to only one reported by in secondary reception centres. When asked about what the optimal monitoring frequency would be, respondents largely suggested that current practices were sufficient. Proposed changes in frequency were motivated by the need to ensure a closer follow up of service provision or more frequent interaction with monitoring institutions.
- **Utility of monitoring practices:** Key respondents generally assessed the monitoring practices adopted for facilities belonging to the secondary reception system as useful (63 per cent of answers).

Internal Monitoring Practices

Despite the lack of legal requirements for the implementation of internal monitoring systems in UASC reception facilities, this assessment identified the adoption of monitoring practices in 17 out of 58 facilities assessed.

Key findings on internal monitoring practices implemented across assessed facilities:

- **Monitoring organisations:** Among assessed facilities, internal monitoring practices were mostly implemented in UASC reception facilities of the secondary reception system (10 out of 17).
- **What is monitored:** Internal monitoring of assessed facilities tended to concentrate more on the quality and frequency of education (11 out of 17), and on socio-cultural and recreational activities implemented (11 out of 17), rather than on building requirements, equipment, food or NFI provision.
- **Monitoring output:** In 13 out of 17 assessed monitoring exercises, an output had been produced, which was however an oral debriefing in six out of 13 cases, and an internal report in the remaining cases.
- **Dissemination:** Internal monitoring reportedly remained mostly an internal exercise, as in none of the reported cases the data collected was made public.
- **Utility of monitoring practices:** Internal monitoring practices were considered useful by all respondents and extremely useful by eight out of 13.

ANNEXES

Annex 1: Factsheets on the Monitoring Systems of UASC Reception Facilities

Annex 2: Questionnaire

Assessment Overview

Following the sharp increase of UASC arrivals in Italy since 2015, the number of UASC dedicated hosting facilities has rapidly increased. With harmonization efforts on reception standards and monitoring under way, the aim of this assessment was to provide an overview of monitoring practices in place. REACH, in the framework of a partnership with UNICEF, conducted an assessment of the monitoring system implemented in UASC dedicated facilities in Sicily. The assessment covered 58 UASC facilities¹ and data was collected between January and May 2017 through a total of 58 semi-structured key informant interviews (KIIs) with UASC facilities' staff.²

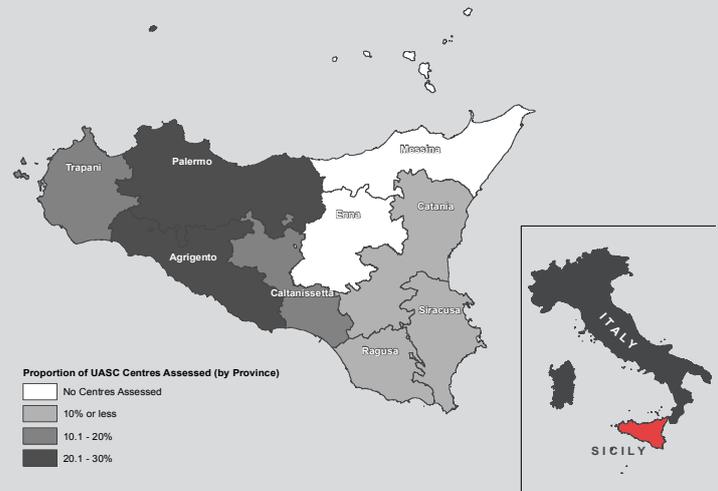
This factsheet presents the **external monitoring system** which has been implemented by the municipality in primary reception centres assessed in the last 12 months of activities.

Background³

# of primary reception centres assessed:	24
# of these facilities monitored by the municipality:	21
% of primary reception centres monitored by the municipality:	88%

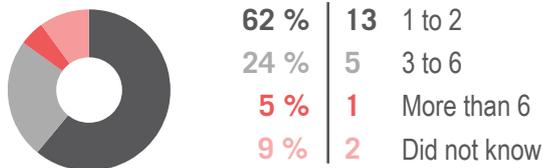
Reference Map

Geographical distribution of assessed UASC centres

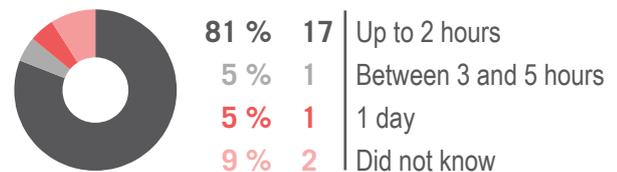


19 Monitoring Visits

Number of monitoring visits conducted over the last year, by proportion/number of sites:

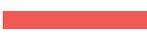


Average length of monitoring visits, by proportion/number of sites:



Process

Who did officials from the monitoring organisation speak to during visits, by proportion/number of sites⁴:

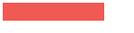
Staff	62 %	13	
Coordinator	52 %	11	
Director	43 %	9	
Children	29 %	6	

Top 3 main data collection methods used, by proportion/number of sites⁴:

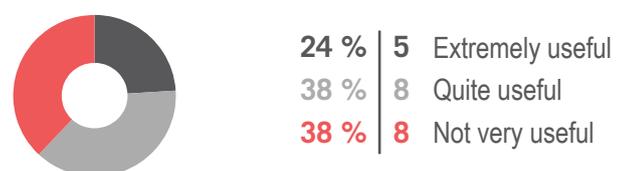
1. Individual interviews with managers	76 %	16
2. Documents check	71 %	15
3. Direct observation	62 %	13

Focus areas and Utility

Main focus areas of the monitoring visits of the municipality, by proportion/number of sites⁴:

Building requirement	57 %	12	
Staff qualifications	52 %	11	
Food provision	48 %	10	
Education services	43 %	9	

Perceived utility of monitoring, by proportion/number of sites:



¹ Representing 11.7% of total UASC reception facilities.

² Please note that findings are indicative only of both the situations in Sicily and Italy

³ Please note that there is no specific methodology resulting in multiplying the actors involved.

⁴ Multiple options could be chosen.

Assessment Overview

Following the sharp increase of UASC arrivals in Italy since 2015, the number of UASC dedicated hosting facilities has rapidly increased. With harmonization efforts on reception standards and monitoring under way, the aim of this assessment was to provide an overview of monitoring practices in place. REACH, in the framework of a partnership with UNICEF, conducted an assessment of the monitoring system implemented in UASC dedicated facilities in Sicily. The assessment covered 58 UASC facilities¹ and data was collected between January and May 2017 through a total of 58 semi-structured key informant interviews (KIIs) with UASC facilities' staff.²

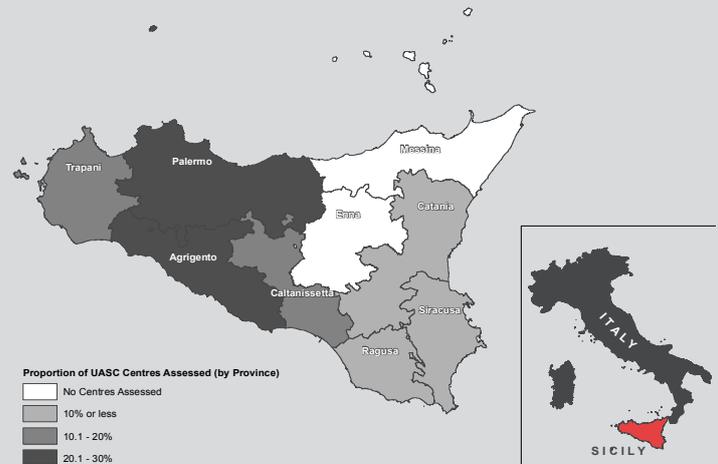
This factsheet presents the **external monitoring system** which has been implemented by the juvenile court in primary reception centres assessed in the last 12 months of activities.

Background³

# of primary reception centres assessed:	24
# of these facilities monitored by the juvenile court:	10
% of primary reception centres monitored by the juvenile court:	42%

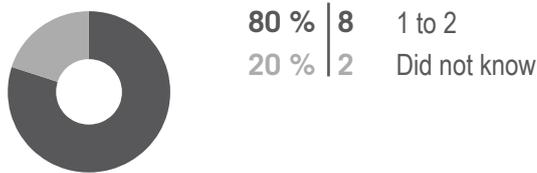
Reference Map

Geographical distribution of assessed UASC centres

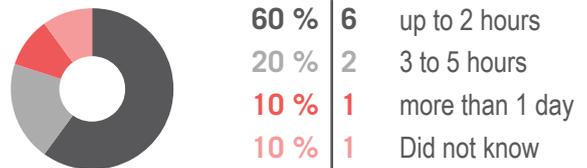


19 Monitoring Visits

Number of monitoring visits conducted over the last year, by proportion/number of sites:



Average length of monitoring visits, by proportion/number of sites:



Process

Who did officials from the monitoring organisation speak to during visits, by proportion/number of sites⁴:

Director	90 %	9	
Children	80 %	8	
Coordinator	60 %	6	
Staff	30 %	3	

Top 3 main data collection methods used, by proportion/number of sites⁴:

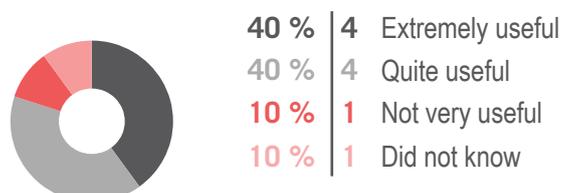
1. Individual interviews with managers	100 %	10
2. Individual interviews with children	60 %	6
3. Documents check	60 %	6

Focus areas and Utility

Main focus areas of the monitoring visits of the juvenile court, by proportion/number of sites⁴:

Building requirements	90 %	9	
Staff qualification	50 %	5	
NFI provision	40 %	4	
Access to the Health System	40 %	4	

Perceived utility of monitoring, by proportion/number of sites:



¹ Representing 11.7% of total UASC reception facilities.

² Please note that findings are indicative only of both the situations in Sicily and Italy

³ Please note that there is no specific methodology resulting in multiplying the actors involved.

⁴ Multiple options could be chosen.

Assessment Overview

Following the sharp increase of UASC arrivals in Italy since 2015, the number of UASC dedicated hosting facilities has rapidly increased. With harmonization efforts on reception standards and monitoring under way, the aim of this assessment was to provide an overview of monitoring practices in place. REACH, in the framework of a partnership with UNICEF, conducted an assessment of the monitoring system implemented in UASC dedicated facilities in Sicily. The assessment covered 58 UASC facilities¹ and data was collected between January and May 2017 through a total of 58 semi-structured key informant interviews (KIIs) with UASC facilities' staff.

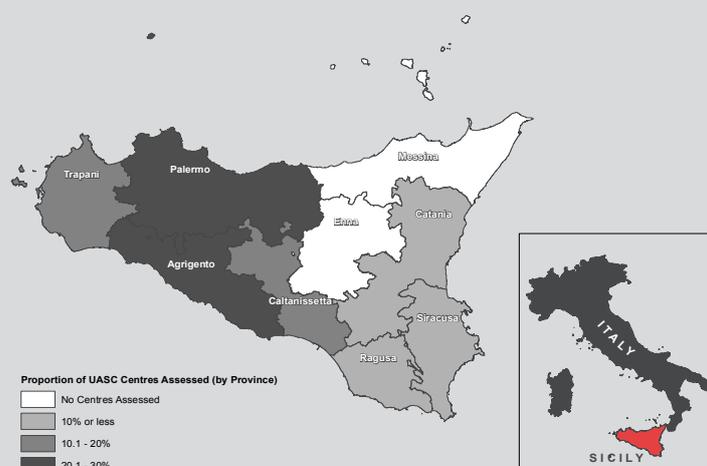
This factsheet presents the **external monitoring system** which has been implemented by the health system in primary reception centres assessed in the last 12 months of activities.²

Background³

of primary reception centres assessed: **24**
of these facilities monitored by the health system: **8**
% of primary reception centres monitored by the health system: **33%**

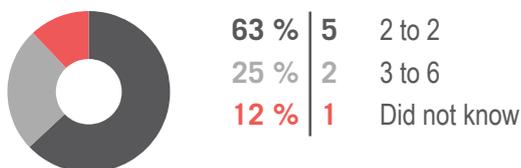
Reference Map

Geographical distribution of assessed UASC centres

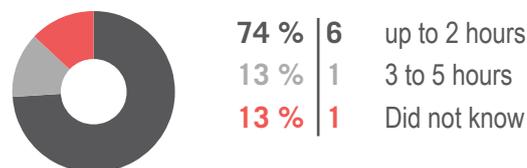


19 Monitoring Visits

Number of monitoring visits conducted over the last year, by proportion/number of sites:

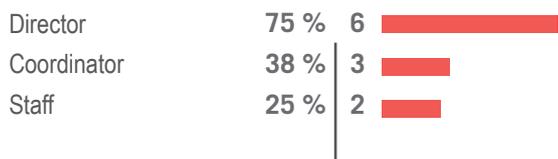


Average length of monitoring visits, by proportion/number of sites:



Process

Who did officials from the monitoring organisation speak to during visits, by proportion/number of sites⁴:

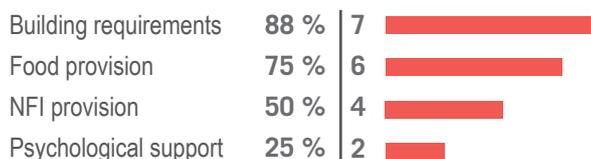


Top 3 main data collection methods used, by proportion/number of sites⁴:

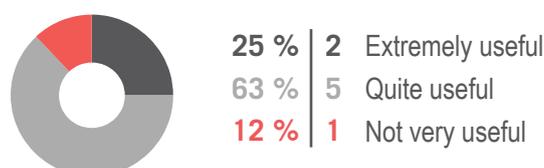


Focus areas and Utility

Main focus areas of the monitoring visits of health system, by proportion/number of sites⁴:



Perceived utility of monitoring, by proportion/number of sites:



¹ Representing 11.7% of total UASC reception facilities.

² Please note that findings are indicative only of both the situations in Sicily and Italy

³ Please note that there is no specific methodology resulting in multiplying the actors involved.

⁴ Multiple options could be chosen.

Assessment Overview

Following the sharp increase of UASC arrivals in Italy since 2015, the number of UASC dedicated hosting facilities has rapidly increased. With harmonization efforts on reception standards and monitoring under way, the aim of this assessment was to provide an overview of monitoring practices in place. REACH, in the framework of a partnership with UNICEF, conducted an assessment of the monitoring system implemented in UASC dedicated facilities in Sicily. The assessment covered 58 UASC facilities¹ and data was collected between January and May 2017 through a total of 58 semi-structured key informant interviews (KIs) with UASC facilities' staff.²

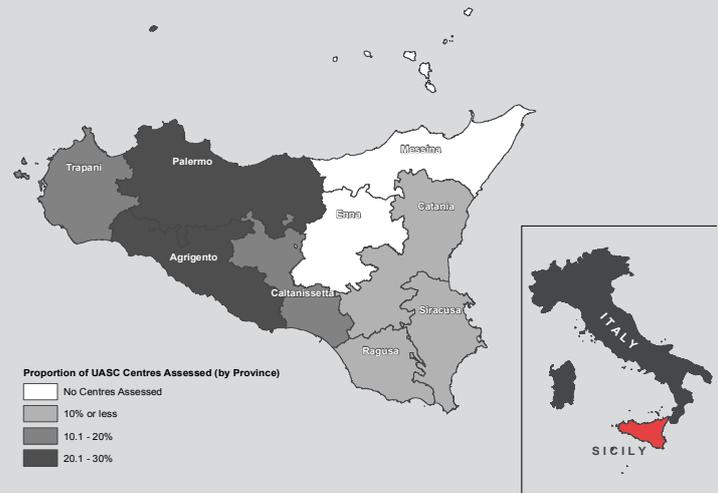
This factsheet presents the **external monitoring system** which has been implemented by NGOs in primary reception centres assessed in the last 12 months of activities.

Background³

# of primary reception centres assessed:	24
# of these facilities monitored by NGOs:	11
% of primary reception centres monitored by NGOs:	46%

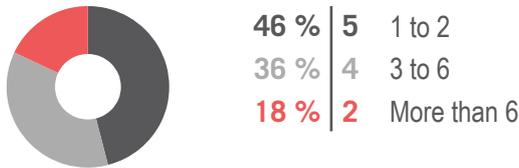
Reference Map

Geographical distribution of assessed UASC centres

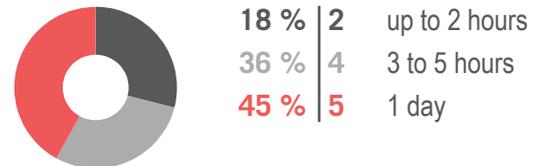


19 Monitoring Visits

Number of monitoring visits conducted over the last year, by proportion/number of sites:



Average length of monitoring visits, by proportion/number of sites:



Process

Who did officials from the monitoring organisation speak to during visits, by proportion/number of sites⁴:

Coordinator	73 %	8	
Director	73 %	8	
Children	73 %	8	
Staff	64 %	7	

Top 3 main data collection methods used, by proportion/number of sites⁴:

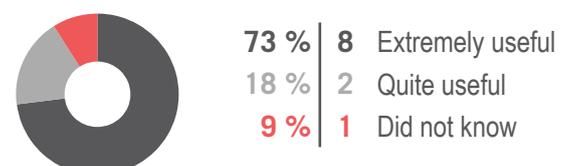
- Individual interviews with managers **82 %** | **9**
- Individual interviews with children **73 %** | **8**
- Focus group discussions with children **29 %** | **2**

Focus areas and Utility

Main focus areas of monitoring visits of NGOs, by proportion/number of sites⁴:

Education services	73 %	8	
Legal assistance	45 %	5	
Socio-cultural activities	45 %	5	
Psychological support	27 %	3	

Perceived utility of monitoring, by proportion/number of sites:



¹ Representing 11.7% of total UASC reception facilities.

² Please note that findings are indicative only of both the situations in Sicily and Italy

³ Please note that there is no specific methodology resulting in multiplying the actors involved.

⁴ Multiple options could be chosen.

Assessment Overview

Following the sharp increase of UASC arrivals in Italy since 2015, the number of UASC dedicated hosting facilities has rapidly increased. With harmonization efforts on reception standards and monitoring under way, the aim of this assessment was to provide an overview of monitoring practices in place. REACH, in the framework of a partnership with UNICEF, conducted an assessment of the monitoring system implemented in UASC dedicated facilities in Sicily. The assessment covered 58 UASC facilities¹ and data was collected between January and May 2017 through a total of 58 semi-structured key informant interviews (KIIs) with UASC facilities' staff.²

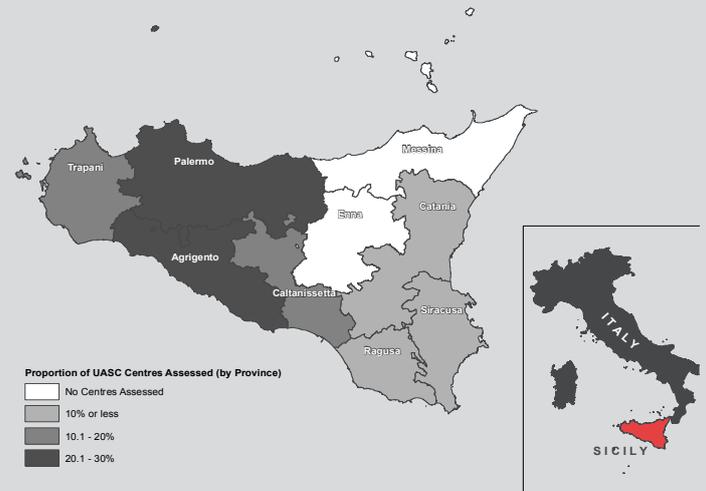
This factsheet presents the **external monitoring system** which has been implemented by the municipality in community housing facilities assessed in the last 12 months of activities.

Background³

# of community housing facilities assessed:	18
# of these facilities monitored by the municipality:	14
% of community housing monitored by the municipality:	78%

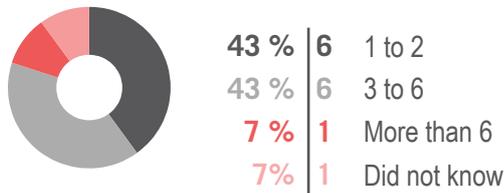
Reference Map

Geographical distribution of assessed UASC centres

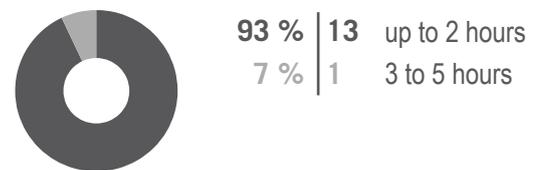


19 Monitoring Visits

Number of monitoring visits conducted over the last year, by proportion/number of sites:

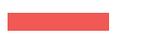


Average length of monitoring visits, by proportion/number of sites:



Process

Who did officials from the monitoring organisation speak to during visits, by proportion/number of sites⁴:

Director	64 %	9	
Staff	64 %	9	
Children	43 %	6	
Coordinator	29 %	4	

Top 3 main data collection methods used, by proportion/number of sites⁴:

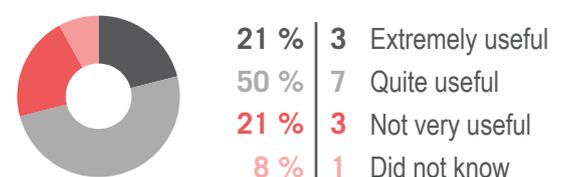
1. Documents check	86 %	12
2. Individual interviews with the manager	71 %	10
3. Direct observation	64 %	9

Focus areas and Utility

Main focus areas of the monitoring visits of the municipality, by proportion/number of sites⁴:

Building requirements	64 %	9	
Education services	29 %	4	
Staff qualifications	29 %	4	
NFI provision	21 %	3	

Perceived utility of monitoring, by proportion/number of sites:



¹ Representing 11.7% of total UASC reception facilities.

² Please note that findings are indicative only of both the situations in Sicily and Italy

³ Please note that there is no specific methodology resulting in multiplying the actors involved.

⁴ Multiple options could be chosen.

Assessment Overview

Following the sharp increase of UASC arrivals in Italy since 2015, the number of UASC dedicated hosting facilities has rapidly increased. With harmonization efforts on reception standards and monitoring under way, the aim of this assessment was to provide an overview of monitoring practices in place. REACH, in the framework of a partnership with UNICEF, conducted an assessment of the monitoring system implemented in UASC dedicated facilities in Sicily. The assessment covered 58 UASC facilities¹ and data was collected between January and May 2017 through a total of 58 semi-structured key informant interviews (KIIs) with UASC facilities' staff.²

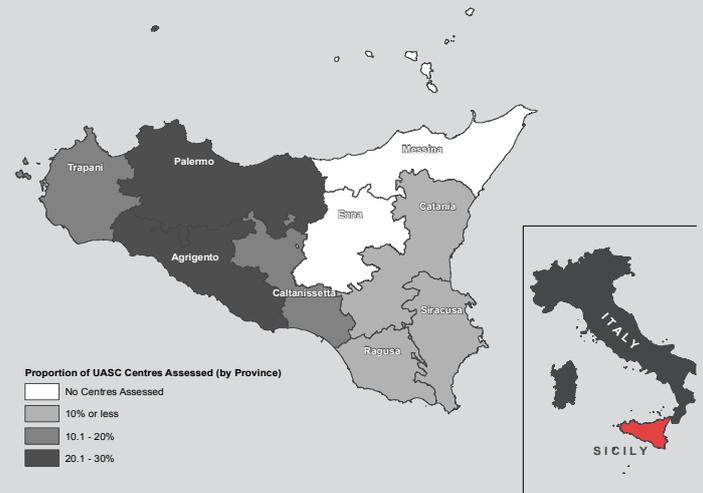
This factsheet presents the **external monitoring system** which has been implemented by the juvenile court in community housing facilities assessed in the last 12 months of activities.

Background³

of community housing facilities assessed: **18**
of these facilities monitored by the juvenile court: **7**
% of community housing monitored by the juvenile court: **39%**

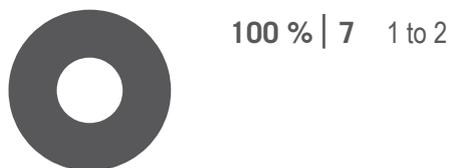
Reference Map

Geographical distribution of assessed UASC centres

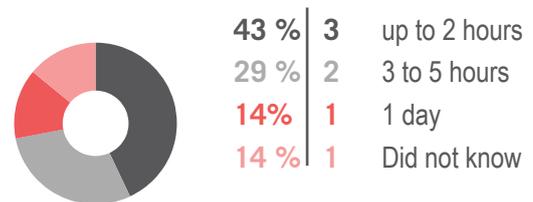


19 Monitoring Visits

Number of monitoring visits conducted over the last year, by proportion/number of sites:



Average length of monitoring visits, by proportion/number of sites:



Process

Who did officials from the monitoring organisation speak to during visits, by proportion/number of sites⁴:

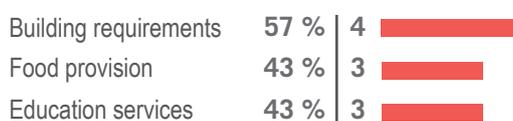


Top 3 main data collection methods used, by proportion/number of sites⁴:

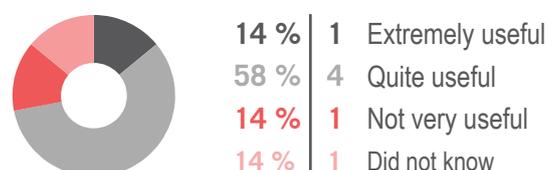


Focus areas and Utility

Main focus areas of the monitoring visits of the juvenile court, by proportion/number of sites⁴:



Perceived utility of monitoring, by proportion/number of sites:



¹ Representing 11.7% of total UASC reception facilities.

² Please note that findings are indicative only of both the situations in Sicily and Italy

³ Please note that there is no specific methodology resulting in multiplying the actors involved.

⁴ Multiple options could be chosen.

Assessment Overview

Following the sharp increase of UASC arrivals in Italy since 2015, the number of UASC dedicated hosting facilities has rapidly increased. With harmonization efforts on reception standards and monitoring under way, the aim of this assessment was to provide an overview of monitoring practices in place. REACH, in the framework of a partnership with UNICEF, conducted an assessment of the monitoring system implemented in UASC dedicated facilities in Sicily. The assessment covered 58 UASC facilities¹ and data was collected between January and May 2017 through a total of 58 semi-structured key informant interviews (KIIs) with UASC facilities' staff.²

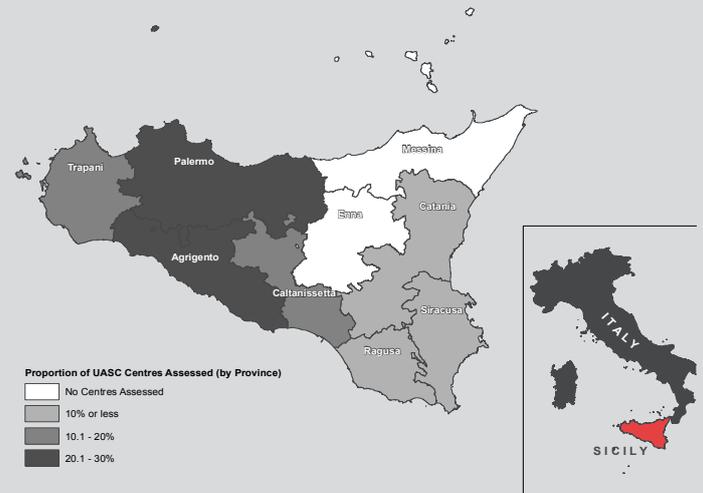
This factsheet presents the **external monitoring system** which has been implemented by the local branch of the national health system in community housing facilities assessed in the last 12 months of activities.

Background³

# of community housing facilities assessed:	18
# of these facilities monitored by the health system:	10
% of community housing monitored by the health system:	56%

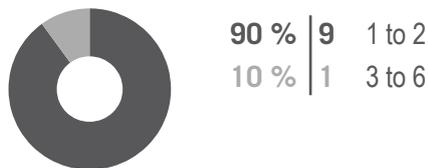
Reference Map

Geographical distribution of assessed UASC centres

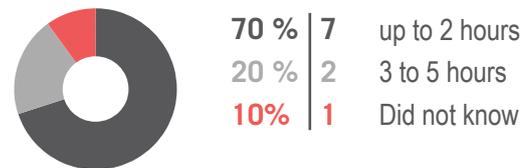


19 Monitoring Visits

Number of monitoring visits conducted over the last year, by proportion/number of sites:

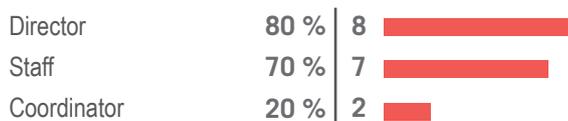


Average length of monitoring visits, by proportion/number of sites:



Process

Who did officials from the monitoring organisation speak to during visits, by proportion/number of sites⁴:

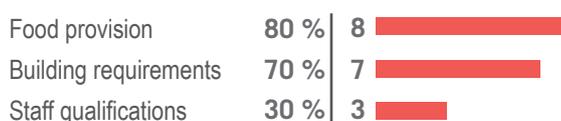


Top 3 main data collection methods used, by proportion/number of sites⁴:



Focus areas and Utility

Main focus areas of the monitoring visits of the health system, by proportion/number of sites⁴:



Perceived utility of monitoring, by proportion/number of sites:



¹ Representing 11.7% of total UASC reception facilities.

² Please note that findings are indicative only of both the situations in Sicily and Italy

³ Please note that there is no specific methodology resulting in multiplying the actors involved.

⁴ Multiple options could be chosen.

Assessment Overview

Following the sharp increase of UASC arrivals in Italy since 2015, the number of UASC dedicated hosting facilities has rapidly increased. With harmonization efforts on reception standards and monitoring under way, the aim of this assessment was to provide an overview of monitoring practices in place. REACH, in the framework of a partnership with UNICEF, conducted an assessment of the monitoring system implemented in UASC dedicated facilities in Sicily. The assessment covered 58 UASC facilities¹ and data was collected between January and May 2017 through a total of 58 semi-structured key informant interviews (KIIs) with UASC facilities' staff.²

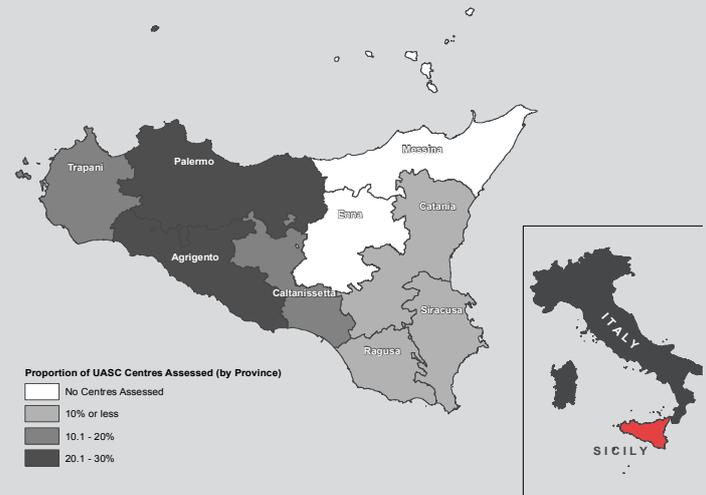
This factsheet presents the **external monitoring system** which has been implemented by the municipality in secondary reception centres assessed in the last 12 months of activities.

Background³

# of secondary reception centres assessed:	9
# of these facilities monitored by the municipality:	11
% of these facilities monitored by the municipality:	82%

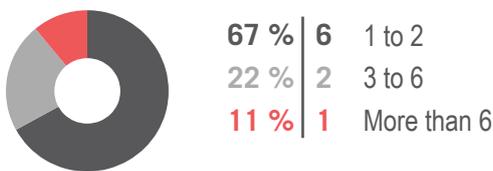
Reference Map

Geographical distribution of assessed UASC centres

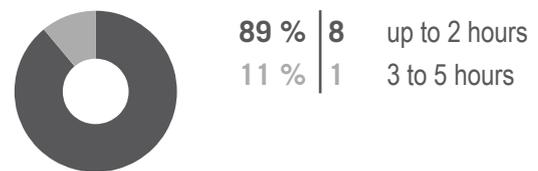


19 Monitoring Visits

Number of monitoring visits conducted over the last year, by proportion/number of sites:

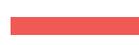


Average length of monitoring visits, by proportion/number of sites:



Process

Who did officials from the monitoring organisation speak to during visits, by proportion/number of sites⁴:

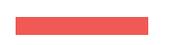
Director	56 %	5	
Staff	56 %	5	
Children	44 %	4	
Coordinator	33 %	3	

Top 3 main data collection methods used, by proportion/number of sites⁴:

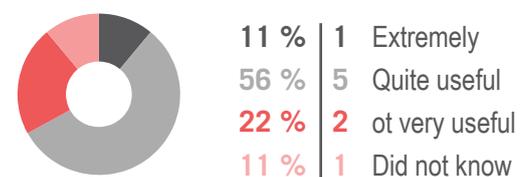
1. Direct observation	78 %	7
2. Individual interviews with the manager	56 %	5
3. Documents check	44 %	4

Focus areas and Utility

Main focus areas of the monitoring visits of the municipality, by proportion/number of sites⁴:

Building requirements	78 %	7	
Food provision	56 %	5	
NFI provision	44 %	4	
Psychological support	33 %	3	

Perceived utility of monitoring, by proportion/number of sites:



¹ Representing 11.7% of total UASC reception facilities.

² Please note that findings are indicative only of both the situations in Sicily and Italy

³ Please note that there is no specific methodology resulting in multiplying the actors involved.

⁴ Multiple options could be chosen.

Assessment Overview

Following the sharp increase of UASC arrivals in Italy since 2015, the number of UASC dedicated hosting facilities has rapidly increased. With harmonization efforts on reception standards and monitoring under way, the aim of this assessment was to provide an overview of monitoring practices in place. REACH, in the framework of a partnership with UNICEF, conducted an assessment of the monitoring system implemented in UASC dedicated facilities in Sicily. The assessment covered 58 UASC facilities¹ and data was collected between January and May 2017 through a total of 58 semi-structured key informant interviews (KIIs) with UASC facilities' staff.²

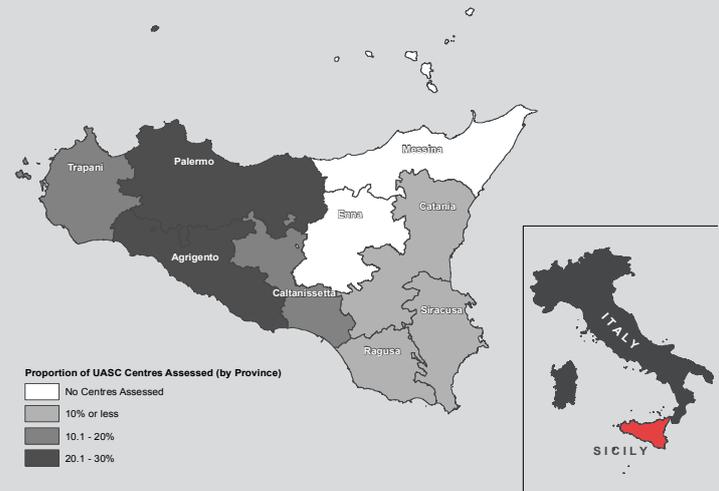
This factsheet presents the **external monitoring system** which has been implemented by the juvenile court in secondary reception centres assessed in the last 12 months of activities.

Background³

# of secondary reception centres assessed:	11
# of these facilities monitored by the juvenile court:	3
% of these facilities monitored by the juvenile court:	27%

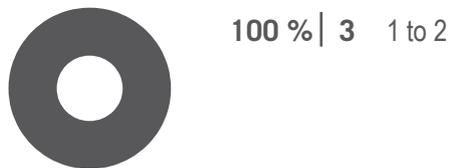
Reference Map

Geographical distribution of assessed UASC centres

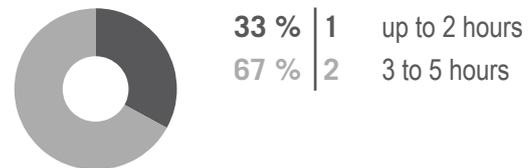


19 Monitoring Visits

Number of monitoring visits conducted over the last year, by proportion/number of sites:

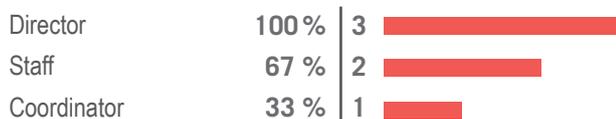


Average length of monitoring visits, by proportion/number of sites:



Process

Who did officials from the monitoring organisation speak to during visits, by proportion/number of sites⁴:

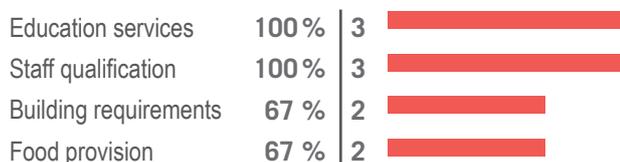


Top 3 main data collection methods used, by proportion/number of sites⁴:

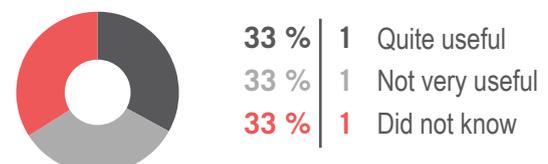


Focus areas and Impact

Main focus areas of the monitoring visits of the juvenile court, by proportion/number of sites⁴:



Perceived impact of monitoring, by proportion/number of sites:



¹ Representing 11.7% of total UASC reception facilities.

² Please note that findings are indicative only of both the situations in Sicily and Italy

³ Please note that there is no specific methodology resulting in multiplying the actors involved.

⁴ Multiple options could be chosen.

Assessment Overview

Following the sharp increase of UASC arrivals in Italy since 2015, the number of UASC dedicated hosting facilities has rapidly increased. With harmonization efforts on reception standards and monitoring under way, the aim of this assessment was to provide an overview of monitoring practices in place. REACH, in the framework of a partnership with UNICEF, conducted an assessment of the monitoring system implemented in UASC dedicated facilities in Sicily. The assessment covered 58 UASC facilities¹ and data was collected between January and May 2017 through a total of 58 semi-structured key informant interviews (KIIs) with UASC facilities' staff.²

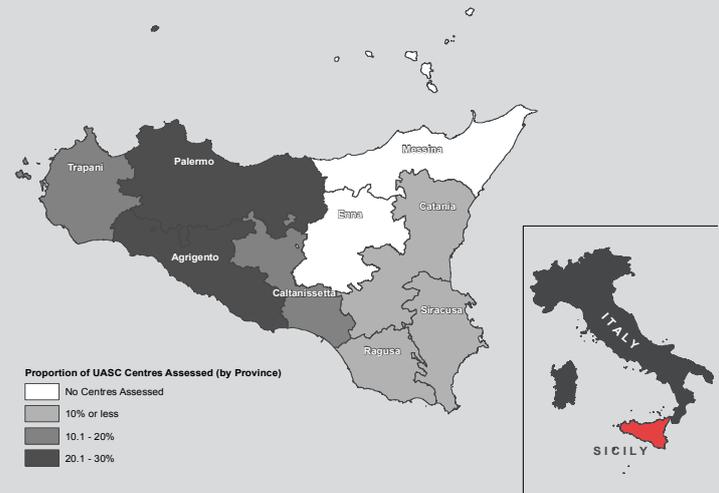
This factsheet presents the **external monitoring system** which has been implemented by the health system in secondary reception centres assessed in the last 12 months of activities.

Background³

# of secondary reception centres assessed:	11
# of these facilities monitored by the health system:	3
% of these facilities monitored by the health system:	27%

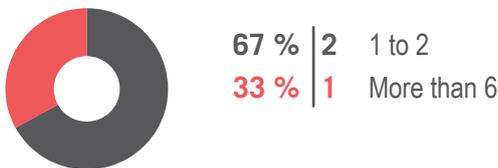
Reference Map

Geographical distribution of assessed UASC centres

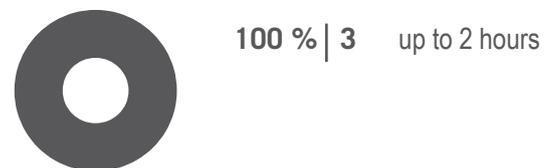


19 Monitoring Visits

Number of monitoring visits conducted over the last year, by proportion/number of sites:

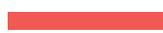
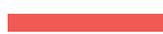


Average length of monitoring visits, by proportion/number of sites:



Process

Who did officials from the monitoring organisation speak to during visits, by proportion/number of sites⁴:

Director	67 %	2	
Coordinator	67 %	2	
Staff	67 %	2	

Top 3 main data collection methods used, by proportion/number of sites⁴:

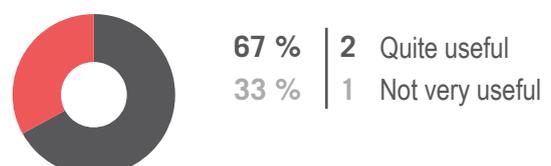
1. Direct observation	100 %	3
2. Focus group discussions with the staff	67 %	2
3. Documents check	67 %	2

Focus areas and Utility

Main focus area of the monitoring visits of the health system, by proportion/number of sites⁴:

Building requirements	67 %	2	
Food provision	33 %	1	
NFI provision	33 %	1	

Perceived utility of monitoring, by proportion/number of sites:



¹ Representing 11.7% of total UASC reception facilities.

² Please note that findings are indicative only of both the situations in Sicily and Italy

³ Please note that there is no specific methodology resulting in multiplying the actors involved.

⁴ Multiple options could be chosen.

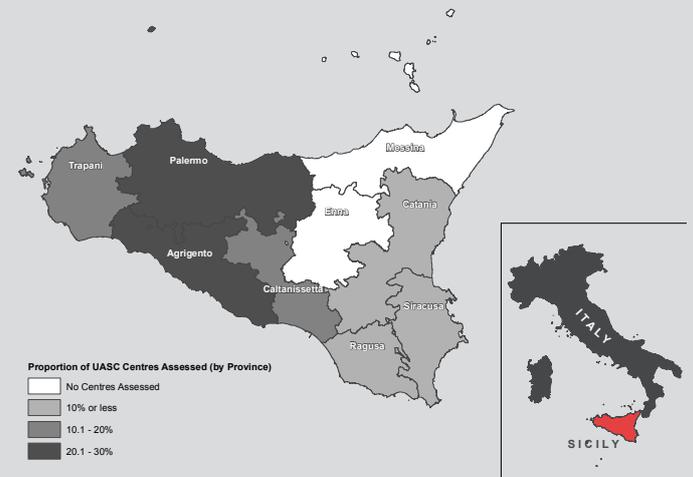
Assessment Overview

Following the sharp increase of UASC arrivals in Italy since 2015, the number of UASC dedicated hosting facilities has rapidly increased. With harmonization efforts on reception standards and monitoring under way, the aim of this assessment was to provide an overview of monitoring practices in place. REACH, in the framework of a partnership with UNICEF, conducted an assessment of the monitoring system implemented in UASC dedicated facilities in Sicily. The assessment covered 58 UASC facilities¹ and data was collected between January and May 2017 through a total of 58 semi-structured key informant interviews (KIIs) with UASC facilities' staff².

This factsheet presents findings from the analysis of the **internal monitoring system** implemented across the assessed facilities. Of the 58 facilities assessed, only 17 are reportedly implementing an internal monitoring system, including three SPRAR, five Community Housing, seven Primary reception centres and two Secondary reception centres. Due to the low number of facilities implementing internal monitoring, no disaggregate analysis was made as findings could be misleading.

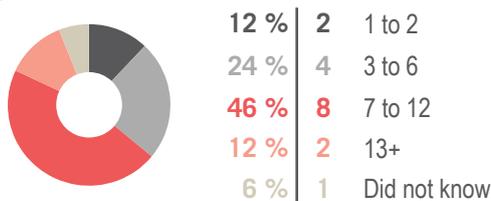
Reference Map

Geographical distribution of assessed UASC centres

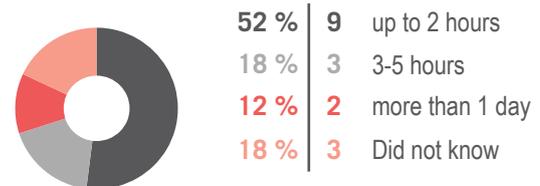


19 Monitoring visits

Number of monitoring visits conducted over the last year, by proportion/number of sites:

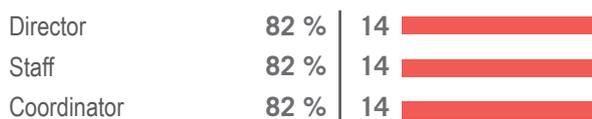


Average length of monitoring visits, by proportion/number of sites:

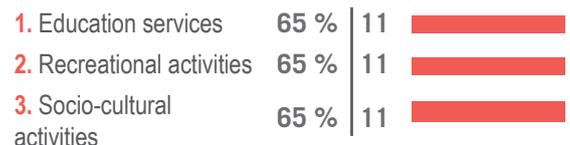


Process and Elements Assessed

Who did monitoring officials speak to during visits, by proportion/number of sites³:

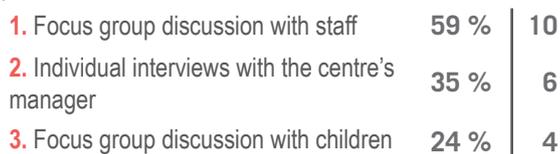


Top 3 focus areas during the monitoring visits, by proportion/number of sites³:

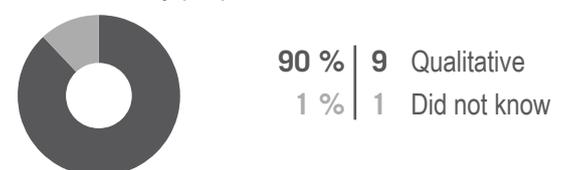


Data Collection

Top 3 main data collection methods used by the facility, by proportion/number of sites³:

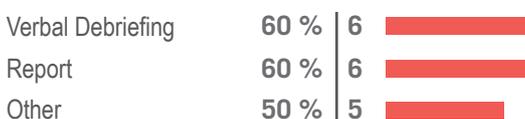


Among the **59%** who reported using indicators, type of indicators used, by proportions/number of sites:

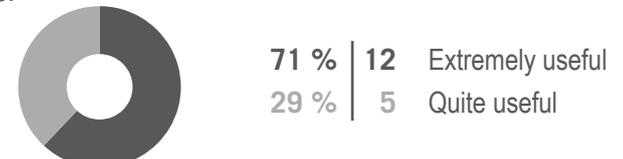


Outcomes

Main types of monitoring outputs, by proportion/number of sites:



Perceived impact of monitoring, by proportion/number of sites:



¹ Representing 11.7% of total UASC reception facilities.

² Please note that findings are indicative only of both the situation in Sicily and in Italy.

³ Multiple options could be chosen.

KII – Monitoring of reception centres / Italy				
	Location		Primary Reception Centres (CPA)	SPRAR
	Date		Secondary reception centres	Emergency reception centre (CAS)
		Type of reception facility (multiple choice)	Community housing	AMIF
			Casa famiglia	Other
1 Preliminary questions				
	What is the legal total capacity of the centre?	Numeric entry	How many children are currently accommodated at this centre?	Numeric entry
		Don't know		Don't know
		Don't want to answer		Don't want to answer
	How many foreign national separated and unaccompanied children are currently accommodated at this centre?			Numeric entry
				Don't know
				Don't want to answer
2 Monitoring practices				
	Is this reception centre subject to monitoring?	Yes	Why would this frequency help? (skip if previous answer 9) (multiple choice)	Less time consuming
		No		Allowing closer follow-up
		Don't know		Don't know
		Don't want to answer		Don't want to answer
	How many times has the reception centre been monitored in the past 12 months?	Numeric entry		Municipality
		Don't know		Prefecture
		Don't want to answer		Regional Government
	How frequently is the centre supposed to be monitored?	Once a week	Which of these entities monitor the centre? (multiple choice)	NGO/CSO
		Once a month		UN Agency
		Once every 3 months		Volunteers of grassroots organizations
		Once every 6 months		The Central Service (SPRAR)
		Once a year		Political representatives
		Less than once a year		The centre itself (internal)
		No monitoring needed		Other: _____
		Same as current		Don't know
		Don't know		Don't want to answer
		Don't want to answer		
3 External monitoring practices per type of organisation				
	You told me that (type of the organisation) monitors this centre (multiple choice)	Municipality	How long does the monitoring visit last (minutes)?	Numeric entry
		Prefecture		Don't know
		Regional Government		Don't want to answer
		NGO/CSO	Whom do the monitors speak to during the visit? (multiple choice)	Manager/director
		UN Agency		Coordinator
		Volunteers of grassroots organizations		Staff
		The Central Service (SPRAR)		Children
		Political representatives		Other: _____
		The centre itself (internal)		Don't know
		Other: _____		Don't want to answer
		Don't know		
		Don't want to answer		Individual Interviews with the centre's manager
				Individual Interviews with children, including UASC
		Structural requirements	What are the methods used to collect data? (multiple choice)	Focus Group Discussions with children, including UASC
		Canteen and Food provision		Focus Group Discussions with staff
		NFI (clothes, laundry, books etc.)		DO about centre's NFI provision
		Staff presence and qualification		DO about adherence to technical requirements and standards for equipment and facilities
		Formal and non-formal education services provision		Other: _____
		Provision of free-of-charge on-site general health support		Don't know
		Psychological support provision		Don't want to answer
		Organisation of socio-cultural integration activities		
		Cash provision (Pocket money)		Extremely useful
		Prevention of Child Abuse	As a whole, in your opinion, how useful is the monitoring to improve reception conditions?	Quite useful
		Child abuse reporting system for survivals of physical violence and abuse		Not very useful
		Provision of tailored assistance to victims of sexual abuse		Not at all useful
		Other: _____		Don't know
		Don't know		Don't want to answer
		Don't want to answer		

4 Internal monitoring practices			
How long does the monitoring visit last (minutes)?	Numeric entry	What do the monitors usually check? (multiple choice)	Structural requirements
	Don't know		Canteen and Food provision
Don't want to answer	NFI (clothes, laundry, books etc.)		
Whom do the monitors speak to during the visit? (multiple choice)	Manager/director		Staff presence and qualification
	Coordinator		Formal and non-formal education services provision
	Staff		Provision of free-of-charge on-site general health support
	Children		Psychological support provision
	Other: _____		Organisation of socio-cultural integration activities
Don't know	Cash provision (Pocket money)		
Don't want to answer	Prevention of Child Abuse		
What are the methods used to collect data? (multiple choice)	Individual Interviews with the centre's manager	Child abuse reporting system for survivors of physical violence and abuse	
	Individual Interviews with children, including UASC	Provision of tailored assistance to victims of sexual abuse	
	Focus Group Discussions with children, including UASC	Other: _____	
	Focus Group Discussions with staff	Don't know	
	DO about centre's NFI provision	Don't want to answer	
	DO about adherence to technical requirements and standards for equipment and facilities	Who has access to the monitoring data?	Public
Other: _____	All staff		
Don't know	All staff involved in the monitoring		
Don't want to answer	Other: _____		
	Don't know		
Is the monitoring structured around a list of pre-defined indicators ?	Yes	Is there any output following the monitoring?	Yes
	No		No
	Don't know		Don't know
	Don't want to answer		Don't want to answer
If yes, how many indicators are included?	Numeric entry	What is the output of the monitoring?	Dashboard / factsheet
	Don't know		Report
	Don't want to answer		Debriefing
Does the monitoring include quantitative indicators?	Yes		Other: _____
	No		Don't know
	Don't know		Don't want to answer
	Don't want to answer	With whom are monitoring outputs shared?	Not shared
Does the monitoring include qualitative indicators?	Yes		With the staff
	No		With the children hosted in the reception centre
	Don't know		With relevant local authorities
Don't want to answer	With relevant national authorities		
How many indicators allow disaggregation by gender (approximately)?	76% - 100%		Publicly available
	51% - 75%	Don't know	
	26% - 50%	Don't want to answer	
	0% - 25%	As a whole, how useful is the monitoring to improve reception conditions?	Extremely useful
	Don't know		Quite useful
Don't want to answer	Not very useful		
How many indicators allow disaggregation by age (approximately)?	76% - 100%		Not at all useful
	51% - 75%		Don't know
	26% - 50%	Don't want to answer	
	0% - 25%		
	Don't know		
Don't want to answer			