

Chapter Ten

Experiences from Italy

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Overall National Context, Facts, and Legal Basis

Overall Context: Facts (and the Most Important Numbers)

Italy has been UAMS main entry point to Europe over the last years. Most UAMS coming to Italy are males, between 15–17 years. The report from the International Organization for Migrants (2018) shows that, once in Italy, the majority reported to be willing to stay in the country (79%); and a few reported the intention to reach Germany (4%), France (3.8%), the United Kingdom (3.6%) and other European countries. However, the percentage of those who feel Italy as a country of destination is much smaller.

Some data about the arrivals of UAMS to Italy between 2014 and 2020: 13,026 (2014), 12,450 (2015), 25,846 (2016), 15,779 (2017), 3,536 (2018), 1,680 (2019), 2,566 (until sept 2020). Most UAMS that arrived to Italy were males and 17 years old.¹ In June 2019, a total of 7,272 unaccompanied children (93% boys and 7% girls) were present and registered in different types of accommodation. Most of all registered UASC at the end of June 2019 were in shelters run by state authorities and non-profit entities (79% of the total in second-level reception centres and 5% in first-level reception centres), while 6% were in private accommodations – family care arrangements (UNHCR, UNICEF and IOM, 2019b).

Legal basis or National legislation, Relevant for Migrants

On 7th of April 2017, Italy adopted a new legislation for the protection of unaccompanied minors. The Law No. 47, entered into force on 6th of May 2017 (Legge 7 aprile 2017, n. 47) and represents the first example of an innovative and comprehensive legal instrument adopted by an EU-member State and relating to the rights of the unaccompanied foreign minors coming from non-EU-member States (without Italian or other EU member State citizenship). This law reinforces prohibition against expelling or refusing entry to unaccompanied children. The law recognises special vulnerabilities of unaccompanied children and guarantees them the same rights and protection afforded to Italian and other European children. The law requires identity procedures to be carried out on arrival of an unaccompanied child in Italy, and an inquiry to be conducted to determine what future actions will be in the child's best interests. Identification procedures should be concluded within ten days and be carried out in primary reception facilities. Facilities must meet minimum standards to ensure the child is adequately accommodated and their fundamental rights protected. The law provides that unaccompanied children must have access to the Italian National Health Service during their time in Italy and be admitted to educational institutions. They also have the right to be informed about legal representation, which should be provided free of charge, funded by the state. Other articles of the Zampa law amend or introduce procedures regarding family reunification, the provision of residency permits, access

¹ <https://www.statista.com/statistics/623525/unaccompanied-migrant-children-arrivals-to-italy/>.

to foster care, the training and appointment of guardians, and assistance for victims of human trafficking.

Although this law represents a positive step and an example for other countries, ensuring its effective implementation is likely to prove difficult. Providing unaccompanied children with sufficient accommodation, guardianship, health care and education requires, among other things, sufficient funding and capacity. Unfortunately, the quality and availability of these services in many places in Italy continue to fall below the standards envisioned (Lelliott, 2018)

In addition, there is the Decree Law No. 113 of 4 October 2018 (Decreto-legge 4 ottobre 2018, n. 113) – converted, with amendments, into Law No. 132 of 1 December 2018 (the ‘Salvini Decree’) (Legge 1 dicembre 2018, n. 132), which eliminated humanitarian protection and enrolment in the Register of Municipalities for young migrants reaching adulthood.

On October 5, 2020, the Italian Council of Ministers in Parliament approved the amendments of the so-called ‘security decrees’ that had deeply modified the rules on the reception of asylum seekers, those on rescue at sea, citizenship, and asylum in Italy.

The new ‘immigration decree’ reintroduces the form of humanitarian protection provided by the 1998 Consolidated Act on Immigration. The so called ‘special protection’ permit is granted to foreigners who demonstrate serious reasons, in particular of a humanitarian nature or ‘resulting from constitutional or international obligations of the Italian state.’ The protection lasts for two years and is not a mere extension of the permits for special cases introduced by the first security decree (Legge 1 dicembre 2018, n. 132).

Residence permits for special protection, for disasters, for elective residence, for the acquisition of citizenship or the status of stateless person, for sports activities, for artistic activities, for religious reasons, for assistance to minors, become convertible into a residence permit for work reasons, ‘where the requirements are met.’

Article 1 of the new current Government Decree also introduces a new principle of non-refoulement or repatriation to a state where human rights are systematically violated and prevents the repatriation of those who have a well-established life in Italy.

The ban on registering asylum seekers at the municipal registry office, with possible issue of an identity document valid for three years, is also removed. In July, the consult, which defined the rule prohibiting the registration of asylum seekers as unconstitutional following ap-

peals made by many asylum seekers throughout Italy, also intervened on this point.

The *Sprar/Siproimi reception system* changes its name once again and becomes the Reception and Integration System. In fact, the widespread reception system managed by municipalities is restored as a priority system, also accessible for asylum seekers and not only for the most vulnerable cases, minors, and beneficiaries of international protection. In addition, the first level services for applicants for international protection, which include material reception, health care, social and psychological assistance, linguistic and cultural mediation, Italian language courses, and legal and territorial orientation services need to be distinguished from the second level services that aim at integration and include work orientation and vocational training. Membership of the system, which is managed by the municipalities, will always be voluntary and there are no plans to abolish the Prefectural Reception System, the one that gave birth to the Extraordinary Reception Centres (Cas), at the centre of scandals for living conditions below minimum standards.

Minor Migrants in Transition to Adulthood: Situation and Challenges

At the age of majority, UAMS are not under the ‘protection system’ anymore. However, according to the law No. 47 (Legge 7 aprile 2017, n. 47, Art. 13.2), reaching the age of eighteen, the minor has the possibility to continue, not later than age of twenty-one, the integration process with the permission from juvenile courts and the request to and support of the Social Services (‘Servizi Sociali’), which allow for completing the integration process initiated by the minor subject even after the age of eighteen.

The former UAMS turning 18 face several risks, among which it is possible to list:

- Loss of the right of non-refoulement
- Loss of the right of non-expulsability
- Loss of the right to unconditional accommodation
- Loss of rights and guarantees linked to being a child

Of course, there are many factors that can contribute to make the step less traumatic and easier to overcome:

- Educational level

- Access to employment
- Housing independence
- Friendly and supportive relationships

To summarise the situation, it is possible to observe the following.

The first and most important *obstacle in the transition to adulthood* relates to difficulties in obtaining the necessary documents to be able to remain in Italy, above all the exceptionally long waiting times and the numerous and difficult steps required to obtain a residence permit. Of course, it is important to consider that there is an extremely limited window of time for most UASC due to their age (16–17 years old) upon arrival in Italy to equip themselves with the necessary tools (literacy, obtaining a middle school certificate, technical and professional training) and to become independent. Another common problem that emerges is the non-recognition of professional skills acquired in the country of origin. If we consider that most of the young migrants arrived in Italy have experienced violence, exploitation, and discrimination, it is easy to understand how difficult is for them to trust authorities, to build and to keep in mind their life projects. Furthermore, in some Regions the reception facilities and support network are not as developed as in other parts of the country, and so the opportunity to offer concrete help during time can be compromised.

But in this situation, we also have to consider that, despite the difficulties, there are many examples of *factors that favour a good transition*. To summarise them, we can affirm that:

To fight the risk of exploitation and exclusion, support to young adults when leaving reception facilities is crucial.

Law No. 47 (Legge 7 aprile 2017, n. 47) equips Italy with an advanced normative framework for the recognition of the rights and protection of UAMS in transition. This law reaffirms the absolute principle of non-refoulement, introduces new provisions on identification measures, provides for the creation of a social file for each future adult, and introduces the new role of the volunteer guardian as well as provisions to facilitate the realisation of the right to education and health.

Article 13 is particularly important for the purposes of this research because it introduced the possibility for Juvenile Courts to place former UASC under continued protection by the social services until the age of 21, to allow them to complete the inclusion pathways already begun.

As reminded in the report *At a crossroads: Unaccompanied and sep-*

arated children in their transition to adulthood in Italy (UNICEF, UNHCR and IOM, 2019a), a successful transition to adulthood, social inclusion and recovery from past traumas are intricately connected with the reception experience, whose benefits can be positively accrued. In the case of girls and young women, the inclusion in specific protection pathways and the strict rules attached to them may open or hinder many opportunities for social inclusion. Formal and informal relationships – both with adults and between peers – play a fundamental role in UASCS' and former UASC's transition to adulthood. Since the beginning of the inclusion process, educators in the reception facilities (or teachers in the Italian language schools or CPIAS) have played a key role. In addition, volunteer guardians have a positive role too, since they can support minors in finding their place within the social context in which they are defining their transition pathway and continue to act as a reference person, also when they turn 18.

To end, it is important to consider school and vocational training as a key step in the successful process of social inclusion. Similarly, work grants in Italy are viewed positively as a bridge to access employment, which is crucial for both unaccompanied foreign minors and adults.

Key Coordinating Actors

Actors (the Most Important in Italy)

State actors and other main actors:

- *The Ministry of Labour and Social Affairs* – Directorate General of Immigration and Integration Affairs is responsible for the registration of unaccompanied children and carries out family tracing of unaccompanied or separated children.
- *Police and other law enforcement agencies* are the main actors who initially engage with unaccompanied children and carry out the identification and placement procedures. They include the Coast Guard, Financial Police, and the Navy
- *Office of Immigration* is the body responsible for issuing documentation certifying the legitimacy of the child's presence as a migrant in the country, and receives the request for asylum
- *Regional and local authorities*. By law, regions have the task of establishing minimum requirements necessary for the provision of services and the management of residential care facilities for chil-

dren, but in doing so must still comply with the minimum requirements set at national level

- *Local social services* have the duty to report on unaccompanied children living in children's care facilities to the Juvenile Court
- *The Prefecture* is a body that represents the national government at provincial level and acts as a territorial Office of the Government regarding coordination of activities, relating to the procedures for first entry and assistance to unaccompanied children, between the Immigration Offices, regional, and local authorities.

Non-governmental organisations in Italy dealing with cooperation with developing countries must obtain recognition from the Ministry of Foreign Affairs to benefit from the contributions of Italian cooperation.

*AICS – the Italian Agency for Development Cooperation*² is one of key innovations established by the Italian law on international cooperation (Legge 11 agosto 2014, n. 125). The Agency began operating in January 2016, with the aim of aligning Italy with its principal European and global partners in the endeavour for development. Its basic model reflects the one used in the main European countries, and it must comply with the demand for more professional and innovative forms of cooperation, involving the methodological flexibility necessary in a continuously evolving scenario.

The key themes of the future are an equal distribution of wealth, guaranteed access to quality healthcare and education, and environmental sustainability. These are the challenges that cooperation should tackle and engage with, demonstrating a new 'economy of human promotion,' conceived to involve public and private agents, uniting culture, education, employment, rights, business, and community, and get inspired by European and Italian models. Moreover, international cooperation should provide concrete answers to men, women and children that flee from war and poverty.

Educational institutions, CPIA (Centri Provinciali di Istruzione per gli adulti). The CPIAS are Italian Public Schools that promote education of Italian and foreign young people and adults. They are a type of autonomous school institutions, articulated in territorial service networks to reach the greatest number of potential beneficiaries. Each

² <https://www.aics.gov.it/>.

CPIA, as part of its annual programming, can organise courses linked to curricular and extra-curricular projects, also in collaboration with other Institutions. The CPIAs offer literacy and Italian language learning courses for foreigners with A2 certification and 2nd level courses, aimed at obtaining a 2nd level secondary school diploma (former evening courses).

National protection system for asylum seekers and refugees (SPRAR) or other dedicated child facilities. The Protection System for Asylum Seekers and Refugees (SPRAR) is a network of local authorities that access the National Fund for Asylum Policies and Services within the available resources to implement integrated reception projects. At a territorial level, local authorities, with the valuable support of the third sector, guarantee 'integrated reception' interventions that go beyond the mere distribution of food and accommodation, also providing complementary information, accompaniment, assistance, and guidance measures, through the construction of individual paths of socio-economic integration.

*CoopDedalus.*³ Dedalus, a specific actor in the region of Naples, has developed a specific interest in the problems related to migration flows, carrying out research activities and innovative forms of intervention with the aim of promoting social and work integration, especially for minors, young people, and women in difficulty. For this reason, it creates low-threshold social protection services for non-EU prostitutes, information desks, 'on-call' cultural mediation services and manages a shelter for women in difficulty. The same track was also developed in other areas of social work, such as projects in favour of minors and young people in situations of unemployment, marginalisation, and deviance, managing territorial education services, pre-training, social accompaniment, and job orientation.

Communication/cooperation among different actors has been held in different ways:

- National Information System for Unaccompanied Minors (SIM). This system takes the form of a census information system, aimed at recording the entry of the minor into the national territory, regardless of their status as an applicant for international protection, and to monitor their subsequent reception path. System

³ <http://www.coopdedalus.it/>.

allows all involved parties (police, regions, municipalities, communities, and tribunals) to access a shared database where each, according to their competence and with respect to data protection, may enter, read, and update the information on children (arrival, age, identification procedures and papers, movements within Italy, basic information on family tracing, activation of protection procedures, and integration). The SIM also records information concerning missing unaccompanied foreign minors, namely the date and place of disappearance, as well as all previous reports of disappearance or tracing (European Migration Network, 2020).

- Different projects have been held to support coordination among actors, with aim to help minors to access the labour market at age 18 – e.g., Doti Project and Giovani Donne Project (Connect, 2014).
- Never Alone, for a possible tomorrow:⁴ an Italian initiative promoting both the autonomy and inclusion of young migrants in full compliance with the respect of children's rights, whose purpose is to create a new culture of reception. Nine foundations joined their efforts in the initiative – to promote the autonomy and inclusion of young migrants in full compliance with the respect of children's rights: Fondazione Cariplo, Compagnia di San Paolo, Fondazione CON IL SUD, Enel Cuore, Fondazione CRT-Cassa di Risparmio di Torino, Fondazione Cassa di Risparmio di Cuneo, Fondazione Cassa di Risparmio di Padova e Rovigo, Fondazione Monte dei Paschi di Siena and Fondazione Peppino Vismara. At the centre of this collaboration is determination to promote innovative solutions for the reception, integration and accompanying to adulthood of children from abroad and to help create greater awareness on this issue, both among the public opinion and the National and European institutions. Never Alone is part of the European program EPIM – European Program on Integration and Migration, whose results are collected, validated, and disseminated through an active monitoring system at National and European level that allows the identification of the implemented best practices and that promotes their on-line availability for the benefit of all Countries and Nations committed in the reception of young foreigners.

⁴ <https://minoristranieri-neveralone.it/>.

Cooperation and Coordination among Different Actors

In recent years, the change in the phenomenon of migration and the new paradigms on the theme of inclusion and integration have led many regions to adapt their laws in order to better react to the constantly changing reality. In general, the Regions have functions of planning, of coordination and evaluation of policies and allocation of financial resources for their full implementation, as well as a central role in defining welfare policies and access to social rights.

The most recent regional regulations provide for a greater centrality of municipalities in the exercise of functions related to immigration issues. Local governments, in fact, are no longer conceived exclusively as terminals of regional policies, but as true protagonists of their elaboration and implementation, particularly regarding welfare interventions.

The measures that Regions and Local Authorities are called upon to deal with extend from health, educational and social care to teaching of the Italian language, valorisation of the culture of origin, cultural mediation in services, training courses, to access to housing and job placement. In this way, an attempt is made to improve the coordination between the authorities of the various levels as much as possible to support UAMS.

The creation and enhancement of opportunities for beneficiaries of protection and citizens are important to contribute to the development of a sense of belonging and stability, but also for the exchange and mutual understanding. To this end, the support to meeting initiatives between holders of protection and citizens, socialisation opportunities such as sports, artistic and cultural events, but also forms of association and volunteering must be seen as important opportunities to promote integration. In this sense, participation of the holders of protection in voluntary activities is particularly important and is characterised by many advantageous aspects. Through volunteering, in fact, the holders can strengthen their sense of 'belonging' to Italy, actively contributing to the collective welfare of the host society by providing their time, skills and know-how.

It is important that holders of protection are involved in sports and cultural activities in the place of residence, as well as joining recreational and sports associations in the places of residence or stay.

The objective is to implement policies and tools through which the persons enjoying protection can immediately express themselves as protagonists in the places where they live. In particular:

- Strengthen the voluntary initiatives already present in many local realities to facilitate their dissemination throughout the country, also because of the latest regulatory changes in the field.
- Include the opportunity to participate in solidarity initiatives (volunteer work, public service, civil service) as useful tools for the integration process, also exploring the possibility of launching experimental projects of social utility work to be implemented in public and non-profit organisations.
- To put in place opportunities for meeting and socialisation involving civil society, offering opportunities for refugees and locals to meet and socialise, also supporting forms of association among the people received.
- Activate socialisation paths for minors through access to sports activities, using existing opportunities (Protocol on by using existing opportunities (Ministry of the Interior-CONI Protocol) and identifying new interventions.
- Encourage contribution of the owners, individually or in association, in the definition of asylum policies, such as their participation in the Territorial Councils for Immigration.
- Promoting activities in the field of art and entertainment in which Italian citizens and holders of protection actively participate.

In this regard, protocols for voluntary activities are a tool used for cooperation and coordination between authorities in support of UAMS, through which the Prefectures sign agreements with local authorities, other public entities, or bodies of the Third Sector to involve migrants in public utility activities in favour of the local community.

The need to promote the extension of volunteer activities, already provided within the SPRAR, responds to the line of intervention of the Ministry of Interior in accordance with the needs expressed by local administrators to overcome the condition of ‘inactivity’ during the reception period, which has a negative impact on the host social fabric, sometimes generating intolerance from the population. The importance of involving foreign migrants in ‘useful’ activities, reactivating personal resources, creating concrete opportunities for aggregation and confrontation with the local population allows to prevent the risk of developing passive attitudes of welfare and distrust of the system.

This type of initiative, which involves both institutional bodies and

third sector and private social organisations (from trade unions to training centres, from the managing bodies of reception facilities to cultural, sports, environmental, artistic, recreational, religious and voluntary associations), represents a concrete opportunity for beneficiaries to socialise, discover the territory, improve knowledge of local customs and traditions, cultural exchange, promotion of values such as participation, respect, freedom of expression, the respect, freedom of expression, inclusion, and a real laboratory of professional training.

Key Competencies Needed for Professionals, Ensuring the Acquisition of Needed Competencies

One of the main objectives and responsibilities of professionals working with unaccompanied foreign minors is to guarantee the protection of their rights and make sure that they are respected and integrated into society. To understand and effectively take care of migrants, it is necessary to consider their cultural affiliations, their ways of thinking, but also their migration experience.

From a psychological perspective, it is imperative to provide a setting where they feel welcomed and create spaces where they can express their needs and desires. Good communication is also essential in constructing a 'working alliance' with them, especially at their arrival, when they are in the greatest need of information.

On the legal side, the professional must ensure that the rights of UAMS are protected and that they are respected.

It is also important to have a direct and constant dialogue with the structure in which the child is hosted and with the Social Services in order to coordinate with them, actively participate in the daily choices that concern the child and agree on a path towards autonomy.

Among professionals, working with unaccompanied minors, the social worker plays a fundamental role. Social workers advocate for unaccompanied minors in several ways. They face various challenges while working with unaccompanied minors, they come through interaction with the unaccompanied minors, colleagues, other actors, and the system. Those professionals work towards improving the quality of life of people, promoting social justice (including that of immigrants and refugees).

In Campania Region – Italy there are universities and some public authority that offer high-level training courses for professionals working with unaccompanied foreign minors, such as:

- Pegaso Online University⁵ that offers a Master on ‘Reception, Protection and Inclusion of Unaccompanied Foreign Minors’; The master’s degree is intended for graduates, mainly in humanities, legal and sociological disciplines, interested in integrating the knowledge acquired in their degree courses.
- In addition, teaching staff at schools of all levels, public administration staff, police forces, NGO operators, social workers and cultural mediators may find the training course a useful practical tool for managing the phenomenon of unaccompanied foreign minors.
- Guarantor for Childhood and Adolescence of the Campania Region Italy – training course: ‘Volunteer Tutors for Unaccompanied Minor for the integration of the list of the Juvenile Courts of the Campania Region.’

Findings from CiSOTRA Qualitative Research

In discussions with stakeholders, some facts emerged:

- The Municipality and municipalities in general, with the involvement of the regions and the province, are the most appropriate work coordinators for UAMS in transition to adulthood.
- There is need for a multidimensional approach that involves every stakeholder (central government, local governments, economic and social partners, NGOs, universities, and schools, etc.)
- A participatory process designed for the main institutional stakeholders involved in the reception and care of the UAMS is needed in order to find appropriate and tailor-made solutions.
- Monitoring is recognised as the instrument to drive the mechanism, which arises from the fundamental need to collect information to highlight positive and critical elements to be brought to the attention of the responsible institutional bodies.

Relevant Good Practices

Below, some good practices are briefly presented (for more practices, see CiSOTRA, 2021, pp. 76–92).

International Project INTEGRA – Supporting Unaccompanied Minors’ Transition to Adulthood

- Responsible organisation: for Italy – CESIE.

⁵ <https://www.unipegaso.it/website/en>.

- Short description: Considering the needs of care-leavers and of professionals working with them, INTEGRA project was designed to address the need to equip residential care professionals to successfully support the social and professional integration of unaccompanied minors who were leaving care-systems.
- Duration of the project: 2018–2019.

Pathways for Education, Employment, and Integration of Young Migrants

- Responsible organisation: Directorate-General for Immigration and Integration Policies – Ministry of Labour and Social policies (Italy).
- Short description: The project was based on the provision of an individual integration plan (which includes tutoring, counselling, career guidance, job orientation and a 5-month internship in a private company), aimed at supporting unaccompanied minors and young migrants to gain self-sufficiency and access to the labour market. By the end of the project, approx. 2,000 internships were expected to be granted.
- Main actions: (a) profiling and needs assessment, (b) offering of a personalised set of active labour market services (tutoring, counselling, career guidance, job orientation, internship), (c) provision of an endowment to intermediary societies providing job orientation and active labour market services (2,000.00 euros for each beneficiary taken in charge); to enterprises for tutoring the internship activities (500.00 euros for 16 hours of tutoring); to beneficiaries for attending the internship (500.00 euros per month for a maximum of 2,500.00 euros).
- Job scouting, job searching, on-the-job coaching.
- Duration of the project: 2016–2019.

Apartments for Autonomy

- Responsible organisation: Initiated by Tuscany region
- Short description: Introducing a new type of diffused hospitality into the system for the reception of children and adolescents.
- Main activities: elaboration of an individualised educational plan, skills assessment process, performing useful work socially, guidance/counselling, support for individual autonomy in everyday

life, Italian language training courses, training paths aimed at acquiring transversal skills, integration paths and school support, recreation and socialisation activities, sports activities and volunteering.

Supervised Independent Living and Housing Solutions for UASC and Former UASC

- Responsible organisation: three housing providers from Milan – the Social Cooperative ‘La Cordata,’ the Social Cooperative ‘Comunità Progetto’ and ‘Pio Albergo Trivulzio.’
- Short description: Accommodation was offered in apartments located in various areas of Milan where continued protection had been granted to UASC, together with a gradual acquisition of autonomy and responsibility. Young adults had the opportunity to interact with flat-mates and other residents of the same building, thus avoiding ghettos. The role of a reference person for the apartment was crucial even if limited in terms of hours of presence, to provide guidance in the pathway towards autonomy.

Conclusions and Recommendations from CiSOTRA Project, Specific for Italy

From the discussions at the CiSOTRA events, literature review and interviews, we can extract the following recommendations for Italy.

Recommendations Related to UAMS

- Recognition of skills.
- Alphabetisation of migrants.
- Essential interventions to make the travels of unaccompanied migrant children safe, also of those who decide to leave Italy; partnership projects should be created with countries of origin.
- Need to support the transition paths from the minor to the age of young migrant; some proposals to support transition:
 1. Implementation of support programmes that focus on empowerment, autonomy (can also be in the form of mentoring).
 2. Support in transition should start as soon as a child enters the residential structure; Transition plan should always involve the development of a life project connected to passions and interests of UAMS.

3. Control of reception system to verify what are the tools that are available for the teens leaving structures at the age of 18.
 4. Structures where unaccompanied minors live shall help them to learn how to live in the 'community' by making connections within local communities, in the neighbourhoods where they could live in a territory and not only inside the structures.
- Continuation with initiatives that prepare migrants for the labour market (all initiatives shall be implemented with high quality, and carefully monitored).
 - Facilitate the access of UAM and young migrants and refugees who turned 18 to the job market by strengthening the cooperation between the reception system and employment offices.
 - Offer every UAM a volunteer guardian adequately trained and able to respond to his/her specific needs, even during the phase of transition to adulthood.
 - Promote safe and appropriate family or community-based alternative care arrangements.
 - Support the custody system.
 - Foster and increase the opportunities for meeting and interaction between UASC and former adults.
 - Ensure that all UAMS and former UAMS at risk can benefit from psychosocial intervention measures of prevention or response, appropriate to their age, gender and cultural specifics.
 - Promote intercultural and interreligious dialogue as an instrument of integration and to counteract the culture of racism and the risk of growing islamophobia.
 - Promoting the active participation of UAMS in transition to adulthood in economic, social, and cultural life, also through business activities, especially in innovative sectors, also through the promotion of tools such as micro-credit, business start-up support services, favouring access to credit by beneficiaries of international protection.

Recommendations for Providers of Services: Actors, Organisations, etc.

- Ensure consistent and adequate training of professionals that work in the area, enabling them to effectively respond to the needs of UASC and those turning 18.

- Specialisation of professionals and cultural mediators.
- Continuous training for professionals.
- Need to guarantee effective synergy and collaboration amongst the various stakeholders operating at the centralised level and structured throughout the territory.
- Need of multidimensional approach that involves every stakeholder (central government, local governments, economic and social partners, NGOs, universities, and schools, etc.) to achieve a better understanding of the strengths and weaknesses and, therefore, of the possible solutions to ensure equality and citizenship opportunities to fulfil specific needs.
- Continue with initiatives that support intercultural dialogue as an instrument of integration and to counteract the culture of racism and the risk of growing islamophobia.
- On the educational level, it is necessary to create more adequate channels within the education system, starting from a greater awareness of the needs of unaccompanied migrant children, and to look into how the past could influence their future training and work choices.
- Information and awareness-raising of the local population about migrations, types of migrants, the characteristics of their presence in Italy, Europe, and the world. etc.
- Continuous training for legal experts and psychologists.
- Promote the role of a peer operator.
- Activities aimed at influencing the choices and orientations of public administrations, and local, regional, and national governments, as well as national and international institutions, and of the EU. In this context, the associations carry out both individually and collectively, actions aimed at guiding the choices of municipalities, regions, and national government by organising political and cultural campaigns of a general nature.

Recommendations are also in line with findings from the publication *At a crossroads* (UNICEF, UNHCR and IOM, 2019a).

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