



National research

Focus on Migrants and Refugees

PAUSE Project - WP 2 Needs Analysis
UK/10/LLP-LdV/TOI-328



1. National/regional statutory policies, strategies and action plans relating to the employment of the target group – what do they dictate or facilitate?

Competencies of local public institutions towards foreign citizens

Regions: Its main task is to plan interventions in favor of foreign citizens who have migrated here. This is done by preparing a three-year plan for social integration.

Provinces: Their principle task is to co-ordinate the projects for the social integration of foreign citizens in their territory and to monitor what is being accomplished. They can also provide economic assistance to registered associations.

Municipalities: Their main duty is to work for the social integration of foreign citizens by realizing the programmes designed by the Regional administration with the help of associations and volunteer work. They also help with the expenses for the transfer of deceased foreign citizens back home in case their families cannot afford to do so.

Migrant and Citizenship

The main regulation concerning the granting of citizenship is law n. 91/1992. Italian citizenship is obtained automatically "by birth" according to the principle of "*ius sanguinis*" (literally, "blood right") or if you have children of mother or father Italian.

But there are also other cases where it is recognized Italian without submitting any question if you are born in Italian territory from unknown parents, stateless persons or foreign nationals belonging to countries whose legislation does not provide for the transmission of citizenship to children born to parents 'Foreign and if an Italian citizen acknowledges paternity or maternity of the subject still a minor, if you are foreign minors but is adopted by an Italian citizen. Even those who are of age, if adopted by an Italian citizen can obtain citizenship, but must submit an application and reside in Italy for at least five years.

Those born in Italy to foreign parents may instead obtain Italian citizenship for "voluntary acquisition", if they have resided continuously in Italy until the 18th year of age if applying for citizenship before the age of 19 years.

There is a range of other situations where you can apply for Italian citizenship. This is the case of the descendants of Italian citizens (the second degree of direct lineage) that have some requirements: those who perform military service in the armed forces and declaring beforehand that he wants to acquire Italian citizenship, those who take public employment with the State, all 'abroad, and declares its intention to acquire Italian citizenship, who resides legally in Italy for two years at the age of majority and declare, within 19 years, he wants to acquire Italian citizenship.

It is a right to obtain citizenship by marriage, which can do wonders who is married to an Italian citizen and resident in Italy for at least two years after the marriage (three years if you live abroad).

Finally, you can become Italian citizens for residence is the case of foreigners living in Italy for at least 10 years, who has served, even abroad, for at least five years employed by the Italian State, the national of a State of the Union lawfully resident for at least four years in the Italian territory, statelessness and refugees residing legally in Italy for at least five years.

For foreigners residing in Italy for at least 10 years to obtain citizenship is not considered a right but a concession given to the assessment of the state and the national community. It is therefore the administration to decide on the granting of citizenship.

Finally, citizenship may be granted by the President of the Republic, where the stranger has made "outstanding services" to Italy or if exists a great interest of the state.

In Italy the debate on legislation for citizenship has been ongoing for years, with various bills presented. The unified text already approved by the Commission for Constitutional Affairs, provides for a tightening of rules on naturalization, which is still mainly based on "*jus sanguinis*".

The Emilia-Romagna Region has approved a new regional law to facilitate the social integration of foreign citizens. With this law, the Emilia-Romagna Region aims to achieve the objective of greater social coherency between new and native residents in compliance with the laws, whilst promoting access to public services existing in the region.

The law is also a working tool available to those who, in various ways, (Municipalities, Provinces, non-profit-making organizations, organized associations (trade unions, business associations, etc.), associations of foreign citizens etc.) contribute to improving the living conditions of foreign citizens

It concerns all foreign citizens living in Emilia- Romagna with regular residence permits and in particular:

- Citizens from non-EU Countries
- Refugees
- Those without any citizenship
- Asylum seekers
- Foreigners exempt from expulsion
- European citizens in need of assistance also fall within the remit of the new law.

The new regional law set up the Regional Committee for the Integration of Foreign Immigrants which has the task of helping the Regional Authority of Emilia-Romagna realize its policies of social integration. The chairman of is a commissioner in the regional government.

It is made up of 18 representatives of the foreign community (two from each province) and representatives of the commune (the city council), of the trade unions, of employers, of nonprofit organisations, of associations and of the school system.

The object of the new committee is to give each and every foreign citizen the possibility of participating actively in the public and political life of the regional community. The regional council encourages the creation of local committees and favours the presence of immigrant representatives in the city and provincial councils.

Intercultural intermediaries are important because they permit foreigners to take full advantage of all public services. With this aim in mind the regional authority encourages the involvement in service

provision of people qualified to be intercultural intermediaries and promotes the training of intercultural operators to work in direct contact with foreign citizens.

The law supports:

- multicultural centres which enable different cultures to meet
- public initiatives aimed at improving information and communication concerning immigration
- the realisation of initiatives in art, culture and sport aimed at emphasizing the best qualities of the cultures of the countries of origin and at creating opportunities for coming together.

The new law gives immigrants the same rights as Italian citizens with regard to requests for public housing, help in buying a house, making alterations, and building a first house for habitation. The regional administration supports housing associations with social welfare objectives which administer accommodation and help immigrants in their search for a home.

Foreign citizens with regular residence permits have the same rights to health care as Italian citizens. Family counselling centres offer immigrant women the same benefits and services as they provide to Italian women. Obviously, health care for minors (less than 18 years of age) is guaranteed. Foreign citizens who do not have regular residence permits are guaranteed medical services and hospital care, in the case of both accident or illness, even when long term care is necessary. They can also take advantage of preventive medicine to protect their own health and that of the entire community. A foreign citizen is not reported to the police if s/he uses the medical service but is not in possession a legal residence permit (article 35 of the law no. 286 dated 1998).

Minors (under 18 years of age) are guaranteed full rights to study and can take advantage of all school services (school refectory, transportation, free textbooks, scholarships etc.). Smaller children can take advantage of the services for infants (childcare centers, centers for parents and children, playing spaces...). Foreign citizens enjoy the same rights regarding professional training opportunities and instruction as Italian citizens.

The regional, provincial, and the city administrations promote Italian courses for both adults and minors and encourage initiatives that to make it easier for foreigners to enter the labor market by providing information, guidance and training

The provincial and regional authorities promote the entry of both immigrants and Italian citizens into the world of work on the same terms, whether it be as a freelancer or as an employee. Equal opportunities are also given to those who want to start a firm or cooperative.

The Emilia-Romagna Council intends to set up a regional centre concerned with discrimination with the following remit: **It must** keep watch for any discriminating phenomenon or behavior; **Provide** legal assistance and guidance to foreign citizens who are victims of direct or indirect discrimination, whether it is for racial, ethnic or religious reasons.

Protection for victims of violence and exploitation

The Regional administration, in collaboration with the city administrations and health service agencies, promotes the realization of programmes of protection, assistance and social integration for people who are

victims of violence or serious exploitation (for example in the field of prostitution).

Remember that article 18 of the law no. 286 dated 1998 provides for a special residence permit to be issued by the police headquarters to enable those who decide to free themselves from the control of criminal organizations to start a new life

Programme 2009-2011 for the social integration of foreign citizens.

Transversal programming tool provided by the regional law 5 of 2004 on the 2009-2011, three-years program for the social integration of foreigners puts the growing presence of migrants in the area at the center of the various policies.

The various goals of this second three-year program, which received the green light by the Legislative Assembly of Emilia-Romagna December 16, 2008, move along three strategic axes:

- The promotion of Italian language and literacy to foster the process of integration and enable citizens to full citizenship. The path of learning the language should be considered as part of a more comprehensive knowledge of the principles of Italian civic education. It should also devote special attention to foreign women, to react to situations of isolation.
- The promotion of full social cohesion through processes of learning, training and mediation on the part of foreign citizens and Italians.
- The promotion of activities to combat racism and discrimination, working on several aspects: prevention and education, support for projects and actions to eliminate the basic situations of disadvantage, of guidance, assistance and legal advice, and constant work of observation of the phenomenon in the region, with particular attention to the role of the media.

2. What are the unemployment levels in the target group- what is being done to support their integration in your region/country?

Foreigners are distributed on the national territory in a rather patchy, predominantly in northern and central areas, and continues to the urban character of the phenomenon: a stranger citizen out of 10 live in a metropolitan city and a third of migrants can be divided among the 12 major Italian cities.

Foreigners residing in Italy on 1 January 2010 is 4,235,059, representing 7% of the total residents. Compared to January 1, 2009 increased to 344,000 units (+8.8%), higher still very high, although lower than in previous years (+ 13.4% in 2008 and 16.8% in 2007) due to the decrease of inputs from Romania.

Emilia-Romagna region counts 461,321 foreigner citizens with an impact on the total resident population of 10.5%, a figure significantly higher than the national (7%), however, an increase of 9.5%. Foreign women are at a regional level for 50.7% of the foreign resident population while the Moroccan nationality are prevalent (14.6%), the Romanian (13.1%) and Albania (12.6%).

At the beginning of 2011 – one year later -, migrants in Italy are about 5 million, with a slight predominance in women, with values exceeding 10% incidence in areas such as Emilia-Romagna. The Province of Parma has passed the fifty thousand units while, as happened last year, overtaking the female component that is reaching almost 51%.

The substantial increase in the volume of migration flows can speak of a clear trend towards a process of feminization of migration.

Among the causes that contribute to this migration there are significant changes in the organization of the labor market and production systems of the countries of destination (outsourcing, de-industrialization, growth of the informal economy) that have contributed, among other things to an increase in demand for female labor in the service sector, including services to individuals and families.

With regard to the nationality of migrants, 137 nationalities are those found in the province of Parma. The three most represented at the beginning of 2010 are, in order, the Albanian, the Moldovan and Romanian, which together comprise 33.5% of the foreign resident population. Those that see the highest percentage of women are the Ukrainian (79.7%), the Polish (70.3%) and Moldova (66.1%).

Migrants and the Labour market: a national and regional perspective¹

The Seventh Report of the National Council for Economy and Labour (CNEL) "*Indexes of integration of immigrants in Italy*" released on July 2010, aims to illustrate the potential for integration of immigrants through the Italian territory measuring three indexes: territorial attractiveness, social integration and job placement, which were built on the final absolute index (referring only to immigrants) on the final index (comparison between immigrants and Italians).

The difference between a territory and another is due to different values assumed by both indicators of social inclusion (such as early school leaving, accessibility to the property market, access to citizenship, crime and the ability to form a family), both indicators of job placement (as the absorption capacity of foreign workers as part of the market, the use of immigrant labor, labor income, the gender pay gap and the rate of self employment).

The final index developed by CNEL allows to identify:

- the local context with the highest integration potential (complete list),
- the local context that, although not necessarily the highest potential, can achieve greater equality between immigrants and Italians with regard to the socio-business (differential ranking), on the assumption that in an area integration processes favorites are still when in the concrete areas of social life and employment, there are an uneven playing field between Italians and foreigners.
-

The Report of CNEL on the integration of migrants puts the Emilia-Romagna region, which has the highest potential for integration of immigrants and the province of Parma first among the Italian provinces.

The Emilia-Romagna region of the province of Parma in this measurement does not excel at all, are respectively the 12th and 54th place. It's clear that the challenge we should be asking is this, working to ensure that this disparity is apparent in the general terms of socio-employment between immigrants and Italians go slowly dwindling.

A prerequisite for integration processes (...) can plausibly point to a success (...) and to be credible, is that actors of the process are recognized in advance each other as partners, on a equal basis. (...) This is why, if you really want the recognition of equal dignity for immigrants and natives (which integration policies are primarily to establish and ensure the formal, *de jure*) is a condition prior to the start integration processes, such recognition would have to find a concrete translation into a number of real

¹ Source: CNEL "*VII Rapporto sugli Indici di integrazione degli immigrati in Italia*", Luglio 2010.

aspects of social life; aspects which should, therefore, the same policies of integration are nevertheless called on to intervene to enforce the equality between natives and immigrants in the area. "

In general, the CNEL Report shows that in Italy the process of integration of immigrants are more positive in a small scale context, where there are a multitude of small and medium-sized businesses that are more inclusive for immigrants, despite the large urban areas where there is large industry.
Labour market for Migrants in province of Parma²

Starting from the third quarter of 2009 in the province of Parma a recovery in demand for employees is occurring.

This first phase of recovery has found its hub in export growth, a fact that unites the latest provincial economic development to national and regional macro-economic framework. But on the road to recovery, Parma seems to have done more road compared to the Emilia-Romagna region and the whole country. It remains very weak domestic demand side, still standing.

Observed over the last fifteen months (from July 2009 until September 2010), local units of enterprises and institutions residing in the province of Parma, were restored to around 1,600 jobs, previously destroyed by the crisis.

The recovery in labour demand is happening anyway through work and organizational flexibility, while the economic environment remains highly uncertain. Until now, essentially, the creation of new jobs can see a clear dominance of fixed-term relationships, with strong characterizations on the side of temporary employment and intermittent work (or *on call*).

Although, for the moment, there are still no signs of significant recovery of employment for an indefinite period, the economy and the labour market in the province of Parma, though with difficulty, going by the crisis better than regional and national. The local system indeed seems to take advantage of significant differences in competitiveness and social cohesion which existed before the recession.

Hires in the whole economy of the province of Parma have grown continuously from July 2009 to September 2010, and this growth seems to be still in place (as we anticipate the data to 31 December 2010 contained in the most recent economic report under construction). More precisely, hires related to employment of foreign workers, in the third quarter of 2010 grew by 38.6% and short-term tendency of 9.1%, against a trend change, referring to all the Italian and foreign workers, of 21.4 % and 4.1% of the economy, revealing how the foreign component of the local labor market has been particularly dynamic in the recovery phase.

This dynamic has meant that over the last twelve months monitored (ie from October 2009 to September 2010) 1409 jobs for foreign workers have been created in the province of Parma. The photograph of the sectors where job creation has taken place this fits perfectly with the picture of the recovery process locally.

² Source: Province of Parma OML *"Il mercato del lavoro per i cittadini stranieri in provincia di Parma. Principali lineamenti di evoluzione"*
Rapporto 2010", May 2011

One observes a significant recovery in employment in the "periphery" of the services more directly related to production and sales of industrial enterprises: the export-led recovery has created 397 jobs in transport and logistics and the fact that companies tend to favor outsourcing and strongly relying on external labour supply is reflected in the 419 jobs created in business services, the recovery of manufacturing activity, especially in the general engineering where there is a strong weight employment of foreigners, marks the first positive balance of 188 units.

This first stage of recovery involves the creation of jobs also in the task of trade and hotels and restaurants in more than 195 jobs for foreign nationals during the period.

It grows moderately employment of foreigners in agriculture (98) and in the aggregate residual of the other services (110 units, excluding domestic workers and carers).

From this framework, as stated above, are excluded, however, the movement of employment of domestic workers and caregivers who, starting from early 2009 are now difficult to quantify because of the new regime with simplified procedures that has come to establish a structural gap in information flows, that would result in particular as regards the figures for the year 2010 a very probable incompleteness of the information currently available: the 3348 starts to work for domestic workers and caregivers in 2010 are certainly underestimated. Nevertheless, even considering this factor of distortion, it remains impressive flow of foreigners, especially women, which is annually sent to work in professions related to care work and home, still in great demand by families residing in the province.

Assuming that for the provincial level, at present, are not yet available official estimates, according to Istat, unemployment of foreigners in the year 2010, it is still possible to make comparative assessments on the year 2009, the year who has seen the culmination of the previous phase of the crisis.

Even in this difficult year for the whole of the population residing in the province of Parma there was an unemployment rate of 3.8%, virtually half the Italian (7.8%), lower than the average in Northern Italy (5.3%).

If you look at the unemployment of residents with foreign citizenship is obtained, even in this hard years of crisis, a similar picture: The unemployment rate of foreigners in the province of Parma is 6.4%, well below the average level (11 , 2%) found both in the country in the North division.

This is a synthetic indicator of the apparent high level of integration achieved by foreign workers in our labor market and is fully consistent with the findings of a recent report of the CNEL, according to which, according to data for 2008, the province of Parma have recorded the highest potential for integration of immigrants nationwide.

As mentioned above, for the year 2010, does not yet have official Istat statistics on foreigners employed and unemployed in the province of Parma. However, the availability data of the overall population in 2010 indicate that unemployment is not significantly increased, nor in relative terms (4.0%) or in absolute terms (8,000 unemployed). This offers hope that even for foreign nationals to the general terms of employability remain good, even if the path to recovery is still long and uncertain.

Refugees: some critical points regarding training and work³

³ Source: notes from Emilia-Romagna region working group on Social Inclusion and Vocational Training, 2010

Over the past five years the refugee population has grown in the Emilia-Romagna region (about 4500 admissions) and has gradually stabilized. At least 50% are people who arrived after 2000, mostly young and male. Also increases unaccompanied minors seeking asylum.

The Italian state, in its various institutions, took responsibility for the people to whom it is granted international protection (though with refugee status, equivalent to Italian citizens).

Between late 2009 and early 2010, the Regional Project "E-R Land of Asylum" has found a number of critical issues regarding the possibility of integration of refugees.

Broadly these include:

1. Difficult to access and attend training courses for:
 - numerical shortage of courses and posts
 - Selectivity of beneficiaries which make not accessible to newly arrived refugees (for lack of knowledge of Italian, for failure to recognize diplomas or compulsory education, as unemployed and not unemployed ..)
 - courses are not free or at low cost
 - reduced ability to carry out internships and scholarships to take advantage of work: (for access to training the fulfillment of compulsory education is required: since refugees do not bring any formal qualification with them and / or have it legalized by the authorities - and the Geneva Convention provides that are exempted from producing such documents -, they should be allowed to simply prove by specific tests their competences and knowledge;
 - Lack of support measures (attendance allowance, transport passes ..)
 - Little or no job opportunities.
 - then, to enroll in VET courses and for attend trainees, the tax code is needed (the slip of a receipt is not enough) and usually it's delivered months later their arrival.

2. Low effectiveness of Italian language teaching: The level of learning is often poor (for use colloquial-daily), the needs of maintaining the person take precedence over participation in courses, affecting medium-to long-term social integration difficult. Only some local Authorities program or favor the application to institutional courses of good quality, while others entrust this task to the voluntary sector (especially for those who are not in shelters).
It should be noted that the next "integration agreements" if it relates to the refugees, will be an obstacle to the acquisition of citizenship (already not easy) for people with limited knowledge of Italian.

- 3) Problems in access to and use of employment services : The projects devoted to asylum seekers should work to avoid people waiting for answer by the Territorial Commissions, stay for months without doing almost nothing. Given that the average duration of reception is 6 months, we try to make best use of time, encouraging the attendance of Italian language courses and vocational courses.

Asylum seekers and political refugees. The situation in province of Parma⁴

As for people who migrate to escape war, violence, humanitarian crises, lack of democratic freedoms and civil rights, the number of residence permits valid until 31/12/2009, is rather limited, 406 among refugees, asylum, subsidiary protection and humanitarian. In Emilia-Romagna region, the total number of residence permits for the types listed is 3,355. At the national level (UNHCR figures) are 55,000 refugees, a small amount when you consider Germany (593,799), United Kingdom (269,363) and France (196,364).

The figures released by the police of Parma for 2009 are growing. We came from a decline for the year 2008 (376) and 30 more admissions are slightly higher than the 2007 figure (381).

In line with previous years, the Province of Parma has activated the "Point Provincial Asylum" (then, Point) non-profit organization run by CIAC. The door, available to 46 municipalities of the province of Parma (South-East District, District of Fidenza, Taro and Ceno Valleys District, District of Parma with the exception of the capital-town), implementing measures to provide information, guidance, advice and support in favor of asylum seekers, holders of subsidiary protection and humanitarian assistance and refugees, with particular attention to those excluded from the programs of institutional accommodation and assistance.

There are 295 people who have apply to the Point in 2009. A decline of 16% compared to 2008. Almost all have returned several times during the year due to the complexity of the situations or the emergence of new problems. 54% of the total had the first contact with the Point in 2009. As highlighted in the report of activities in 2009 CIAC non-profit organization, the greater the diversity of nationalities of origin of users, increase the number of women as well as situations of particular vulnerability legal, social and health care.

It highlights in particular:

- A decrease of asylum seekers with a request already formalized at a police station: from 34 to 25 in 2008, of which only 5 have been accessed for the first time at the counter in 2009.
- An increase of potential asylum seekers, 71 to 100 (34% of the total), including 62 new situations;
- even a drop of refugees (35 to 44, or 12% of the total), and holders of subsidiary protection and humanitarian assistance (94 to 170), which still represent about one third (32%) of those who present themselves at the counter.

About the nationality, the most numerous are the citizens of Nigeria (an increase from 32 to 54, representing 18% of users overall), Côte d'Ivoire (down from 56 to 43, or 14%) Ethiopia (40 to 30, 10%), Sudan (51 to 40, 8%), Afghanistan (from 12 to 21, 7%), Eritrea (in sharp decline, from 61 to 21, equal to 7th%) and Somalia (12 to 19, 6%). With regard to gender, in 2009, has confirmed is a predominant male users (246 men). Women who contacted the service were 49 (16% of total). Compared to 2008 (34 hits, 10% of the total) and 2007 (30 hits, 9%), there is still a steady increase in women. Moreover, among women there is a larger number of first visits than men: 65% of them contacted the service for the first time in 2009, that percentage stands at 51% for men. The approaches are many more women from Ethiopia (15), Nigeria (10), Côte d'Ivoire (7), Pakistan (3).

4

Most of them requests for legal assistance (134 people, 45% of total users), an increase of 6% compared to 2008. In addition, constant access to situations "with multiple needs" (67 persons, 23% of the total, in line with the values in previous years), characterized by demands in both the legal community health (with reference to personal history, the events of suffered persecution and violence, to individual problems, the difficulties encountered in the path of escape and entry into Italy). Finally, there is meaningful access to persons making requests for help within the predominantly social (94 people, 32% of total users), to the reception, despite a decrease compared to previous years.

It thus confirms the existence in the territory of the city and the province of Parma of a large number of people in extreme hardship and social housing, with a need for assistance. This is in majority (61%) of men as "new arrivals", who in 2009 have moved to Parma from other cities, mostly from the South in search of job opportunities and training.

The doors of the City of Parma, in 2009, occurred 166 people, or 21% less than in 2008, when access to the door had been 210. The majority of users (97, 58%) were young people under the age of 30 years, including 2 children. Only one case of a person with more than 45 years was turned to the door of the City.

Among the principal nationalities: 49 Côte d'Ivoire (29.5%, but down compared to 2008 when they were 79), 44 Nigerians (26.5%, up from 19 in 2008), 9 Ethiopians (5.5%) and as many Eritreans and Afghanistan.

The main demands made by users were:

- Orientation procedure application for international protection
- Orientation to Health Services
- Orientation to Social Services
- Career guidance and vocational training courses
- Guidance for submission legal-action review
- Cultural mediation
- Guidance for language courses

Traders also pointed out that the difficulty remains for those seeking international protection in waiting to verbalize his application to join the National Health Service and, therefore, access to care, if not through an STP. In total, during 2009, have passed within the structures of the second reception of the Municipality of holders of 110 persons seeking international protection.

3. What are the attitudinal barriers to employment experienced by your user groups?

The greatest part of the people we interviewed they claim a general racist attitude, a large portion of Italian citizens are still afraid by "black skin", they're still suspicious towards foreign people. When we address employment issues, in the opinion of people interviewed this general fear is translated in two main myths:

- Migrants and refugees are not skilled. If in many case, this attitude prevents migrant from obtaining job, in many other cases prevent migrants from obtaining good job. Most of them claim that the work they get is not in line with their competencies and experiences and this happens only because they are migrants;

- Migrants and refugees are not reliable since they not have knowledge about rules, especially schedules

4. What are the main myths, concerns and negative stereotypes for the target group which are preventing employers from employing them, as perceived by your stakeholders?

- Generalisation: misbehaviours of a single are misbehaviours of the whole community
- They're dogmatic, not flexible (especially Muslims)
- Race and ethnicity (e.g.: to be coloured is a negative tract (in aesthetics sector))
- Religion
- Cultural distance
- All Islamises are dogmatic
- Some ethnic group are to be avoided
- Prejudices are different and linked to ethnic belonging: African are lazy and not reliable; South Americans are violent
- They lead more problems to manage, other than work
- More crime
- Italians must be preferred to migrants
- Migrants are not affordable, since they don't possess skills and don't know local culture (especially regarding time respect), so it's not useful invest on them for long-terms paths
- Significant differences are associated with economic sector and urgent need for workers
- Since they're not stable (home, work, schools, ...), then they're not reliable
- They can't communicate with other (colleagues and employers)
- Migrants workers need to be more controlled

5. What is your regional/national situation relating to racism, racial discrimination and xenophobia?

What follows is part of the report containing the analysis of data collected by the anti discrimination center established by Emilia Romagna region in Bologna.

Preliminary notes

Internal factors that affect data collection: training, data collection system, Communication. The training is obviously essential element in building a serious action to combat discrimination, professionals must be able to adequately respond to requests and demands citizens who approach the local reporting points, as victims or witnesses, reports of or alleged discrimination.

An information system for the collection and management of records: Region has chosen to work with UNAR that has been available to make significant modifications to the national information system already in use. This has however required inevitably time and adjustments (some still ongoing): This brings us to autumn 2009, when information system became operative and available for the regional network.

The last element is the communication: in 2008 a campaign was carried out based on the slogan "To discriminate is against the law" and stretched through the disclosure of different materials (posters, flyers, brochures, business cards) characterized by a graphic design identity, to publicize the existence of the Centre and its branch network and the possibility offered to all citizens, able themselves to address to report cases of discrimination.

External factors: the under-reporting

The monitoring of cases of discrimination is also affected by another factor: under-reporting, which is the tendency to don't report.

"The cause of under reporting, are numerous: the lack of awareness on discrimination by the victims themselves (...) tend to minimize the problem (...), And again the fear of retaliation, distrust in institutions, lack of confidence in possibility of resolution of the case or the elimination / mitigation of the problem, the limited knowledge of the language. It's therefore a very complex problem and it's essential to be able to identify the ways to address and mitigate this phenomenon so that the effectiveness of actions contrast discrimination is not nullified. The fear expressed by some of the centers contacted is precisely that of not being able to demonstrate the necessity and importance of a center of anti-discrimination given the small number of cases collected, which makes jeopardize the chances of survival of the center ".

This whole premise - training, information system, communication is local and under-reporting - is essential because it affects directly quantitative data that, certainly, are rather small: 29 cases in all, however, representing an increase to years earlier in 2008 because the cases were 19 and 24 in 2009.

Types of reports: Of the 29 cases collected, 55% were appropriate, 38% doubtful and only 7% not relevant.

Type of request: The confirmation of the high degree of relevance of the reports collected is confirmed also by the analysis of the type of request, which clearly prevails in the category 'support / help "with 52% of cases, people have turned to the nodes and doors to the request for an "opinion" and 10% of cases for "general information".

Geographical distribution of reports: 27% of cases were detected by both the network of the Province of Reggio Emilia that Modena. In Ferrara are recorded on 14% of cases, 11% in Ravenna. Followed by Parma, Bologna and Rimini with 7% while the networks of Piacenza and Forlì Cesena have not registered cases.

Mode of discrimination: Compared to this analysis there is a decided preponderance, with an overall figure of 79%, of direct discrimination, that is all those situations where a person, based on ethnicity or other factors such as gender, opinions, age, sexual orientation, the presence of a deficit, is treated less favorably than another is, has been or would be treated in a similar situation. The overall figure is broken down into 62% of discrimination based on ethnicity, in a 7% for both sexual orientation and in relation to the presence of a deficit and a 3% based on gender.

To these you add a 11% direct discrimination accompanied by harassment, ie all those unwanted behaviors implemented with the aim of undermining the dignity of a person. It is noted that all recent cases occurred in the home and more specifically the relations between neighbors. Indirect

discrimination, ie all those provisions, criteria or practice apparently neutral in fact, not justified by objective reasons, creating a disadvantage, indirect precisely against people for the same factors listed above, were instead of 7% of cases

21% of report, is linked to the theme of work. Also here are some confirmations on the limitations in access to employment, a kind of initial filter, the other conditions, unfavorable, in which immigrants will be working. 14% of reports, is linked to the provision of services by public bodies: as already mentioned these cases are concentrated on health, on education, welfare and the house on Providence.

As shown the main situations of discrimination are condensed around access to essential resources: housing, jobs, education, health.

48% of people who have suffered discriminatory conduct is from Africa, 24% of those from the Maghreb. In 31% of report, people were Europe and in particular Eastern Europe and the remaining 14% is to be divided equally among people from Asia and South America. In 7% of cases the geographical origin and not 'been mentioned.