

4.3 Italy

4.3.1 Summary of country consultation process, statistics and results

During the third reporting period, **652** users have answered the Policy Profiler questionnaire, **39** posts have been written in the u-debate tool and **9.078** people viewed it in the Italian pilot country. In overall, the participants have shown more interest in the issues of *ius soli* and intercultural mediation, generally agreeing with a more open legislation.

- 🕒 Policy profiler results show that participants tend to agree with a more open legislation, but they are also frightened by irregular immigrants crimes. In particular, statements “Immigrant children born in an EU member state should be granted the citizenship of that state immediately if one of their parents resides there legally for many years” and “Migration policies should officially recognize professions like cultural mediators, who can represent the connection between immigrants, institutions and territory” had an average result between “Tend to agree” and “Completely agree”.
- 🕒 In the discussion threads of u-debate people discussed especially topics related to intercultural mediation and related official register creation.

The PbP inform-consult-empower approach has been implemented by

- 🕒 giving information about EU and national policies on immigration
- 🕒 giving participants the chance to answer questions and debate about their main concerns on immigration
- 🕒 submitting results of consulting process to decision-makers
- 🕒 delivering decision-makers feedback and real life and laws impact evidence to participants.

The consultation policy framework has been focused on second generation citizenship and intercultural mediation issues. Stakeholders and decision-makers of Turin Municipality are involved in the participation process through Policy Profiler, u-debate and consultation reports and feedback.

4.3.2 Consultation policy-making framework, topics and aims

Processes related to Policy Profiler selected topics are relevant for local and national communities, and can be linked to a policy-making process at local institutional level and this has been the challenge of the pilot. To understand how this could be possible, it's important to know how decisions are usually taken in the City of Turin, as ratified by its Statute. Municipality organs involved in the policy-making process are the City Council, composed of Councillors elected by the people, and the City Committee, composed of Mayor and Deputy Mayors nominated by the Mayor. To simplify as much as possible the policy-making mechanism description, we can say that the main policy-making process is the following: the City Committee submits a resolution

proposal to the City Council, that debates, revise and approves it. City Council can involve a Council Commission to debate and revise the proposal before the debate and the approval in the City Council itself. City Council can also present and carry, for instance, motions and pronouncements that commit Council agenda and activities. Moreover activities and decisions can be normally conducted by administrative departments and offices if they are in line with general policies orientation. Now it's possible to understand how it's important to involve the Municipality in the debate about immigration topics, creating a direct link to the Deputy Mayor and departments in charge of integration policies matters.

PbP platform helped and is helping to engage target groups in order to receive contributions and feedback on proposed topics and to give these inputs to the proper decision maker inside the Municipality organs.

Most discussed and specific topics during the third consultation period have been the following:

- 🕒 (statement n.11) Immigrant children born in an EU member state should be granted the citizenship of that state immediately if one of their parents resides there legally for many years.
- 🕒 (statement n.15) Migration policies should officially recognize professions like cultural mediators, who can represent the connection between immigrants, institutions and territory.

First topic is present in mass media and on the political agenda of most of the parties, the second topic is an issue reported by foreign communities in relation to the intercultural mediators local register creation.

U-debate topics “Intercultural mediation” and “City of Turin intercultural mediators register” are most discussed issues in the third reporting period. These topics are relevant for local communities and can be linked to a policy-making process at local institutional level. This is the challenge of the pilot and the good feedback from the decision maker (see related paragraph of this report) shows that the policy-making process has started thanks to PbP platform.

It's important to highlight how this result can influence immigrants life, as intercultural mediators represent the connection between immigrants, institutions and territory. Their role is important in connecting, for example, new immigrants with local institutions, with employment world and with local native community.

The first two consultation periods showed a general discussion on immigration and made possible the emerging of this new topic, so the empowerment and the impact on decision-making took place in the third period in the way described above.

4.3.3 Consultation target groups involvement and dissemination

The following target groups have been involved in City of Turin pilot:

- a) Hard-to-reach groups

- ⌚ Young immigrants from Voluntary Civil Service for Young Immigrants (age between 18 and 25 years old, unemployed, secondary school level of instruction).
- ⌚ Three main foreign communities Romanian, Albanian and Arab (various age, usually employed, various skill and level of instruction).

b) Stakeholders and citizens

- ⌚ Parties represented in National Parliament, Trade Unions, Organizations, Churches and NGOs, Mass of everyday citizens.
- ⌚ Local associations and NGOs involved into immigration matters.

c) Decision-makers

- ⌚ Turin integration policies department / Deputy Mayor Ilda Curti.
- ⌚ Turin 7th district “Integration policies and new citizens” Forum.

A multichannel model has been used in order to disseminate Policy Profiler, u-debate and widget tools to the different target audiences. Preferred methods of involvement have been face-to-face meetings with decision makers, meetings and workshops with stakeholders and hard-to-reach, social networks and e-mail with citizens in general.

A summary of the different methods used is illustrated in the table below.

Table 29: Italian multichannel model of target audiences and method

Dissemination method	Results of dissemination method	Target group
E-mail communications	35 + 2 mailing list (about 400 people reached)	Hard-to-reach, stakeholders and decision-makers
Call/phone communications	25	Stakeholders and decision-makers
Facebook posts	45	All
Twitter posts	25	All
Meetings	10	Stakeholders and decision-makers
Workshop	3	Hard-to-reach and stakeholders
Widget	5 known installations	City of Turin Facebook fans, stakeholders followers and citizens
Online articles and blog	5	All target audiences
Publications	1	Citizens
Brochure	100	Hard-to-reach

Target groups involvement in the third period of pilot operations has been in line with previous periods, increasing local stakeholders involvement and social dissemination.

4.3.4 Consultation statistics

Policy Profiler

During the third consultation period, **652** users have answered the Policy Profiler questionnaire and **389** of them responded the demographic form.

Table 30: Italian third period demographics of hard-to-reach participants answering the Policy Profiler

No. of Policy Profiler users born in immigrant countries	No. of Policy Profiler users unemployed	No. of Policy Profiler users above 50 and below 18 years of age	No. of Policy Profiler users with finished primary school or less
64	80	127	28

U-debate

Table 31: Italian third period statistics of U-debate

U-debate parameter	Statistics
No. of U-debate topics (general debates)	5
No. of U-debate threads (general debates)	25
No. of submitted posts in U-debate	39
No. of views of U-debate	9078
No. of referential documents or background information used for U-debate topics/threads	15
No. of U-debate issues submitted	8
No. of U-debate comments submitted	16
No. of U-debate alternatives submitted	1
No. of U-debate pro arguments submitted	10
No. of U-debate con arguments submitted	4

No. of persons and organizations provided contribution	75 (overall estimated value)
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Source: <http://join.puzzledbypolicy.eu/it-IT/uDebate.aspx>.

Puzzled by Policy Widget

Numbers of widget users, in the whole period of use, has been 166 and known Italian websites with embedded PbP widget are listed below:

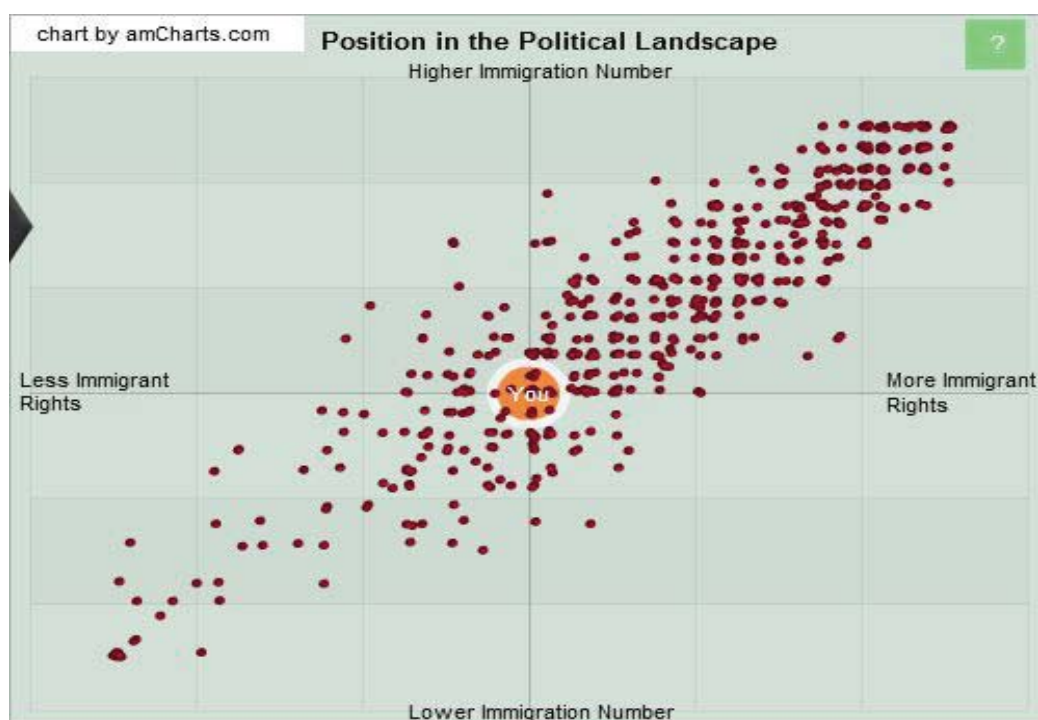
- 🕒 City of Turin Facebook Page: www.facebook.com/cittaditorino/app_245347962192828
- 🕒 City of Turin Romanian community website: www.comune.torino.it/ro
- 🕒 City of Turin Arab community website: www.comune.torino.it/ar
- 🕒 City of Turin Albanian Community website: www.comune.torino.it/sq
- 🕒 Mediatore Interculturale Association: www.mediatorinterculturale.it

4.3.5 Consultation results

Policy profiler

Policy profiler results show that users are mostly distributed in the quarter of the chart where is recorded a significant agreement with more rights and more opportunities for immigrants. Although there is a significant number of citizens with fears related to immigrants crimes and illegal immigration.

Figure 35: Italian average users positions for Policy Profiler statements



The average participants position for most discussed and specific Policy Profiler questions in the Italian pilot are the following:

- ⌚ (statement n.11) Immigrant children born in an EU member state should be granted the citizenship of that state immediately if one of their parents resides there legally for many years.
- ⌚ (statement n.15) Migration policies should officially recognize professions like cultural mediators, who can represent the connection between immigrants, institutions and territory.

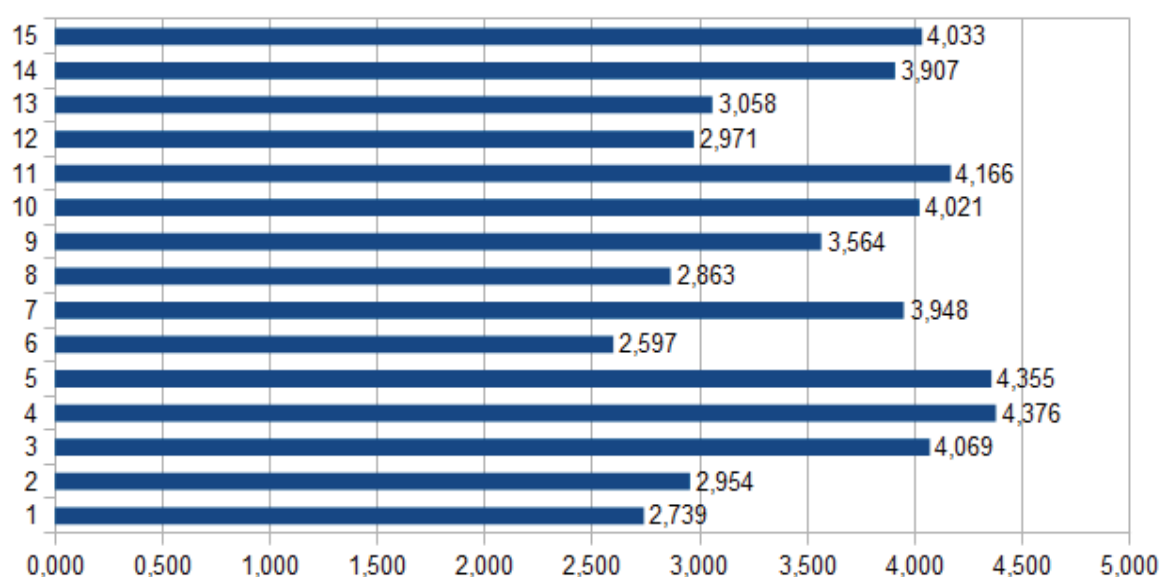
between “Tend to agree” and “Completely agree”.

Results from other Policy profiler statements are as follows:

- ⌚ General Statements: tend to disagree with more restrictions on immigration.
- ⌚ Immigration for Employment Purposes: tend to agree with a more open legislation.
- ⌚ Immigration for Studying Purposes: agree with a more open legislation.
- ⌚ Immigration for reasons of family reunification: tend to agree with a more open legislation.
- ⌚ Long-term Resident Immigrants and Citizenship: tend to agree with a more open legislation, asking a special attention to second generation rights.
- ⌚ Irregular Migration, Readmission and Return: tend to agree to a restrictive legislation regarding irregular immigrants and immigrants who committed crimes.

The results of the third period policy profiler results are shown in the following graphic.

Figure 36: Italian Policy Profiler third period results and user responses



U-debate

Selected Thread: “Mediatori e mediazione interculturale a torino” (Intercultural mediation in Turin) <http://join.puzzledbypolicy.eu/it-IT/udebatediscussion.aspx?Thread=192>.

This issue is a hot topic in local foreign communities and discussion came from local communities and stakeholders spontaneously. In particular AMMI association (Multiethnic Association of Intercultural Mediators) is working on it with communities and the aim is to better recognize the role of mediators, creating a local official intercultural mediators register. Through the exchange of opinions in workshops and on u-debate tool, users expressed a particular interest to this topic, contributing to the debate and asking the decision makers to start this process, taking into account community and stakeholders opinion emerged from PbP consultation.

Figure 37: Italian discussion on Mediatori e mediazione interculturale a Torino

Data di apertura: 13-07-2012 da Viorica, Post: 23, Visite: 2594

Mediatori e mediazione interculturale a Torino

Abstract:
Il ruolo dei mediatori e della mediazione interculturale nell'Italia che cambia

Totale messaggi Espandi tutti Stampa tutti

Legenda: Descrizione Alternativa A favore Contro Commento Supporto

la mediazione interculturale che sta cambiando 03-04-2013, 11.40 da: alexandracavallotto 1740

Saluto sempre le iniziative che accomunano il lavoro dei mediatori culturali. Le discussioni si fanno sempre come i lavori, come i corsi per formare e formare.. Nel contesto della Provincia di Cuneo la mediazione culturale è un servizio sempre più marginalizzato, ma, paradossalmente, ogni anno si attivano due corsi in due scuole diverse. Non da poco lettori del giornale locale La Guida hanno segnalato le incongruenze sull'argomento. In questi giorni però, noi come mediatori lavoratori sul territorio abbiamo avuto la possibilità di fare qualche lezione frontale/interattiva che il percorso propone ogni anno. In questo modo ho anche notato un fenomeno che "ai miei tempi" non esisteva, cioè, ragazzi nati e cresciuti qui che fanno il corso. E' bello vedere comunque come si articola un'identità particolare nel lavoro del mediatore, sempre con l'equivoco che l'atteggiamento è prevalentemente italiano.. A Cuneo negli ultimi tempi si è discusso con gli enti che offrono questo tipo di servizio e danno lavoro a noi e anche cercato di provare altre strade per dare più riconoscimento alla figura professionale, ma il problema sta a monte, cioè un riconoscimento nazionale che disciplini in qualche modo. Il riconoscimento potrebbe anche determinare dei parametri sullo svolgimento del lavoro, prezzi per le ore svolte, insomma diritti e obblighi.

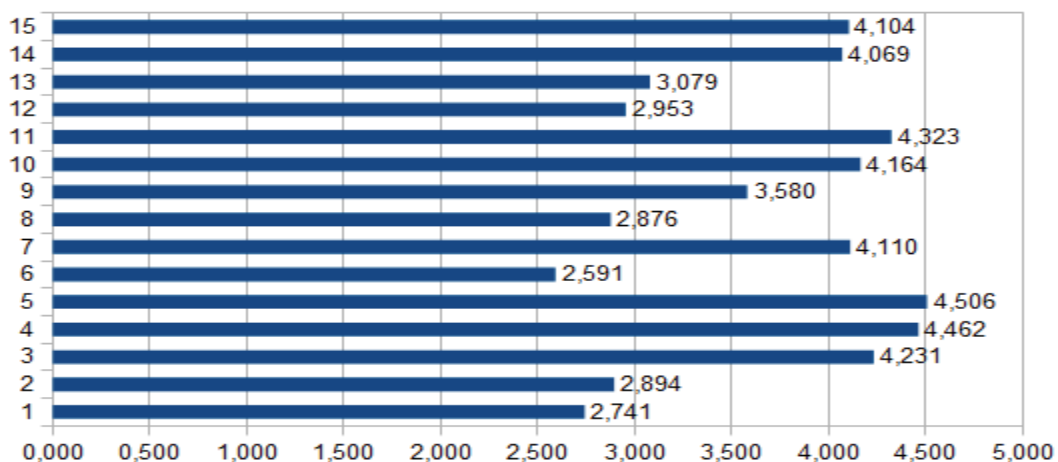
Rispondi

Ciao Alexandra. 04-04-2013, 17.10 da: guest

Sono molto d'accordo con quello che dici, purtroppo sono tanti i corsi che fanno ogni anno ma poi non so quanti realmente riescano a lavorare come dovrebbero. Io sto frequentando il corso... e me ne accorgo che la formazione c'è ed è valida, ma se facessero anche dei master per aree specifiche al posto di questi numerosi corsi forse le persone uscirebbero più preparate e con le idee più chiare, magari anche le enti sarebbero più interessate a questa importante figura.

As it's possible to see in the next graphic the results of the policy profiler results during pilot operation are very similar to the third one.

Figure 38: Overall Italian Policy Profiler results and user responses



Regarding u-debate discussion, the first two consultation periods showed a general discussion on immigration and made possible the emerging of the new topic related to intercultural mediation, so that the most relevant e-democracy process and impact on decision-making took place in the third period in the way described above.

4.3.6 Decision-makers feedback and target groups empowerment

Decision-maker who received consultation report is Turin integration policies Deputy Mayor Ilda Curti and her Department. Document with complete feedback will be uploaded to the PbP platform.

The e-democracy process has been implemented as follows: foreign community discussion arrived to the decision maker and the empowerment of this target group and the involved stakeholder (AMMI association firstly) has been endorsed by the decision maker feedback, as it clearly shows the intention of the integration policies department to start with the community the process they asked through Puzzled by Policy (creation of the intercultural mediators local register).

Consultation report has also been informally shared with local decision maker, the Coordinator of "Integration policies and new citizens" Forum of 7th Turin district, who appreciated the project and the quality of results.

4.3.7 Problems and limitations

During the third period of reporting as well as during the whole pilot operations, main problems encountered have been the number of users of u-debate and difficulties in making users to come back to the platform after first contribution. Big effort spent in facilitating the discussion and in making stakeholders move from their usual place of discussion (Facebook walls or well known blogs) to the PbP platform made things better, but still these problems exist.

The other problem encountered during the first monitoring periods, meaning the fact discussion was too general to become a proposal or a concrete improvement of the integration policies, during the third period was solved finding a more concrete topic to discuss and bring to the attention of the decision makers.

4.3.8 Success examples of pilot operation

The process that connects third consultation report with decision maker feedback, getting through foreign community and AMMI association involvement and leading to impact on decision making, is a success example of PbP in Italian pilot. The general discussion of the first 2 consultation periods made possible the emerging of a new topic spontaneously from the target groups, and the new topic (about creation of the intercultural mediators local register) has been successfully brought to the decision maker (Turin integration policies Deputy Mayor Ilda Curti and her Department), who accepted to start this decision making process, starting from the proposal discussed in the PbP platform.

To date, pilot operations involved more than 1000 users of the Policy Profiler and more than 100 u-debate posts, leading to the result that local agenda and integration policies activities have been influenced by foreign communities and stakeholders through PbP platform and thanks to PbP

project. Success factors have been, from a quantitative point of view, the effort spent in spreading PbP widget and platform on Facebook and in making stakeholders move from their usual place of discussion (Facebook walls or well known blogs) to the PbP platform. From a qualitative point of view, it has been really important to find a concrete topic to discuss and bring to the attention of the decision makers and to involve the right stakeholders in the discussion.

4.3.9 Overall results from pilot operation in Italy

Key message for decision-makers is that users are in favour to an easier Italian citizenship for second generation immigrants and immigrant communities ask for a better recognition of intercultural mediator profession and for an official intercultural mediators local register creation.

Overall results of country consultation process reflect the third period conclusions, as the first two consultation periods had a general discussion on immigration and made possible the emerging of a new topic spontaneously from the target groups and the new topic has been successfully brought to the decision maker in the third period. About statistics in the whole pilot operations period, **1015** users have answered the Policy Profiler questionnaire, **101** posts have been written in the u-debate tool and **15817** people viewed it in the Italian pilot country.

Overall consultation statistics during pilot operation are summarized below:

🕒 Policy profiler users: 1015

Table 32: Italian overall demographics of hard-to-reach users of Policy Profiler

No. of Policy Profiler users born in immigrant countries	No. of Policy Profiler users unemployed	No. of Policy Profiler users above 50 and below 18 years of age	No. of Policy Profiler users with finished primary school or less
149	123	177	30

U-debate: see the table 33 below.

Table 33: Italian overall statistics of U-debate

U-debate parameter	Statistics
No. of U-debate topics (general debates)	5
No. of U-debate threads (general debates)	25
No. of submitted posts in U-debate	101
No. of views of U-debate	15817
No. of referential documents or background information used for U-debate topics/threads	15
No. of U-debate issues submitted	28

No.of U-debate comments submitted	35
No.of U-debate alternatives submitted	7
No.of U-debate pro arguments submitted	25
No.of U-debate con arguments submitted	6
No. of persons and organizations provided contribution	75 (overall estimated value)

Widget: numbers of widget users in the whole pilot operation period is **166**.