#### ITALY

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#### *Ministry of foreign affairs and international cooperation*

###### Comitato Interministeriale per i Diritti Umani

###### Inter-ministerial Committee for Human Rights

**Italy’s Contribution on discrimination, segregation and the right to adequate housing**

 ***April 28, 2021***

**REPORTS ON DISCRIMINATION, SEGREGATION AND THE RIGHT TO ADEQUATE HOUSING**

*Italian Authorities are in a position to provide the following contribution,* ***for your information only.***

**BASIC INFORMATION**

1. Name of Individual, Organization, Institution, Agency or State: Click here to enter text.

Type of Entity\*

X☐ National Government or federal governmental ministry/agency

☐ Inter-governmental organization or UN agency

☐ Local or regional government, agency, representative or mayor

☐ Association, tenant union or housing cooperative

☐ NGO network, umbrella organization

☐Community-based NGO

☐Academia

☐Foundation

☐National human rights organization, ombudsperson

☐Real estate, urban planning or construction

☐Real estate investor or investment fund

☐Trade Union

☐Other:

2. Categorization of your Work

Please select one or more responses, as appropriate.

☐XPublic administration

☐Advocacy

☐Funding

☐Legal Assistance

☐Networking

☐Policy

☐Research

☐Technical Assistance

☐Training

☐N/A

☐Other:

3. City/Town: Rome

4. State/Province: Italy

5. Country (please indicate your region or “international” if focus the work of your organization covers multiple countries); Italy

**HOUSING DISCRIMINATION**

7. What specific forms of de facto or de jure discrimination or barriers towards equal enjoyment of the right to adequate housing do the following groups face in your country (please provide evidence with examples, studies, reports and relevant statistical information):

* X People of African Descent, or Roma
* X Racial, caste, ethnic, religious groups/minorities or other groups
* X Migrants, foreigners, refugees, internally displaced persons
* Women, children or older persons
* Indigenous peoples
* Persons with disabilities
* X LGBTQ persons
* Low income persons, including people living in poverty
* X Residents of informal settlements; persons experiencing homelessness
* Other social groups, please specify

In Italy a sound legal and political framework offers universal rights and equal opportunities to immigrants and ethnic minorities, including also rights and opportunities for asylum seekers and people in need of international protection. In general, spatial segregation and separation of groups of people in a particular territory by lines of race, caste, ethnicity, language, religion or income status is not registered in the Italian territory. Nevertheless, UNAR, the National Office Against Racial Discrimination is still reporting a certain number of cases of discrimination in the access to housing for migrant people, due to their ethnic, phenotypical and cultural background. According to the complaints received by UNAR’s contact Centre, it is also still reported spatial segregation affecting Roma and Sinti people: with particular reference to them, several people is still residing in marginalized areas, living in legal and irregular settlements at the periphery of cities. Roma and Sinti are one of the most discriminated ethnic minorities and they are more affected by unfairness of opportunities , prejudice and stigma, which relegate inexorably to a secondary, informal labour market, incomes above the rate of relative poverty and less decent housing conditions. As in a vicious circle, their low levels of schooling and professionalization have a clear impact with respect to the lack of job opportunities and social inclusion as well in the access to normal housing. For this reason, they are more addressed towards marginal areas where to live, that don’t encourage the social integration and the disappearance of prejudice.

8. Discrimination in housing can affect various dimensions of the right to adequate housing and other human rights. Could you provide more details regarding the specific areas in which housing discrimination is experienced? Below are examples of various forms of discrimination that can be experienced in relation to different dimensions of the right to adequate housing:

*Accessibility*

* Discrimination in relation to access to land, including water and natural resources essential for habitation;
* X Discrimination in relation to housing for rental or for acquisition or in accessing public or social housing;
* access to emergency and/or transitional housing after disaster, conflict related displacement or in case of homelessness, family or domestic violence;
* accessibility of housing for persons with disabilities or older persons, including access to housing for independent living or to care homes;
* data collection or requirements to furnish certain certifications resulting in the exclusion of particular persons from accessing housing;

*Habitability*

* X discrimination in relation to housing conditions, overcrowding or housing maintenance;
* X exposure to health risks within the home, including lack of ventilation, heating or insulation, exposure to fire or housing collapse risk, unhealthy building materials, or other unhealthy housing covered by the WHO Guidelines on housing and health;
* X Exposure to other risks which render housing uninhabitable, including sexual or gender-based violence, interference with privacy and physical security in the home and neighbourhood;
* Discrimination in relation to housing renovation or permission of housing extension;

*Affordability*

* Discrimination in relation to access to public benefits related to housing;
* Lack of equal access to affordable housing;
* Discrimination in public and private housing financing;
* Discrimination related to housing and service costs, housing related fees, litigation or taxation;

*Security of tenure*

* discrimination in relation to ownership or inheritance of housing and land and related natural resources including water including on the basis of a distinction between formal and informal tenure arrangements;
* discrimination in relation to evictions, resettlement and compensation for loss or damage of housing, land or livelihoods;
* differential treatment in land or title registration, permission of housing construction;

*Availability of services, materials, facilities and infrastructure*

* X discrimination in relation to access to work, schooling, health care or public benefits based on the residential address or related to a lack of an official address;
* X public transportation services and transportation costs;
* provision of water, sanitation, energy, waste collection and other utility services; their quality or cost, including interruptions/blackouts including policies relating to disconnection from utility services;
* X spatial disparities in access to health care, education, child care, cultural and recreational facilities;

*Location*

* discrimination in relation to freedom of choice of the place of residency within the country, within a particular region or location;
* X discrimination based on place of residence or address, such as exclusion from invitation to job interviews or access to credit;
* X exposure to environmental health risks, such as external air quality, flooding, toxic ground exposure; noise; risk of landslides etc.;
* living quality and physical security in the neighbourhood, including geographical disparities in policing and law enforcement;

*Cultural adequacy*

* Discrimination in relation to the recognition of culturally adequate dwellings as housing as well as equal access to public space;
* prohibition of accessing, maintaining or constructing culturally adequate housing;
* lack of recognition of mobile forms of residency.

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9.Are there any particular current laws, policies or practices in your country, region or town/community that contribute to or exacerbate discrimination in relation to the right to adequate housing?

In Italy there are no laws and policies that contribute to exacerbate discrimination. On the opposite, an antidiscrimination framework is in place to prevent and tackle any case of discrimination. On this regard, the Legislative Decree n. 215 of 9 July 2003 - in reception of the EU Directive 2000/43 on the principle of equal treatment between people regardless of race and ethnic origin - establishes, within the Presidency of the Council of Ministers/Department for equal opportunities, UNAR/National Office against Racial Discrimination. UNAR is the Office for the promotion of equal treatment and the removal of discrimination based on race and ethnic origin aimed at "controlling and guaranteeing equal treatment and the effectiveness of the protection instruments, with the task of carrying out, in an autonomous and impartial manner, activities to promote equality and to remove any form of discrimination based on race or ethnic origin , also with a view to taking into account the different impact that the same discrimination can have on women and men, as well as the existence of forms of racism of a cultural and religious nature" (art. 7). The subsequent Prime Ministerial Decree of 11 December 2003 provided for its establishment and organization. As part of its activities to prevent and combat ethnic-racial discrimination, since its establishment in 2004, UNAR has provided support to victims of discrimination through a Contact Center, collecting data and monitoring causes and phenomena (along with other factors of discrimination such as religion, sexual orientation and gender identity, age, disability. Over the last few years, UNAR detected cases of discrimination gathering relevant data relating to discrimination caused by ethnic-racial reasons, followed by religious reasons and those of sexual orientation and gender identity. For example, the majority of the 3,394 relevant reports processed by the Office in 2019 refer to the ground of discrimination for "Ethnic and racial" reasons (2,496 cases equal to 73.5% of the overall total). Discrimination for "Religion or personal beliefs" follows (326 cases equal to 9.6% of the total, of which 212 concerning anti-Islamism and 69 anti-Semitism), for "Sexual orientation and gender identity" (219 cases ), by “Disability” (188 cases), by “Age” (108 cases), while the cases classified as “Multiple Discrimination” are 53 in all.

10. Can you explain exemptions in national law that allow (certain) public, private or religious housing providers to give preferential or exclusive access to housing to members of a particular group, for example based on membership, employment contract, public service, age, disability, civil status, sex, gender, religion, income or other criteria?

UNAR as National Contact Point for the implementation of the National Strategy for Roma inclusion 2012-2020, in order to make a concrete contribution in overcoming the Roma settlements, places of isolation and physical and relational degradation, has launched project proposals and monitored ongoing initiatives for the advancement towards non-monoethnic housing opportunities and based on the housing displacement of families, elaborated on the basis of new agreements of territorial consultation and dialogue between the various social actors involved and with the direct participation of the Roma beneficiaries. Starting from 2016, UNAR - in coordination with the Territorial Agency for Cohesion and with the Metropolitan cities, respectively the Managing Authority and the intermediate body of the NOP Metro - has promoted a correct use of the resources available in favor of housing policies for the Roma communities, both through the NOP Metro, and in synergy with the interventions of the NOP Inclusion and the Regional Operational Plans. In order to improve access to public housing for marginal people, income parameters and vulnerability indicators are set up at regional and local level.

11. In case there may be differential treatment of particular groups in relation to housing, please explain why such treatment could be justifiable according to international human rights standards - for example positive measures benefiting a particular group to overcome systematic discrimination or disadvantage-or if it would amount to discrimination?

Positive discrimination measures have been implemented with the use of National Multi-Fund Program (ERDF and ESF) to overcome the marginalization of Roma living in Roma settlements. Metropolitan Cities developed programmes to overcome these settlements. Among them, capital municipalities of 14 metropolitan cities launched programmes to move Roma in the settlements to normal houses: Milan, Turin, Venice, Bologna, Genoa, Florence, Rome, Naples, Bari, Reggio Calabria , Messina, Palermo, Catania, Cagliari are cities that developed paths to the home for marginalized communities.

**SPATIAL AND RESIDENTIAL SEGREGATION**

12. What forms of spatial segregation along racial, caste, ethnicity, religion, nationality, migration status, heritage, economic status/income or other social grounds can be observed in urban and urban-rural contexts in your country?

In Italy, several marginal settlements are reported in urban peripheries of big cities. They are mainly lived by Roma and Sinti families. In order to overcome these poor settlements for normal houses, UNAR addressed surveys and analysis to have an evidence-based picture of these settlements. With the specific aim of monitoring Roma settlements in order to overcome them with housing policies, UNAR has further developed an action through an agreement with ISTAT (National Institute of Statistics) aimed at a qualitative-quantitative survey activity for the definition of the number of Roma that abandoned settlements to transit to other forms of housing. The project avails itself of the support of the Statistical Working Group and the presence of a representative of the national Roma Platform. The survey filled a statistical and cognitive gap on the housing problems experienced by the Roma communities by providing accurate data to central and local administrations for overcoming them. Among the salient outcomes of the survey, which in February 2020 involved 745 municipalities with over 15,000 inhabitants, 126 cities were identified which declared that they had a total of 373 formal and / or informal settlements. Of these, 42 cities started 96 housing transition projects from 2012 to 2020 with the transition of Roma families to normal housing.

13. What impacts do these forms of spatial and residential segregation have on affected communities? Please point to indicators such as rates of poverty, un-employment and under-employment; prevalence rates of malnutrition; disparities in access to services and facilities (such as access to schooling, health care or other public benefits); disparities in access to infrastructure (lack of and/or poor quality provision of water, sanitation, transportation, energy, waste collection and other utility services); rates of exposure to environmental health risks (poor air quality, flooding, toxic ground exposure, etc).

A specific impact of residential segregation on health has been detected during the Covid19 pandemic. In that occasion, with the Decree of the Presidency of the Council of Ministers of 09/03/2020, Italy introduced measures that considerably limited the movement of citizens within the national territory, thus preventing the normal performance of daily activities. The peculiar condition of housing discomfort during the Covid-19 emergency made the normal continuation of the inclusion and integration processes already started for the Roma communities even more difficult in the emergency phase. The situation of generalized crisis determined by the long phase of social distancing to stem the pandemic risk has led to numerous reports from the associations adhering to the National Roma Platform established by UNAR and other Roma associations operating throughout the national territory, about the socio-economic, housing and health impact produced by the isolation of Roma families living in the most marginalized settlements. In particular, the spread of COVID -19 and the consequent and necessary restrictive provisions have exacerbated subsistence problems for the Roma people who live in the settlements (recognized and spontaneous camps, micro-areas, collective centers), affecting the most marginalized Roma, particularly at risk of discrimination. Among these emerged the situation of extreme hardship of families and minors residing in marginal settlements and / or characterized by critical issues with respect to their legal status (the so-called “de facto” stateless persons: people without citizenship, without a registered residence and therefore excluded from any kind of support and social security measures arranged to counter the current crisis). Specific focus groups and actions, in cooperation with Roma associations, have been carried out by the UNAR in order to monitor and offer direct answers to these challenges with a family oriented need assessment.

14. Have any particular historical or current laws, policies or practices in your country, region or town/community caused or exacerbated segregation?

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15. In your view, what factors (current or historical) are the principal *drivers* of spatial and residential segregation in urban and urban-rural contexts in your country?

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16. Are there examples in your country of where spatial and residential clustering has been a result of voluntary choices of residence by members of particular groups?

Regarding spatial and residential clustering resulted by voluntary choices of residence, it can be mentioned the case of Roma and Sinti in the central Italian region Emilia-Romagna. In the last years, in order to implement intervention programs for improving living conditions of Roma and Sinti in settlements, several measures addressing Municipalities have been designed in cooperation and agreement with the same communities for the legalization of micro-areas. On this regard, the Region is carrying on a specific plan of action for Roma and Sinti in the framework of a new specific legislation on Roma, adopted in July 2015 (Act No. 11/2015). By this legislation, Emilia-Region Region envisages various forms of dwellings for Roma and Sinti, including social housing solutions and micro-areas - the latter following a request put forward by Sinti. Moreover, Emilia-Romagna Region has allocated specific resources through a call for tenders for Municipalities in order to reduce the rest areas" (settlements generally inhabited by Sinti). See:<http://bur.regione.emilia-romagna.it/dettaglio-inserzione?i=ead683917e45423f8103dbe1e4fc3a6b>. In February 2017 the Regional Council approved the arrangements to fund the measures proposed by the Municipalities. The proposals (No. 9) submitted were financed for the municipalities of Bologna; Rimini; Modena; Carpi (MO); Unione della Romagna Faentina (RA); Casalecchio di Reno (BO); Ferrara; Reggio Emilia; Camposanto (MO).

17. The preservation of cultural identity, the right to self-determination of indigenous peoples and the protection of other minority rights are examples of grounds for which groups may choose to live separately. Can you comment on how these forms spatial/territorial separation are evidenced in your country, if these communities they are subject to discrimination and suffer adverse consequences from spatial segregation such as through disparities in access to services, infrastructure, living conditions, etc.?

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18. In your view, are certain forms of observed residential separation/voluntary clustering compatible with human rights law and if so why? (for example to protect rights of minorities or to respect the freedom of choice of individuals to decide with whom to live together).

Click here to enter text.

19. Are there any laws or policies requiring certain individuals (and their families) to live in particular housing provided to them or in a particular geographical area (e.g. asylum seekers, migrants, IDPs, refugees, ethnic, religious, linguistic or other minorities, indigenous peoples, persons with disabilities, public service and military personnel)?

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20. In your view, what are the principal *barriers* to diminishing spatial, including residential segregation?

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**MEASURES AND GOOD PRACTICES TO CURB DISCRIMINATION AND REDUCE SEGREGATION**

21. What laws, policies or measures exist at national or local level to prevent or prohibit discrimination in relation to the right to adequate housing?

Italy has a legal and policy framework aimed to address and tackle racism and any form of discrimination, also in the area of housing. First of all, the Department for Equal Opportunities (DEO) at the Presidency of the Council of Ministers is responsible since 1997 for guidance, proposal and coordination of regulatory and administrative initiatives to support equal opportunities and treatment; prevent and eliminate all forms of discrimination, gender violence and exploitation, as well as all violations of the fundamental rights to the integrity of the person and health, with particular reference to women and girls. In particular DEO is in charge for the promotion and the coordination of the legislative actions concerning the elaboration and implementation of gender and antidiscrimination policies, the acquisition and analysis of data and information about gender equality and equal opportunities, tackling any form of discrimination, with particular reference to racial and ethnic discrimination, also in respect to employment and occupation. In addition, in order to prevent and fight any form of racial and ethnic discrimination the National Office on Racial Antidiscrimination - UNAR, has been established. The National Office for Racial Anti-discrimination (UNAR) is responsible for the protection of the victims of all forms of discrimination, on the ground of race, ethnic origin, religion or belief, age, sexual orientation or gender identity. In fact, UNAR’s mandate, as set from the Legislative Decree No.215 of 9 July 2003 (Article 7), has been expanded over the years through Ministerial Directives dated 2012-2013 and reaffirmed in the framework of the National Action Plan against Racism, Xenophobia and Related Intolerance, adopted by Ministerial Decree on 7 August 2015. The Italian legislator has set out in detail the functions that the UNAR must carry out by describing its tasks, powers and related limits. According to Legislative Decree No. 215/2003, implementing EU Directive 43/2000, and the related Decree of the Presidency of the Council of Ministers of 11 December 2003 the functions of the Office may be easily grouped into four broad categories, identifiable in relation to the following goals: Raising awareness among public opinion and sector operators and an information and communication activity; Removal of any situation involving discrimination represents the second group of activities; Promotion of positive actions, studies, research, training activities and monitoring and verification of the effective application of the principle of equal treatment and of the effectiveness of the protection mechanisms. To carry out the above activities, an important role is performed by Civil Society Organizations (CSOs) and NGOs. In fact, as provided by Article 6 of Legislative Decree No. 215, UNAR takes care of the keeping of the “Register of associations and bodies that carry out activities in the field of the fight against discrimination” (UNAR Register), which represents an important tool for cooperation with associations that deals with the fight against discrimination. As of December 31, 2017, 453 associations were registered in the UNAR Register.

22. Have your State, regional or local Government adopted any positive measures, such as measures of affirmative action, to reduce discrimination, segregation or structural inequality in relation to housing? To what extent have such initiatives been successful to address housing discrimination and segregation?

In order to make a concrete contribution in overcoming the Roma settlements, places of isolation and physical and relational degradation, has launched project proposals and monitored ongoing initiatives for the advancement towards non-monoethnic housing opportunities and based on the housing displacement of families, elaborated on the basis of new agreements of territorial consultation and dialogue between the various social actors involved and with the direct participation of the Roma beneficiaries. Starting from 2016, UNAR - in coordination with the Territorial Agency for Cohesion and with the Metropolitan cities, respectively the Managing Authority and the intermediate body of the NOP Metro - has promoted a correct use of the resources available in favor of housing policies for the Roma communities, both through the use of European Structural Funds (ESF and ERDF) as NOP Metro, and in synergy with the interventions of the NOP Inclusion and the Regional Operational Plans.

Moreover, in order to reduce the risk of discriminatory local policies, UNAR has drawn up legal notes for compliance with the rules on equal treatment in access to public housing. This jurisprudence is aimed at municipalities to eliminate the risks of discrimination in accessing public housing, and for the removal of all forms of discrimination. They are available on the UNAR website [﻿Accesso agli alloggi di edilizia residenziale pubblica: l’UNAR scrive all’ANCI “No a regolamenti comunali discriminatori” Comunicati | unar](http://www.unar.it/linee-guida-in-materia-di-accesso-agli-alloggi-di-edilizia-residenziale-pubblica/)

23. Have any particular laws, policies or measures been implemented to limit or reduce residential segregation? To what extent have such policies raised human rights concerns?

Several programmes have been developed in the last years to overcome any residential segregation of Roma living in informal settlements. The National Multi-Fund Program (ERDF and ESF) Metropolitan Cities 2014 - 2020 (NOP Metro) plays a great role in ending residential segregation. The NOP Metro aims to improve the quality of services offered to resident citizens and city users, through the involvement of the capital municipalities of 14 metropolitan cities: Milan, Turin, Venice, Bologna, Genoa, Florence, Rome, Naples, Bari, Reggio Calabria , Messina, Palermo, Catania, Cagliari. The interventions for the improvement of housing of Roma communities are focused on action 3.2.1 of the Expected Result RA 9.5. “Accompaniment paths to the home for marginalized communities”. The action is based on an integrated approach that places housing at the center through the use of different types of intervention, in constant interaction with projects on the education, health, regularization of Roma legal status and on employment and active participation. In practice, it provides an accompanying path to the home that is being implemented by the municipalities concerned, and which is based on: 1) analysis of the needs at a single family level for the correct identification of the support necessary for housing inclusion; 2) preparation of a personalized agreement for housing inclusion; 3) search for a housing solution mainly through the identification of a home in the private market; 4) provision of a contribution to the rent as part of the accompanying path; 5) implementation of accompanying services both with reference to the family / individual belonging to the Roma population and to the community to favor a wider inclusion process. The resources allocated to Action 3.2.1.(a total of € 9,203,039) are divided, as follows, in the cities of Genoa (€ 230,385), Venice (€ 530.00 in implementation), Rome (€ 3,800.000 in implementation), Cagliari (€ 946.958 in implementation), Naples (700.000 in implementation), Reggio Calabria (€ 842.994 in the design phase), Catania (€ 1,500,000 not yet admitted to financing and in the amount reduction phase ) and Palermo (€ 814,160 in the design phase).

24. What is the role of the media, as well as other non- governmental organizations, of religious and governmental institutions, in fostering a climate that reduces or exacerbates discrimination in relation to housing and segregation?

The principle of non-discrimination has been translated by UNAR in several annual training events and capacity building sessions addressed to civil servants of public administrations, media journalists and CSOs. On this regards, on a regular basis UNAR launches public tenders addressed to local public administrations and associations to promote positive actions to tackle discrimination, reaching large amount of beneficiaries and target groups. The role of media and NGOs to better address and overcome the challenge determined by the living in Roma settlement is crucial, to better explain to the public how a segregated living feeds prejudice and discrimination and marginalizes Roma in social exclusion parameters.

25. Which institutional mechanisms exist to report, redress and monitor cases of discrimination or segregation in relation to the right to adequate housing and how effective have they been to address discrimination?

A relevant part of UNAR’s mandate is the recording, management and analysis of complaints of discrimination, as in the housing as in other contexts, in order to guarantee a support to the victims and concrete measures to remove the discriminatory behaviours. Indicators for assessing/measuring the effectiveness of their mandate are the outcome and the impact of its multi-ground and multi-level strategies. In fact, UNAR operates with the twofold aim of: prohibiting all forms of discrimination based on race or ethnic origin, in any area or sector, both private and public; regulating the prohibition of discrimination on grounds of religion or belief, disability, age or sexual orientation, also with regard to employment and occupation. National regulations were provided with important regulatory and administrative provisions ensuring the implementation of effective instruments of protection against all forms of discrimination on grounds of race or ethnic origin, according to a comprehensive approach based on the principle of equal treatment in the public and private sectors, with respect to access to employment, occupation, guidance and vocational training, social protection, healthcare, social benefits, education, goods and services, judicial protection of victims by civil actions against discrimination, including presumptive proof in favour of the victim and awarding compensation for damage. UNAR prevents and tackles also any form of harassment due to the racial and ethnic background. Any person who perceives to be victim of unequal treatment, racial discrimination or of any act, speech or behaviour performed with the aim to violate the personal dignity, to create an intimidating, hostile, degrading, offensive and humiliating climate can present a formal complaint to the UNAR. On this regards, as part of its activities to prevent and combat ethnic-racial discrimination, since its establishment in 2004, UNAR has provided support to victims of discrimination through a Contact Center, collecting data and monitoring causes and phenomena (along with other factors of discrimination such as religion, sexual orientation and gender identity, age, disability. Over the last few years, the reports handled by the Office confirm however the most relevant data relating to discrimination caused by ethnic-racial reasons, followed by religious reasons and those of sexual orientation and gender identity. For example, the majority of the 3,394 relevant reports processed by the Office in 2019 refer to the ground of discrimination for "Ethnic and racial" reasons (2,496 cases equal to 73.5% of the overall total). Discrimination for "Religion or personal beliefs" follows (326 cases equal to 9.6% of the total, of which 212 concerning anti-Islamism and 69 anti-Semitism), for "Sexual orientation and gender identity" (219 cases ), by “Disability” (188 cases), by “Age” (108 cases), while the cases classified as “Multiple Discrimination” are 53 in all. Through its contact centre it is possible to assess complaints using statistical indicators that permit to observe and measure trends and risks of ethnic conflicts and xenophobia.

26. In your view, what are the principal barriers to seek justice for discrimination/segregation in relation to the right to adequate housing?

Information and consciousness on their rights among Roma living in marginal areas and settlements. The development of a better participation to decision making processes and policy developments is a base to overcome these barriers. For this reason UNAR developed a strategy of involvement of Roma in the design and implementation of policies of concern. In order to improve the effectiveness of Roma participation to the policy-making processes, UNAR devoted a specific attention to the issue of civil society participation that for its bottom-up approach to social changes could be considered a best practice. In fact, with the set up of a National Roma Platform, UNAR has prepared an operational tool for dialogue of Roma communities with central and local public administrations. The National Roma Platform was established in 2017. Among the objectives of the Platform is the promotion and establishment of networks and the Forum of the Roma Communities which constitutes a central nucleus of the Platform (the Forum is foreseen by the Strategy "with functions of interface, relationship and consultation with the NCP, National tables, both with respect to the implementation of the Roma Strategy and its periodic review and evaluation. The Forum is made up of 25 NGOs who in the expression of interest have self-declared to be mainly composed of Roma people and to express a common position on some relevant issues to be put to the competent institutions, including the housing issue and the overcoming of camps (art. 6). The National Roma Platform has expressed with a public vote the delegates for each area of ​​intervention, including that of housing. The Platform and the Forum meet constantly several time per year, with a discussion of specific situations and critical issues at national and local level, with capacity building and training activities as well as for the design and implementation of policy strategies and effective practices for Roma inclusion. Among the concrete initiatives put in place, it is also worth mentioned the establishment of the permanent consultation table for the protection of the rights of LGBT people aimed at protection of the rights of LGBT people and the development of a strategic plan of concretely achievable actions in the field. The LGBT Table, divided into plenary sessions and sectoral work tables, saw a large participation from the world of associations, with 48 associations that responded to the Public call of expression of interest (in addition to 42 associations as territorial divisions of national associations).

27. Can you specify how individuals and groups subject to structural discrimination or experiencing segregation can submit complaints to administrative, non-judicial or judicial bodies to seek relief? Please share any leading cases that have been decided by your courts or other agencies in this respect.

Individuals and groups can submit complaints to the UNAR, to the OSCAD (Observatory of the Ministry of Interior against discrimination) or to the law enforcement. As part of its activities to prevent and combat ethnic-racial discrimination, since its establishment in 2004, UNAR has provided support to victims of discrimination through a Contact Center, collecting data and monitoring causes and phenomena (along with other factors of discrimination such as religion, sexual orientation and gender identity, age, disability

**DATA ON DISCRIMINATION IN HOUSING AND SPATIAL/RESIDENTIAL SEGREGATION**

28. Is any data on housing disparities, housing discrimination and spatial segregation collected and publicly available? If so where can it be accessed? Are there any practical or legal barriers to collect and share such information in your country?

Click here to enter text.

29. Can you kindly share any studies or surveys by local, regional or national Governments or by other institutions to understand better housing disparities, housing discrimination and spatial segregation and how it can be addressed (e.g. title and link, or kindly submit document).

In the framework of a multiannual project, UNAR invited the national Institute of Statistics (ISTAT) to work on the "Creation of a statistical information framework on social hardship and the housing conditions of RSC people". The project has conducted a preliminary background survey involving all Italian municipalities with resident population equal to and greater than 15,000 inhabitants, to gather information on housing transition initiatives in favour of RSC people. 745 municipalities were involved in the survey. To make the information more complete, a questionnaire was also sent to all the Italian regions and to the 79 associations and organizations that are part of the Roma platform set up at Unar. The data collection phase, carried out using the CAWI (Computer Assisted Web Interview) technique, began on 11 September 2019 and ended in January 2020. 85.3% of the municipalities surveyed completed the compilation of the questionnaire (equal to 635). The main results show that at the end of 2019 the municipalities that declare to have activated housing transition projects after 2012 are 42, for a total of 96 projects. The municipalities with the highest number of activated projects are: Sesto Fiorentino (16 projects), Trento (15), Moncalieri (9) and Rome (4). Followed by the municipalities of San Lazzaro di Savena, Lucca, and Cerea (each with 3 projects). There are 3120 people who have already passed through permanent accommodation. The largest shares are found in Piedmont (870 individuals transited), Sardinia (843), Tuscany (436), Emilia-Romagna (250), and Trentino Alto-Adige (205 individuals who passed through, including 176 in the autonomous province of Trento and 29 in that of Bolzano). The municipalities with the highest number of individuals transiting into permanent accommodation are, in order: Turin (663 individuals transiting), Cagliari (475), Pisa (202), Olbia (200), and Alghero (138).

30. Can you provide information and statistics related to complaints related to housing discrimination, how they have been investigated and settled, and information on cases in which private or public actors have been compelled successfully to end such discrimination or been fined or sanctioned for non-compliance?

Click here to enter text.