



*Ministero della Giustizia*

*Direzione Generale Politiche di  
Coesione*

# **Complementary Cohesion Action Program to the National Operational Programme on Governance and Institutional Capacity**

## **«Proximity Offices» Complex Project**

I.O.- Ministry of Justice

General Directorate for the Coordination of  
Cohesion Policies

# Proximity offices complex project: the context

## The original location...

*The «Proximity Offices» complex project is originally placed in the context of the «System-Justice» initiatives pertaining to Axis I of the European Social Fund of National Operational Programme on Governance and Institutional Capacity 2014-2020, Specific Objective 1.4, Action 1.4.1.*

## .. the value of the project..

*The value of the complex Project amounts to Euros 36.764.941,00*



## ...and activation on Complementary Cohesion Action Program

*Following the decree n. 48 of 10<sup>th</sup> June 2022 of the Agency for Territorial Cohesion and the decree n. 209 of 28<sup>th</sup> July 2022 of the General Directorate for the Coordination of Cohesion Policies, the «Proximity Offices» complex project was activated on the Complementary Cohesion Action Program to the National Operational Program Governance and Institutional Capacity 2014-2020 (financed by national resources) - Axis 1 - Specific objective 1.2 - Action 1.2.2*

# Proximity offices complex project : the intervention strategy

The project promotes a **Justice service closer to the citizen**, creating a network of "Proximity Offices", able to offer homogeneous services directed above all to the so-called "weak groups" and decongesting access to the Courts through:

- the collaboration and involvement of local authorities;
- the support of IT systems, also through the use of the PCT in its most advanced forms.

The intervention strategy takes the form of a system action with a national territorial value, articulated in an experimentation phase entrusted to the pilot regions (Piemonte, Liguria and Tuscany), through the definition of organisational, managerial and technical-IT models, and an activation phase, through the replication in all regions of the defined models.



# Proximity offices complex project

## ① Goals

- Promote a Justice service closer to the citizen
- Create a network of "Proximity Offices", able to offer homogeneous services in the field of voluntary jurisdiction aimed above all at the so-called "weak groups"

## ② Expected results

- Definition of a "Proximity Office" model that ensures homogeneity in relation to the types of services offered and the organizational methods adopted
- Increase the level of digitization of the judicial administration
- Decongest access to the Courts and offer orientation and information centers throughout the area
- Widespread presence of the Proximity Offices in the area

## ③ Expected output

- Organisational, managerial and technical-IT modelling
- Replicability of the organisational, management and application models developed in all Regions
- Definition of a model for communication



## **Proximity Office Complex Project**

**The lines of intervention of  
the regional projects and the  
actors involved**

# The lines of intervention of the regional projects

- Selection of Municipalities through expressions of interest and signing of memoranda of understanding between all the players involved
- Preparation of offices through the acquisition of movable and capital goods and furnishings
- Training of the staff in charge of the Proximity Office and of the other subjects involved (including on-the-job training), based on the model defined in the experimental phase
- Computerization of offices through software customization transferred following modeling (Document Editor and Access Point) and help desk services
- Communication on the regional territory for the entire duration of the project, based on the model defined in the experimental phase
- Digitization of pending proceedings on voluntary jurisdiction at the regional level necessary for the activation of the Proximity Offices

# Proximity offices complex project : the actors involved

- **Regions**, as Beneficiaries and responsible for the single regional projects
- **Courts**, which represent the connection on the territory of the Justice system with the Proximity Offices, to ensure the correct performance of judicial services
- **Municipalities**, also in associated form, which contribute to the realization of the project for the logistical, managerial and organizational aspects, making available the office that houses the proximity offices and assigning the relative personnel involved in the provision of the service

**Professional associations and other reference organizations** may eventually be involved in the project, for the implementation of additional complementary services for citizens.



# Role of the Region within the project

- Acquisition of movable and instrumental assets and furnishings for setting up the offices
- Training of staff in charge of proximity offices
- Help-desk service to support the use of the IT infrastructure and developed software
- Digitization of files relating to pending proceedings in the field of voluntary jurisdiction
- Dissemination to the Municipalities of the operational guidelines for the organization of the activities of the Neighborhood Office
- Assist the Municipality/Union of Municipalities in communication aimed at making known the services provided by the Proximity Offices



# Role of the Courts within the project

- Signing of memoranda of understanding with the Region and selected Municipalities
- Identification of its personnel to be involved in the project and in the training courses
- Collaborate with the Local Offices for the activities within their competence, guaranteeing the supervision of their staff
- Identify and allow access to previous files on voluntary jurisdiction that will have to be digitized
- Provide the Region with any other useful information for the purchase of goods and services in its favor, providing maximum collaboration and availability to use the goods and services purchased
- Provide maximum collaboration in order to allow the Region to fulfill its obligations as a Beneficiary

# Role of the Municipalities within the project

- Identify and make available suitable premises in which to locate the Proximity Offices
- Identify and make available the Personnel in charge of the Proximity Office
- Identify the Service Manager, who plans the work activities, coordinates the team and monitors the progress of the Office itself
- Define and sign, with the reference Court, a Practice Protocol in order to detail working methods and collaboration with the Court



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# THANKS FOR THE ATTENTION

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