

nextstation
PARIS 2007

6 & 7 décembre 2007

2^{ÈME} CONFÉRENCE INTERNATIONALE
SUR LES GARES FERROVIAIRES



Next Station

*2^{ème} conférence internationale
sur les gares ferroviaires*



6 & 7 décembre 2007

2ÈME CONFÉRENCE INTERNATIONALE
SUR LES GARES FERROVIAIRES



A special journey

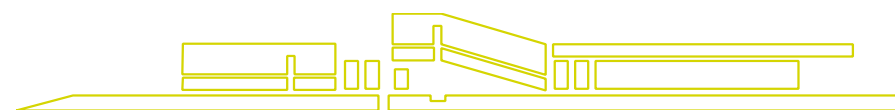
Alessandro Radicchi

ONDS

*National Observatory on poverty and solidarity
in the italian railway stations*

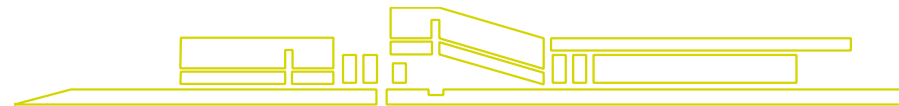
The Help Center of Rome: Case Study











This man is a problem for

- **The railway company**

Image, smell, platforms used as a toilet

→ **Remove**

- **Security and Police**

Illegal activities

→ **Arrest**

- **Local Authorities**

Social Inclusion

→ **Re-orient** (move!)

- **Passengers**

A hitch

→ **Step over**

- **Himself**

What to do with my life?

→ **Survive !**





pickpocketing

Source of money

Threat

Shelter

Dirty

Clean

Unsafe

Safe

A dangerous gang

A community



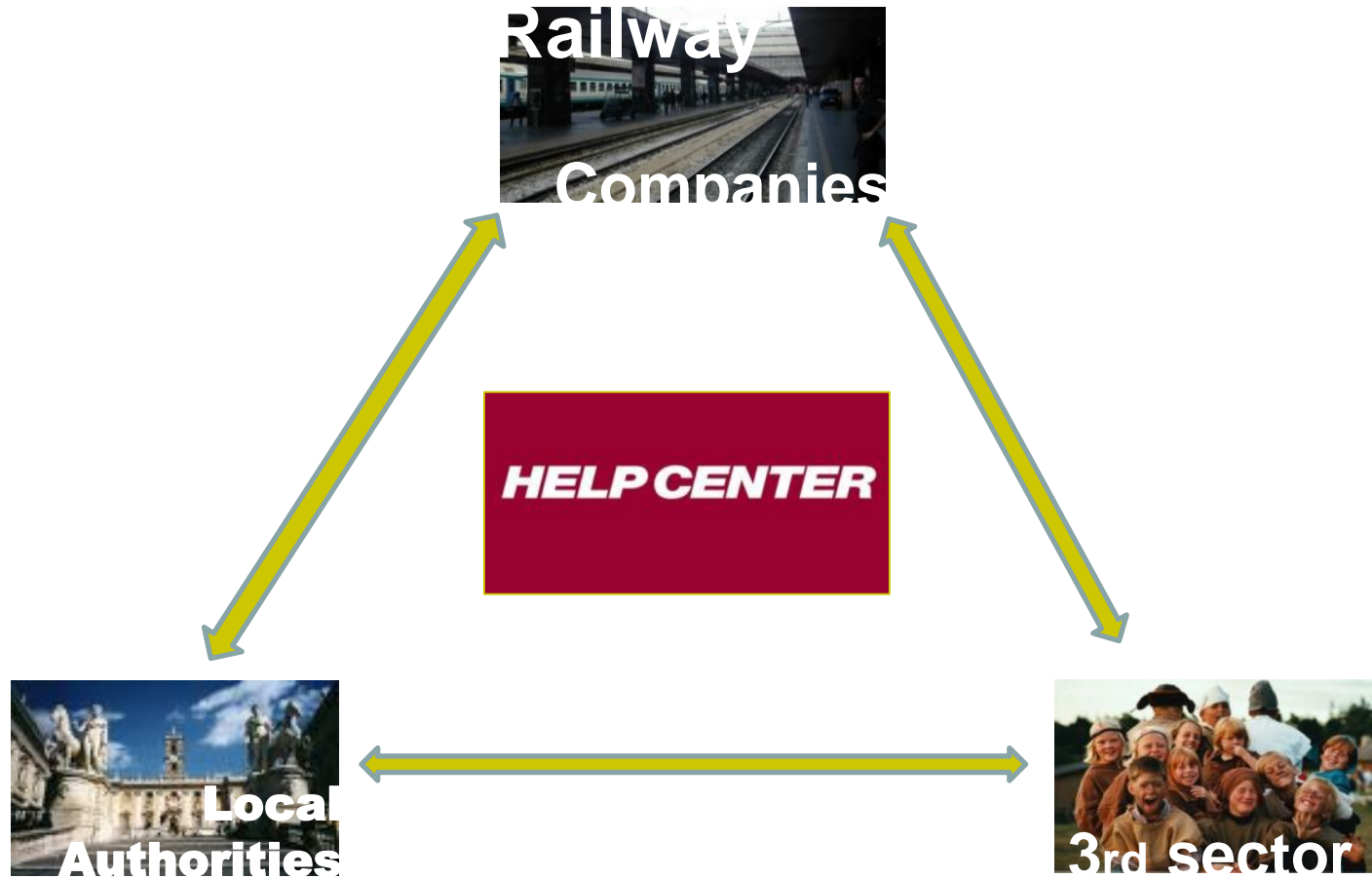
Poverty, immigration,
homelessness, alcohol/drug
addiction,
prostitution, people with mental
disease in our stations,
**cannot be considered as
occasional problems**
to patch up...



Leopold



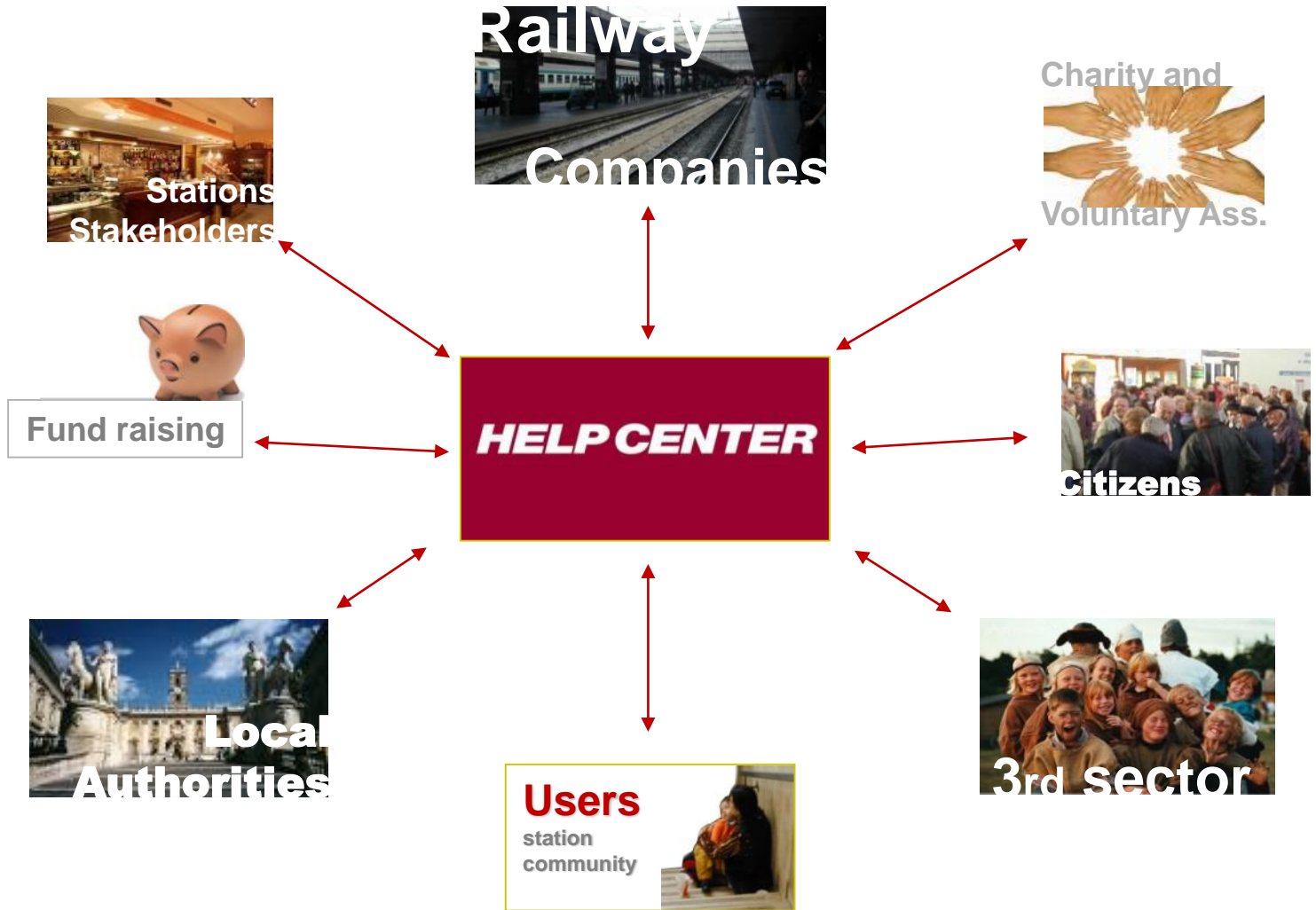
A possible solution



FSPS – Ferrovie dello Stato Social Policies Dept



A possible solution



What does the Help Center do

365 days per year from 10 a.m. to 10 p.m.

HELPCENTER

- Listen
- Orientate to social services and facilities
- Help obtaining documents
- Support immigrants, asylum seekers and refugees
- Facilitate the job searching
- Assist in accessing to the Healthcare system
- Assist pregnant girls or young mothers

Daily monitoring
of social problems in the station



onds



Carta
dei Valori e degli
Intenti
onds



seminars



DB

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Osservatorio Nazionale sul Disagio e la Solidarietà nelle Stazioni Italiane

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PRIMO PIANO

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Help Centers National Network



Osservatorio Nazionale sul Disagio e la Solidarietà nelle stazioni Italiane

National Observatory on poverty and solidarity in the Italian railway stations

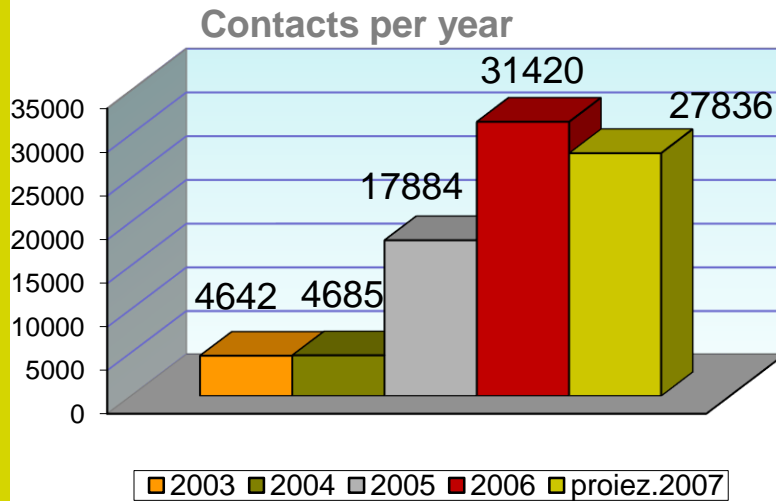


Beyond the Help Center



Some data from the Help Center of Rome

In 5 years (2003 – 2007)



86.400 contacts

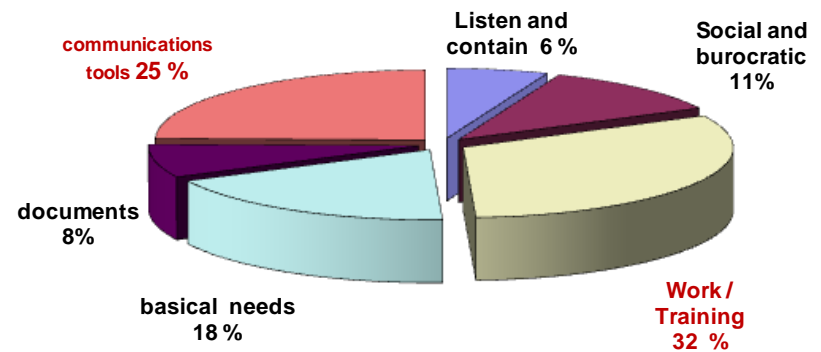
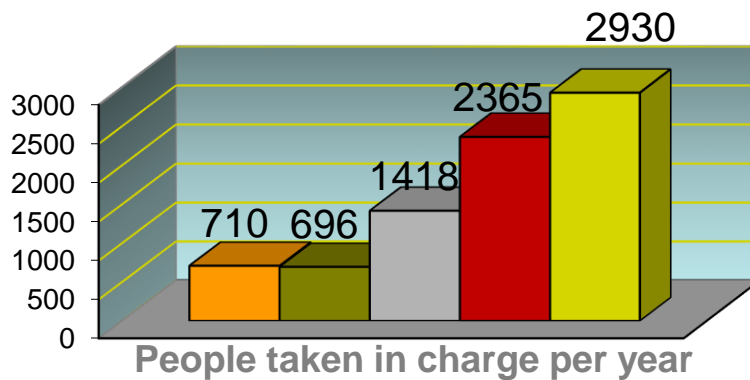
8.300 people taken in charge

70 % Men

30 % Women

22 % Italians

78 % Foreigners



Grazie

LINKS

www.ferroviedellostato.it

www.europeconsulting.it

www.shaker.roma.it

www.onds.it

