Next Station

2ème conférence internationale sur les gares ferroviaires
A special journey

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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!**
common view       homeless view

pickpocketing  Source of money
Threat       Shelter
Dirty         Clean
Unsafe        Safe
A dangerous gang  A community

The station
Poverty, immigration, homelessness, alcohol/drug addiction, prostitution, people with mental disease in our stations, cannot be considered as occasional problems to patch up…
A possible solution

Railway Companies

HELP CENTER

Local Authorities

3rd sector

FSPS – Ferrovie dello Stato Social Policies Dept
A possible solution

Railway Companies

Stations Stakeholders

Fund raising

Local Authorities

Users station community

Charity and Voluntary Ass.

Citizens

3rd sector

Next Station Paris 2007
What does the Help Center do
365 days per year from 10 a.m. to 10 p.m.

- 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
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

Listen and contain 6 %
Social and bureaucratic 11%
Work/Training 32 %
Basical needs 18 %
Documents 8 %
Communications tools 25 %
Grazie

LINKS

www.ferroviedellostato.it
www.europeconsulting.it
www.shaker.roma.it
www.onds.it