



# Stakeholder engagement 2015 Feedback form

**Round table: Community**

**Theme: Inclusion**

**Proposal title: Institutional Mandate for the Help Center as a social point of contact at the train station**

*Formalize, at the corporate level, the structural need of functioning Help Center as a point of contact for all of the social activities that gravitate around the spaces of train stations, if necessary by requiring a specific mandate issued by the Ministry of Finance.*

## 1. Brief contextualization

There are currently 16 Help Centers present in major Italian train stations. Whilst playing a coordinating role between various parties - both public and private- in train stations (Municipalities and relevant competent departments, FS railway structures, Third Sector, Polfer, merchants, citizens, etc.), such a role is not always formally recognized, but rather deduced from a consolidated practice of relational behaviour over time and expressly related to the sensitivity of the individual parties. Since the operability of the Help Center is directly proportional to the efficiency of the network in which it was placed, it is necessary to intervene for the increased structuring and strengthening of its role, formally defining its centrality as a point of contact regarding social issues for all the train station stakeholders.

## 2. Response formulation: positive

Based on the abovementioned, it is therefore agreed upon to grant the Help Centers a formal role, and also avoid tying activities to a greater or lesser sensitivity of the train station stakeholders. A study concerning this issue was also discussed with the "Hope in Stations" European Project, where in fact, based on the experience of the Italian Help Centers, the need to develop the position of a single social point of contact in European train stations regarding this issue was presented at the European Partnership level. As a result of the European project, the French Railways instituted the position of the single social point of contact, first at the Gare du Nord train station and then in other Parisian train stations, based on the Italian model of Help Centers. Particularly now that it is therefore at the national level, where the Help Centers are in a continuous process of dissemination, surpassing 470,000 interventions in 2014, for European examples in place (the next Help Center will be opened shortly in Luxembourg, then in Sofia, Bulgaria) it is believed to formalize their coordination through the development of specific planning guidelines.

This process will be originated by June 2016 from a note signed by the FS Holding Company's Director of the Central Directorate for External Communication and Media, for the Gruppo FS's top

management, to formalize the central role of the Help Centers in the management of social problems present in railway station areas, ensuring an active dialogue with all train station stakeholders.