



Stakeholder engagement 2015 Feedback form

Round table: Community

Theme: Inclusion

Proposed title: Service model 2.0 (advanced) for the Help Center

Create Help Center service facilities that are able to not only provide benefits but also involve individuals and resources, beginning with those represented by the active population, and to speak with those who frequent train stations

Brief contextualization

There are currently 16 Help Centers present in major Italian train stations. They play a coordinating role between the various individuals - public and private - in stations (municipalities and relevant competent departments, railway structures, Third Sector, Polfer, merchants, citizens, etc.). The first Help Center was established in early 2000, when the social and economic situation of the Country was different. The activities of the Help Center, to date, have been modelled on the activities of the first and principal Help Centers (Milan and Rome), shared methodology in a Charter of Values which is signed for each new Help Center. With the economic crisis that began in 2007, the Italian social situation has improved considerably, bringing the population at risk of poverty up to more than 20%. Political crises and armed conflicts in Africa area have also developed strong migration flows towards our country, which have invested, at first, our train stations, expanding the situation of extreme social unrest.

Response formulation: positive

On the basis of these dual critical issues (new forms of poverty and migration) the tools put in place by the organizations that manage the Help Centers now have to be revised in order to create a new operational methodology. Meanwhile, coming to the aid of people in distress, we must rely more and more on new technologies. To this end we are already working to disseminate in all the Help Centers an IT Anthology platform, which currently manages the network of some of the Help Centers. Operators then have to use other tools (tablet, app, iPhone, etc.) to work on the network, in real-time, with other Help Centers, with institutions and with other Third Sector parties.

The new socio-economic situation requires that new activities are undertaken in the principal Help Centers, where space permits, to train and provide orientation to those who are disadvantaged, bearing in mind that being employed is the primary engine of social rehabilitation. And on this point, the Gruppo FS has already played an exemplary role, using the "pilot company" as a new welfare model (Work in Stations European Project).

New initiatives tailored to the current needs of the targeted territory will be implemented in order to create a broader network of associations, even in sectors other than those typically associated with social problems (the homeless migrants). The transfer of the Help Center in Roma Termini to larger premises and farther away from the train station area - whose inauguration is expected by the first half of 2016 - will provide an opportunity to redefine Help Center functions, in co-operation with the Europe Consulting social cooperative which runs ONDS (Osservatorio nazionale sul Disagio e la Solidarietà nelle Stazioni — National Observatory of Discomfort and Solidarity in Stations), the Help Center of Roma Termini and the Platform 95 Day Centre in via Marsala, thus becoming the Help Center in Rome the new Help Center 2.0 template.

In order to make the new Help Center in Rome the pilot project for all the Help Centers of the Italian network, the Gruppo FS Italiane will first compare itself with ONDS and the competent departments of the next Municipality of Rome Council.