

# “PRONTO INTERVENTO SOCIALE” A Social Emergency Response Service of the MUNICIPALITY of VENICE

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Venezia



Venice, a multicultural, supportive and sustainable city with metropolitan dimensions



The Multi-fund National Operational Programme Metropolitan Cities 2014-2020 (PON METRO) was dedicated to sustainable urban development within the framework of the European Urban Agenda for cohesion policies and aimed to promote social inclusion in 14 metropolitan cities, including Venice



On October 30, 2018, the City of Venice established two organizational structures for initial access to social services; one of them is the Pronto Intervento Sociale



PRIS  
VENEZIA

HOTEL  
ARLECCHINO

## PRONTO INTERVENTO SOCIALE IS

A service delivered in case of emergency

A service capable of giving an immediate and short-term response to individuals in a qualified manner

A service that operates 24 hours a day, 365 days a year

PRONTO INTERVENTO AIMS TO...



# RECIPIENTS



## PRONTO INTERVENTO SOCIALE AIMS TO

Ensure a timely response to people facing severe situations and social emergencies 24 hours a day

Conduct an analysis and assessment of social emergencies and initiate immediate and urgent interventions

Send report to the relevant social services

Promote a proactive approach by developing and interpreting social vulnerability maps of the territory



## TARGETS

Women victims  
of gender  
violence

Italian  
minors

Unaccompanied  
foreign minors

Adults in a  
situation of  
vulnerability

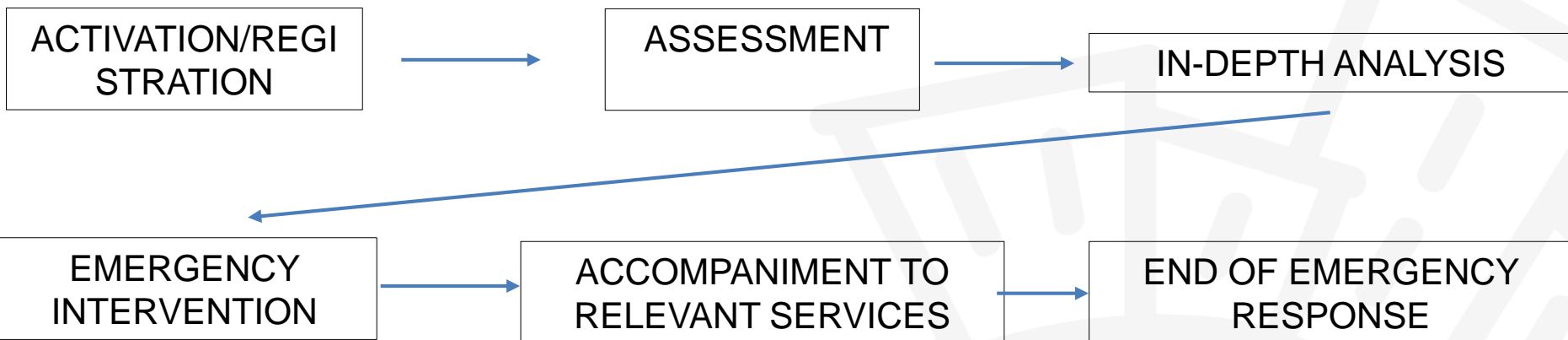
Homeless

People affected by a crisis  
or disaster (such as the  
Aqua Granda inundations  
in 2019, the Coronavirus  
Emergency, or the Ukraine  
Emergency).



# THE ACTIONS OF PRONTO INTERVENTO SOCIALE

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# THE TOOLS

## THE TOOLS

Placement for a maximum of 5 days at accommodations (hotels, B&B...)

Travels documents

Expenses for food and clothing

Counseling

Cultural and linguistic mediation



# REPORTING INSTITUTIONS



## INSTITUTIONS INVOLVED IN REPORTING

Social  
services

Civil  
Protection

Law  
enforcement

Local  
police

Fire  
department

Emergency  
medical  
services

# UKRAINE EMERGENCY

A close-up photograph of a person wearing a black and white striped t-shirt, pouring a yellowish liquid from a glass jar into a pan on a stove. The person is wearing a watch on their left wrist. The background is a kitchen with a sink, a water bottle, and a woven basket hanging on the wall. The scene is brightly lit, suggesting daylight.



## UKRAINE EMERGENCY

PRONTO INTERVENTO SOCIALE managed the arrival of 254 Ukrainian individuals who fled their home country after the outbreak of the war from March 3, 2022, to July 6, 2022

An "emergency response plan" was established in collaboration with the Crisis Unit to ensure the immediate and short-term needs of the Ukrainian refugees were addressed

With the assistance of cultural-linguistic mediation, individuals were securely accommodated in a hotel

## UKRAINE EMERGENCY

After placement, the Immigration social service addressed the needs of the families by relocating them to local family environments

The services involved included Social Services, Health Services, Civil Protection, and the Local Police

An IT platform was developed for managing the needs of Ukrainian refugees



# REPORTS

## REPORTS

Year	Number of reports	Number of people
2020	81	110
2021	163	248
2022	393	698
2023 (January to October)	236	373

# FUTURE STEPS



## FUTURE STEPS

Collaboration with the healthcare network, including the FIRST AID and hospitals

Expanding the service to cover a larger geographical area

# Thank you for your attention!

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Venezia

