



SERVICE CHARTER **“OLTRE IL MURO”**

Mobile outreach and prevention intervention in young people’s living,
gathering and socialisation settings.

Risk Reduction Mobile Unit – ASL RM2

INSTITUTIONAL ACCREDITATION AND FUNDING ARRANGEMENTS

The service is funded by ASL Roma 2 and authorised in the Lazio Region by Regional Determination G05124. With reference to Resolution 607/25 and subsequent additions and amendments, the Street Outreach Unit is currently undergoing accreditation with the Regional Health Service.

ORGANISATIONAL STRUCTURE

Legal Representative: Dr Maura Muneretto tel. 06 86209991

Medical Director: Dr Barbara Guadagni tel. 339 8727697

Administrative Manager: Dr Paolo Cassetta tel. 340 2729437

The Oltre il Muro Street Outreach Unit team works according to a shared and integrated approach and draws on the professional expertise of psychotherapists, psychologists, sociologists and professional educators.

Updated on 06/08/2026

Legal Representative

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1. NAME OF THE SERVICE

Oltre il Muro – Risk Reduction Mobile Unit operating within the ASL RM2 area.

The service is a mobile outreach intervention aimed at adolescents, young adults and the educating community, designed to prevent and reduce risks associated with the use of legal and illegal psychotropic substances and to promote informed and protective lifestyles.

2. MANAGING ORGANISATION AND CONTACT DETAILS

Managing organisation	Parsec Cooperativa Sociale
Commissioning / funding body	Lazio Region / ASL Roma 2
Managing organisation address	Viale Jonio 331, 00141 Rome
Service telephone	339 8727697
E-mail	info@oltreilmuro.it
Service start date	January 1999

3. TARGET GROUPS

- Adolescents and young adults in the ASL RM2 area.
- Informal groups reached in gathering places, social centres, festivals, nightlife venues, city events, libraries and other social spaces.
- Students, through meetings in schools, assemblies, workshops and peer education programmes.
- Parents, teachers, educational agencies and significant adults who contribute to building protective lifestyles and behaviours.

4. PURPOSE AND OBJECTIVES

The project aims to prevent and reduce demand and risks associated with the use of legal and illegal psychotropic substances, supporting awareness, critical thinking and self-determination.

- Promote accurate and understandable information on risks related to psychoactive substance use, alcohol and sexually transmitted infections (STIs).
- Support prevention and risk reduction through information materials, prophylactic supplies and awareness-raising activities.
- Develop life skills, critical thinking, reflective abilities and responsible behaviours.
- Build meaningful relationships with young people and groups, valuing listening, outreach and recognition of needs.
- Provide guidance and, when necessary, accompany people towards existing local, health and social-health resources.
- Engage the local community through information campaigns and digital and social media tools.

5. AREA OF INTERVENTION

The service operates within the ASL RM2 area through mobile interventions and activities for prevention and wellbeing promotion. Activities may take place in informal settings, schools, libraries, venues, social centres, youth centres, sports centres, festivals, city events and spaces identified by the local network.

6. OPERATING METHODS

The Mobile Unit operates through a range of actions.

6.1 Afternoon street outreach

Direct contact with informal groups, with staff present in places frequented by young people.

- Contacting and engaging young people in informal settings.
- Raising awareness of risks related to substance use and STIs.
- Promoting prevention, risk reduction and referral to services.
- Distribution of flyers, gadgets and prophylactic materials.
- Identifying emerging needs in the local area.

6.2 Evening information stands

Information points set up inside venues, social centres, festivals and city events.

- Distribution of flyers, gadgets and prophylactic materials.
- Non-judgemental information exchange and referral to services.
- Promotion of wellbeing and health-protection practices.

6.3 Infopoints in libraries and public spaces

Information services in the morning or afternoon, particularly during periods of higher youth attendance.

- Distribution of information and prevention materials.
- Opportunities for individual or small-group discussion.
- Promotion of accurate and accessible information.

6.4 Educational meetings and information groups

Structured or semi-structured activities in schools, youth centres and other local settings.

- Meetings on psychoactive substances, alcohol, sexuality, STIs, pathological gambling and use of digital devices.
- Peer education programmes and active peer involvement.
- Activities for students, parents, teachers and significant adults.

6.5 Counselling and psychological support

Listening and discussion spaces, by telephone or in person, to clarify doubts and questions related to direct or indirect experiences with substances and alcohol.

- Welcoming requests without judgement.
- Support in understanding risks and personal resources.
- Referral or guidance to specialist services, where necessary.

6.6 Communication and information campaigns

Integrated use of the website and social media channels to disseminate educational content and prevention campaigns.

- Dissemination of accurate and up-to-date information.
- Active involvement of young people and the local community.
- Strengthening the visibility of the project and the prevention network.

7. ACCESS ARRANGEMENTS

Access mainly takes place through direct contact in intervention settings, schools and local spaces where the project is present. Information and guidance can also be obtained by contacting the service by telephone or e-mail. Participation in activities is voluntary and based on respect for the person, confidentiality and each individual's pace.

8. METHODOLOGICAL PRINCIPLES

- Outreach: presence in the living and gathering places of the target groups.
 - Relationship-centred approach: contact is based on trust, listening and mutual recognition.
 - Non-judgement: each person is welcomed with respect for their choices and personal history.
 - Promotion of self-determination: the service supports awareness, critical thinking and active participation.
 - Risk reduction: information and tools are aimed at protecting health and wellbeing.
 - Networking: collaboration with schools, families, local and social-health services and educational organisations.
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9. HOURS AND FREQUENCY OF INTERVENTIONS

- Street outreach unit: during the school year, Wednesdays from 3:00 pm to 8:00 pm; during the summer, Tuesdays, Wednesdays and Thursdays from 4:00 pm to 9:00 pm.
- Evening information stands: once or twice a month from 9:00 pm to 2:00 am.
- Library infopoints: one morning per week during the summer or during university exam preparation periods.
- School meetings: during the school year, Tuesdays, Thursdays and Fridays from 9:00 am to 1:00 pm; additional activities throughout the year upon request.

Hours may be adapted according to monthly planning, local needs and agreements with schools, organisations and local networks.

10. TOOLS AND MATERIALS

- Information materials on psychoactive substances, alcohol, sexuality, STIs, wellbeing and risk reduction.
 - Prophylactic and prevention supplies, where included in service planning.
 - Gadgets and engagement materials to facilitate contact and information exchange.
 - Project digital and social media channels.
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11. MULTIDISCIPLINARY TEAM

The service is delivered by a team consisting of 1 Medical Director/Manager, psychologist and psychotherapist; 1 Sociologist Supervisor; 2 Educators; and 2 Psychologists. The team works in an integrated manner, with weekly meetings, twice-monthly methodological supervision, internal training, coordination, and quantitative and qualitative evaluation of activities.

12. LOCAL PARTNERSHIPS

- ASL Roma 2 and local social-health services.
 - Schools, libraries, youth centres, sports centres, associations and youth organisations.
 - Social services, educational services and third-sector networks.
 - Families, teachers and significant adults involved in prevention programmes.
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13. MONITORING AND EVALUATION

The service carries out continuous monitoring, evaluation and team self-assessment. Recording tools include the daily report, the monthly SIRD form provided by the Lazio Region, meeting minutes, and monthly and annual reports.

14. COMPLAINTS AND SERVICE ISSUES

Complaints and service issues are managed by treating the report as a non-conformity.

Procedure: Each service provides dedicated forms for collecting reports and a box where reports can be deposited. Reports may also be submitted at the dedicated desk.

Once the reports, information about the incident, the complainant's/service reporter's details and telephone number, where available, have been collected, the Quality Manager, together with the Service Manager, will initiate the non-conformity management process (as defined in the dedicated management procedure in the Quality Manual). The case is analysed immediately and corrective action is initiated to resolve the problem. The effectiveness of the corrective actions taken is then verified, and further corrective action is planned to prevent recurrence of a similar problem.

15. REFERENCES

For further information, please refer to the Methodological Report, the Internal Regulations and the Charter of Rights.