MUNICIPALITY OF RECANATI SERVICE CHARTER

PRE AND POST SCHOOL CARE SERVICE



INTRODUCTION AND PURPOSE

This Service Charter is the instrument through which the Municipality of Recanati ensures transparency, participation, and quality in the delivery of the Pre and Post School Care Service, in accordance with the principles established by Legislative Decree No. 36/2023, Legislative Decree No. 33/2013, and the Directive of the President of the Council of Ministers of 27 January 1994 on the Public Services Charter.This document describes how the service is delivered, the rights of service users, the quality standards guaranteed, and the mechanisms available to ensure protection and participation.

The service contributes to the effective functioning of the school community by ensuring the safety, wellbeing, and supervision of pupils attending primary and lower secondary schools before and after the regular school day, providing a secure and supportive environment during periods when formal teaching is not taking place.

EQUALITY AND IMPARTIALITY

The Pre and Post School Care Service is delivered in accordance with the principles of Equality, Impartiality, and Neutrality, ensuring equal access and high-quality provision for all users without discrimination based on gender, ethnicity, language, religion, political beliefs, or personal and social circumstances, in compliance with Article 3 of the Italian Constitution.

The service is available to all pupils enrolled in primary and lower secondary schools. Every pupil is entitled to receive the same standard of care, supervision, and respect from all staff delivering the Pre and Post School Care Service.

SERVICE DESCRIPTION

The Municipality of Recanati Pre and Post School Care Service provides supervision, care, and assistance for pupils attending primary and lower secondary schools during the periods immediately before and after the regular school timetable.The service forms part of the Municipality's family support provision, helping parents balance work and family responsibilities by providing children with a safe, secure, and educational environment.

The service is primarily intended for families who, because of work commitments, require their children to arrive at school before lessons begin or remain at school after lessons have finished, ensuring appropriate supervision during periods when teaching activities are not scheduled.

ACCESS TO THE SERVICE

The Municipality of Recanati provides the Pre-School Service in all schools across the municipal area. The service operates daily from 7:30 a.m. to 8:20 a.m. and is provided free of charge to all eligible families.

OPERATIONAL OBJECTIVES

The objectives of the service are to:

- Support parents in balancing work and family life by providing children with a safe, supervised, and educational environment.
- Ensure the reception, supervision, and care of pupils attending primary and lower secondary schools in a secure setting.
- Provide children with opportunities to communicate, socialise, and play within a structured educational environment.
- Ensure appropriate supervision and care before the start of lessons and after the end of the school day.
- Offer recreational, educational, and group activities that encourage social interaction and positive relationships among children.

SERVICE STAFF

Staff delivering the Pre and Post School Care Service (Pre and Post School Care Assistants) operate in accordance with this Service Charter and the regulations established by the Municipality.
Staff are required to:

- Demonstrate the ability to build positive and appropriate relationships with pupils and their families.
- Work effectively in partnership with colleagues and school staff.
- Be clearly identifiable at all times by wearing an official identification badge together with a high-visibility vest displaying the wording "School Supervision Officer."

SERVICE COORDINATION AND MANAGEMENT

The contracted provider appoints a Service Coordinator, who acts as the sole point of contact with the Municipal Administration and the participating schools. The Coordinator is responsible for:

- Planning and organising service delivery.
- Ensuring the prompt replacement of absent staff to guarantee continuity of service.
- Monitoring attendance and verifying that all activities are delivered correctly.
- Maintaining regular communication with the Municipal Social Services for service monitoring purposes.
- Submitting an annual report describing the activities carried out, including performance indicators, identified issues, and proposals for service improvement.

QUALITY STANDARDS AND SERVICE LEVELS

QUALITY AREA	GUARANTEED SERVICE STANDARD
Punctuality and continuity of service	Staff are present at all assigned schools in accordance with the approved service timetable.
Replacement of absent staff	Prompt replacement of absent staff before the scheduled start of service.
Professional conduct and respect for users	No substantiated complaints concerning inappropriate conduct or negligence by service staff.
Operational coordination and service continuity	The service maintains a high standard of quality through an integrated and collaborative coordination model involving all stakeholders.
Safety and risk prevention	No incidents attributable to negligence in the delivery of the service.
Accessibility for people with disabilities	Active support for children with disabilities or reduced mobility.

ACCESSIBILITY AND INCLUSION FOR CHILDREN WITH DISABILITIES

To ensure that every child has the opportunity to participate fully in social and recreational activities within a safe environment, the service provides accessible communication methods to enable children with sensory or cognitive disabilities to understand activities and interact with their peers. The service promotes each child's independence and inclusion through the presence of appropriately trained staff who facilitate communication and encourage active participation in all proposed activities.

FEEDBACK, COMMENTS AND COMPLAINTS

Users may submit comments, suggestions, or complaints regarding the service through the following channels:

- By Certified Email (PEC) to the Municipality of Recanati: comune.recanati@emarche.it
- In person at the Social Services and Education Office, Piazza Leopardi 26, Recanati (3rd Floor)
- By completing the online feedback form available at: https://forms.gle/NKQMstKwH5kx51y76

The Municipality guarantees:
A response within 30 working days from receiving the report.
A thorough investigation of any reported service issue.
Documented corrective actions whenever a complaint is found to be justified.

MONITORING AND CONTINUOUS IMPROVEMENT

The service maintains a high standard of quality through a coordinated and collaborative management model involving all stakeholders.
The key partners within this coordination framework are:the participating schools, the Municipal Service Coordinator, the Coordinator appointed by the organisation responsible for delivering the Pre and Post School Care Service.

The primary objective of this coordinated approach is to prevent service issues wherever possible and to ensure the rapid resolution of any reported concerns, thereby safeguarding the effectiveness, continuity, and safety of the service.

ORGANISATIONAL CONTACT DETAILS

Reference	Details
Service Owner	Municipality of Recanati – Citizen Services and General Affairs Department
Responsible Office	Social Services and Public Education Department
Telephone	+39 071 75871 (Switchboard) +39 071 7587224 (Social Services Office)
Email	servizisociali@comune.recanati.mc.it
Certified Email (PEC)	comune.recanati@emarche.it