MUNICIPALITY OF RECANATI SERVICE CHARTER

SCHOOL ASSISTANCE SERVICE (SAS)



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 School Assistance Service for pupils with disabilities, in accordance with the principles set out in 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 “Charter of Public Services.”

The document describes how the service is carried out, the rights of users, the quality standards guaranteed, and the tools available for protection and participation.

The School Assistance Service is intended for minors attending pre-primary, primary, and lower and upper secondary schools, as well as university students, who have mild, moderate, or severe disabilities recognised under Law No. 104/92, upon request by the Municipal Social Services and following assessment by the specialist health services.

EQUALITY AND IMPARTIALITY

The School Assistance Service is provided in accordance with the principles of Equality, Impartiality, and Neutrality, ensuring access to and quality of the service for all users without any distinction or discrimination based on sex, ethnicity, language, religion, political opinion, or personal and social circumstances (ref. Article 3 of the Italian Constitution).

The School Assistance Service is guaranteed to all pupils with disabilities attending pre-primary, primary, and lower and upper secondary schools, as well as university.

Every user has the right to receive the same level of attention, care, and respect from the staff responsible for the School Assistance Service.

DESCRIPTION OF THE SERVICE

The School Assistance Service aims to promote the school inclusion of pupils with disabilities, supporting their active participation in school life, and fostering the development of personal and social autonomy and skills.

The School Assistance Service is provided throughout the school year, from Monday to Saturday, in accordance with the school calendar (including state examinations, where applicable to the pupil) and within the weekly hours allocated to each individual pupil. The service is generally delivered on the premises of the schools attended by the pupils concerned and, for activities connected with school activities, at external locations expressly indicated in the Individualised Education Plan (PEI). The service is also provided at the locations designated for work-experience placements and school-to-work alternation projects included in the pupil's individual plan.

The service comprises a range of assistance and socio-educational interventions and services, aimed at the following objectives:

- To facilitate the attendance and continued presence of pupils with disabilities within the school setting, in order to guarantee the right to education;
- To facilitate the inclusion and active participation of pupils with disabilities in the educational activities carried out by teaching staff, supporting them in achieving the objectives of integration and personal autonomy, in accordance with the educational programmes agreed by teachers in collaboration with local health and social services;
- To provide personal support to pupils with disabilities in socialisation activities and in developing communication skills, aimed at fostering integration and enhancing personal abilities;
- To promote both individual interventions and interventions directed at the class group, in order to encourage relationships with classmates and the development of personal identity.

ACCESS TO THE SERVICE

- Method of Access: activation takes place on the recommendation of the specialist health services, upon submission of certification under Law No. 104/92 and the related Functional Diagnosis (or Functioning Profile). The request may also be submitted by the school institution, in accordance with the support hours allocated to the pupil;
- Assessment: the application is subject to assessment and approval by the Municipal Social Services, which determine the extent of the intervention on the basis of available resources and identified needs;
- Duration and Intensity: the service is guaranteed for the entire duration of the school year, in accordance with the weekly hours established for each individual user;
- Costs: the service is provided entirely free of charge to families.

OPERATIONAL OBJECTIVES

The School Assistance Service aims to fully support the school integration of pupils with disabilities.

The service therefore seeks to give effect to the right to education enshrined in national legislation for persons with disabilities, regardless of the degree of severity of their limitation, as promoted by Article 13, paragraph 3, of Law No. 104/92.

The objectives pursued are to:

- promote inclusion and participation in school life;
- support personal and relational autonomy;
- promote integration within the class group;
- provide educational and assistance support within the school setting.

SERVICE STAFF

Staff employed in the school and extracurricular integration service act as a support figure for the minor's autonomy and communication. Operators are required to:

- support the pupil daily, both in school and socialisation activities, fostering integration within the class group;
- take an active part in Individual Education Working Groups (GLO) and engage constructively with teachers and families;
- assist the minor at times of vulnerability, including with regard to personal hygiene, meals, and school transport;
- promptly report to the Coordinator and to the Social Services any situation of risk or change in the needs of the assisted person;
- ensure the utmost confidentiality regarding any information concerning the minor and their family unit.

All staff are selected from among individuals holding a relevant Master's degree or university degree in the psycho-pedagogical field, together with solid experience in the education sector.

SERVICE COORDINATION AND MANAGEMENT

The contracted provider appoints a Service Coordinator as the sole point of contact with the Municipal Administration, with the following responsibilities:

- to plan and schedule interventions;
- to promptly replace absent staff, ensuring continuity of the service;
- to verify the regularity of attendance and the correct performance of activities;
- to maintain contact with the Municipal Social Services for the purpose of monitoring the service;
- to submit an annual Activity Report, including performance indicators, critical issues, and proposals for improvement;
- to provide its operators with a suitable company identification document.

QUALITY STANDARDS AND SERVICE LEVELS

QUALITY AREA	GUARANTEED SERVICE STANDARD
Punctuality and Continuity	Consistent staff attendance and continuity of support, with all personnel demonstrating professionalism, responsibility and respect.
Replacement of Absent Staff	Prompt replacement of staff in cases of prolonged absence, ensuring cover from the scheduled start of the service.
Professional Conduct and Respect for Service Users	No substantiated complaints regarding inappropriate conduct by staff involved in delivering the Service.
Operational Coordination and Service Continuity	The Service maintains a high standard of quality through continuous and coordinated collaboration among all parties involved.
Safety and Risk Prevention	No incidents attributable to negligence in the delivery of the Service.
Accessibility for People with Disabilities	Active support is provided to ensure effective assistance for children and young people with disabilities or reduced mobility.

ACCESSIBILITY AND INCLUSION FOR PERSONS WITH DISABILITIES

The Municipality of Recanati ensures that the School Integration Service is fully accessible, inclusive, and geared towards the removal of any barrier.
To this end:

- staff are able to identify and respond to the specific needs of each pupil with a physical, sensory, or cognitive disability;
- the assistance necessary for participation in the activities set out in the Individualised Education Plan (PEI) is guaranteed within the allocated hours;
- language and communication methods adopted aim at promoting inclusion within the class group, avoiding psychological or relational barriers;
- any physical obstacles or architectural barriers identified within school buildings are promptly reported to the Administration for the necessary removal measures.

PROCEDURES FOR REPORTS AND COMPLAINTS

Users may submit reports, suggestions, or complaints regarding the service:

- by certified electronic mail (PEC) to the Municipality of Recanati's address: comune.recanati@emarche.it;
- at the Social Services and Education Office: Piazza Leopardi, 26, Recanati (3rd floor);
- by completing the dedicated feedback form available at the following link: https://forms.gle/NKQMstKwH5kx51y76.

The Municipality guarantees:

- a response within 30 working days from receipt of the report;
- a thorough review of any reported service failure;
- documented corrective action in the event of well-founded complaints.

MONITORING AND CONTINUOUS IMPROVEMENT

The service ensures a high standard of quality through the adoption of a model of ongoing and coordinated cooperation among all parties involved.

The key contacts within this coordination system are the Social Services, the Municipal Service Coordinator, and the Coordinator of the company providing the School Assistance Service.

The primary objective of this coordination is to prevent, as far as possible, and swiftly resolve any reported service failures, thereby ensuring the effectiveness, continuity, and safety of the service.

ORGANISATIONAL CONTACTS

Reference	Details
Responsible Authority	Municipality of Recanati – Citizen Services and General Affairs Area
Competent Office	Social Services and Public Education Sector
Contacts	071/75871 (switchboard) / 0717587292 (Social Worker) / 071/7587224 (Social Services Office)
Email	servizisociali@comune.recanati.mc.it
Certified Email (PEC)	comune.recanati@emarche.it