Comune di Recanati | recanati città dell'infinito

CITTA' DI RECANATI

MUNICIPALITY OF RECANATI SERVICE CHARTER

SCHOOL GUARD SERVICE



CITIZEN SERVICES AND GENERAL AFFAIRS

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 Guard 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 outlines how the service is delivered, the rights of users, the quality standards that are guaranteed, and the mechanisms available to safeguard users and encourage participation.
The Service contributes to the effective functioning of the school community by ensuring children's safety and protection while supporting universal accessibility in the areas surrounding school buildings.

EQUALITY AND IMPARTIALITY

The School Guard Service is delivered in accordance with the principles of Equality, Impartiality and Neutrality, ensuring equal access and consistent support for all users without discrimination based on gender, ethnicity, language, religion, political opinion or personal and social circumstances, in full compliance with Article 3 of the Italian Constitution. Every pupil has the right to receive the same standard of care, safety, and respect from service personnel, ensuring consistent operational standards throughout all stages of service delivery.

SERVICE DESCRIPTION

The School Guard Service consists exclusively of supervising the areas immediately outside primary and lower secondary school buildings during pupils' arrival and dismissal times. At least one School Guard is assigned to each school entrance during both morning and afternoon shifts, in accordance with the current Regional School Calendar.

Service Hours

- Start: From 30 minutes before the start of lessons until 10 minutes after classes begin.
- Finish: From 10 minutes before the end of lessons until 30 minutes after dismissal, whether at midday or in the afternoon.

ACCESS TO THE SERVICE AND OPERATIONAL OBJECTIVES

The School Guard Service is provided by the Municipality of Recanati to all schools within the municipal area. No application from families is required.There are no participation fees. The service is provided free of charge and is fully funded by the municipal budget.

The Service aims to:

- ensure children's safety during entry and exit from school;
- promote appropriate and responsible behaviour among pupils and accompanying adults;
- encourage compliance with road safety regulations and principles of civic responsibility;
- work in partnership with the Local Police and educational institutions to ensure the orderly management of traffic and pedestrian flows;
- ensure full accessibility to school areas for people with disabilities or reduced mobility by facilitating safe passage.

SERVICE STAFF

Personnel delivering the service ("School Guards") operate in accordance with this Service Charter and municipal regulations and are required to:

- behave courteously, respectfully and responsibly towards pupils, parents, school staff and members of the public;
- encourage pupils to use designated pedestrian crossings and, where necessary, assist them in crossing safely once vehicles have come to a complete stop;
- ensure that pupils disembark from school transport vehicles in an orderly and safe manner;
- immediately report any irregularities or hazardous situations to the Service Coordinator or the relevant Municipal Office, without engaging in verbal confrontation with offenders.

To ensure visibility and easy identification, staff wear an identification badge together with a high-visibility vest bearing the words "School Guard".

SERVICE COORDINATION AND MANAGEMENT

The contractor responsible for delivering the service appoints a Service Coordinator, who acts as the sole point of contact with the Municipal Administration and educational institutions.
The Coordinator is responsible for:

- planning and scheduling service activities;
- promptly replacing absent staff to ensure continuity of service;
- monitoring attendance and verifying the correct delivery of service activities;
- maintaining regular contact with the Municipal Social Services for service monitoring purposes;
- submitting an annual report describing the activities carried out, identifying any issues encountered, and proposing service improvements.

QUALITY STANDARDS AND SERVICE LEVELS

QUALITY AREA	GUARANTEED SERVICE STANDARD
Service punctuality and continuity	School Guards are present at all school sites in accordance with the approved service schedule.
Replacement of absent staff	Prompt replacement of absent personnel before the scheduled start of the service.
Professional conduct and respect for users	No substantiated complaints regarding inappropriate behaviour or negligence by service personnel.
Operational coordination and service continuity	The Service maintains a high standard of quality through a coordinated and collaborative management model involving all relevant stakeholders.
Safety and risk prevention	No incidents attributable to negligence by the School Guard Service.
Accessibility for people with disabilities	Active assistance provided to ensure safe crossing for people with disabilities or reduced mobility.

ACCESSIBILITY AND INCLUSION FOR PEOPLE WITH DISABILITIES

The Municipality of Recanati ensures that the School Guard Service is fully accessible and inclusive.
To this end:

- School Guards are trained to recognise the specific needs of people with physical, sensory or cognitive disabilities;
- direct assistance is provided whenever necessary to facilitate safe road crossing or access to school buildings;
- staff use clear and respectful communication, avoiding behaviours that may create relational or psychological barriers;
- any physical obstacles or accessibility issues identified are promptly reported to the Municipal Administration so that they can be removed or addressed through appropriate signage.

FEEDBACK AND COMPLAINT PROCEDURE

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

- by Certified Email (PEC) to: comune.recanati@emarche.it
- in person at the Social Services and Public 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 action where complaints are 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 relevant stakeholders.
The key participants in this coordination framework are:educational Institutions, the Municipal Service Coordinator and the Coordinator appointed by the contractor responsible for the School Guard Service.
The primary objective of this coordination is to maximise prevention and ensure the prompt resolution of any reported service issues, thereby safeguarding the effectiveness, continuity and safety of the service while ensuring compliance with scheduled operating times.

RIFERIMENTI ORGANIZZATIVI

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