MUNICIPALITY OF RECANATI SERVICE CHARTER

HOME-BASED EDUCATIONAL SUPPORT SERVICE FOR STUDENTS WITH DISABILITIES AND SOCIAL DISADVANTAGE (SED)



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 Home-Based Educational Support Service for Students with Disabilities and Social Disadvantage (SED), 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 concerning the Service Charter for Public Services.

The Charter describes how the service is delivered, the rights of service users, the quality standards guaranteed and the mechanisms available for participation, feedback, and protection of users' rights.

The Home-Based Educational Support Service is intended for children and young people attending nursery schools, primary schools, lower secondary schools, upper secondary schools, and universities who have mild, moderate or severe disabilities, recognised under Law No. 104/1992, following referral by the Municipal Social Services and assessment by the relevant Specialist Health Services.

EQUALITY AND IMPARTIALITY

The Home-Based Educational Support Service is delivered in accordance with the principles of Equality, Impartiality and Neutrality, guaranteeing equal access to and quality of the service for all users, without discrimination based on sex, ethnicity, language, religion, political opinion, or personal and social circumstances, in accordance with Article 3 of the Italian Constitution.

Every service user has the right to receive the same standard of attention, care and respect from the professionals delivering the Home-Based Educational Support Service.

SERVICE DESCRIPTION

The Home-Based Educational Support Service provides educational interventions within the family home to support children and young people with disabilities and/or those experiencing social disadvantage or at risk of social exclusion, while also strengthening parental support and parenting skills.The overall aim of the Service is to promote the child's development while safeguarding the quality of family relationships through personalised educational pathways designed to enhance independence, personal abilities and life skills.

For children and young people with disabilities
the Service is provided throughout the school year, with a planned interruption during July and August, or in accordance with the school calendar, except in specific circumstances where the Municipal Social Services determine that continued support is necessary.

The Home-Based Educational Support Service for children and young people experiencing social disadvantage
is provided throughout the year, ensuring continuity of care and support.
The service is normally delivered Monday to Friday during daytime hours, in accordance with the weekly allocation of support hours determined by the Municipal Social Services. The duration of each intervention varies according to the needs of the individual family and continues for as long as it is considered beneficial and necessary for the child's wellbeing.

The Service is intended for families with one or more children experiencing disabilities, psychological or physical vulnerabilities, or who are at risk of social exclusion and marginalisation.
It provides relational and educational support aimed at promoting positive change within the child's living environment by strengthening the personal resources of the child, the family, social groups, and the wider community.
Interventions are delivered by the **Home-Based Educational Support Worker** within the child's everyday environments, including:the family home, the local neighbourhood and community settings and places where children and young people naturally socialise.

Activities and intervention schedules are agreed jointly between the contracting authority and the families.

ACCESS TO THE SERVICE

The Home-Based Educational Support Service is intended for children and young people with disabilities and aims to promote independence, communication and social inclusion.

- Access Arrangements: The service is activated following referral by the relevant Specialist Health Services and upon submission of: certification issued under Law No. 104/1992; and the corresponding Functional Diagnosis or Functioning Profile.
  The request is formally submitted by the educational institution, taking into account the number of specialist support hours allocated and the student's Individualised Educational Plan (IEP).
- Assessment
  Each application is assessed and approved by the Municipal Social Services, which determine the scope and intensity of the intervention according to the identified needs and the resources available.
- Duration and Intensity
  The Service is provided throughout the entire school year in accordance with the weekly allocation of hours established for each individual service user.
- Cost
  The Service is provided free of charge to families.

OPERATIONAL OBJECTIVES

The Home-Based Educational Support Service pursues the following objectives:

- to support families in carrying out their educational and parenting responsibilities by promoting active listening, understanding of the child's needs, shared educational planning, and consistent educational approaches;
- to encourage children's socialisation by strengthening communication, interpersonal and social interaction skills;
- to support concentration, organisational abilities, and the development of effective study strategies;
- to provide assistance with homework and learning activities;
- to strengthen independence and promote cognitive, emotional, and expressive development;
- to enhance personal abilities and individual competencies;
- to improve relationships within the family unit;
- to provide practical support with daily living skills, personal care, and the management of everyday living environments.

STAFF

The staff delivering the Service operate in accordance with the provisions of this Service Charter and the regulations established by the Municipality of Recanati. They represent a key resource in supporting children and young people experiencing disabilities, vulnerability and social disadvantage.

The Service is delivered by professionals holding appropriate qualifications, including a Degree in Education Sciences, Psychology or equivalent qualifications, or socio-psycho-pedagogical diplomas supported by proven professional experience, together with the personal suitability required to work with children and young people.

ROLES AND RESPONSIBILITIES OF STAFF

To ensure the highest standards of quality and safety, staff carry out their duties in accordance with the following principles and responsibilities.

- Professionalism and Integrated Working

Professionals possess the knowledge and skills required to respond to a wide range of vulnerabilities and work in close coordination with the Municipal Social Services and educational institutions.

They actively contribute to the preparation, implementation and review of each child's personalised intervention plan, and participate in the Operational Working Groups (GLO – Gruppi di Lavoro Operativi) established for educational planning.

- Social and Educational Support

The Home-Based Educational Support Worker assists the child within the family environment and during agreed extra-curricular activities, as defined in the Individualised Educational Plan (IEP). Interventions focus on: active listening, emotional and educational support, promoting personal development, encouraging social inclusion and participation with peers.

- Family Support: Interventions aim to develop shared educational strategies between the school and the family, while providing support within the home environment to foster the child's independence and educational orientation.
- Support for Parenting Functions:The Service also provides support to parents through: family guidance and educational support, ongoing monitoring of the child's progress, mediation between the family and relevant services and facilitating the child's positive integration and socialisation with peers through activities organised both within and outside the family environment.

SERVICE COORDINATION AND MANAGEMENT

The contracted service provider appoints a Service Coordinator, who acts as the sole operational contact between the provider and the Municipality of Recanati.
The Coordinator is responsible for:

- planning and organising all interventions;
- ensuring the prompt replacement of absent staff in order to maintain continuity of service;
- monitoring staff attendance and the correct delivery of interventions;
- maintaining regular contact with the Municipal Social Services for the ongoing monitoring of the Service;
- submitting an Annual Service Report containing performance indicators, identified issues and proposals for service improvement;
- ensuring that all staff are provided with appropriate company identification badges.

STANDARD DI QUALITÀ E LIVELLI DI SERVIZIO

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 PEOPLE WITH DISABILITIES

The Municipality of Recanati ensures that the Home-Based Educational Support Service is fully accessible, inclusive and committed to removing barriers that may hinder the participation and development of children and young people within their everyday environments.

To this end:

- staff are trained to identify and respond appropriately to the specific needs of children and young people with physical, sensory or cognitive disabilities within their home and community settings;
- communication methods and educational approaches are adopted that promote social inclusion, positive interaction with peers and access to local community services, while preventing psychological, relational, and communication barriers.

FEEDBACK AND COMPLAINTS PROCEDURE

Service users and their families 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;
- thorough investigation of any reported service issue;
- documented corrective actions where complaints are found to be justified.

MONITORING AND CONTINUOUS IMPROVEMENT

The Service maintains high standards of quality through the adoption of a model based on continuous coordination and close collaboration among all organisations and professionals involved.

The key stakeholders within this coordination framework are: the Municipal Social Services, the Municipal Service Coordinator and the Coordinator appointed by the contracted service provider responsible for delivering the Home-Based Educational Support Service.

The primary objective of this coordinated approach is to prevent service failures wherever possible and to resolve any issues promptly, thereby ensuring the effectiveness, continuity and safety of the Service.

ORGANISATIONAL CONTACT DETAILS

Reference	Details
Responsible Authority	Municipality of Recanati – Area for Citizen Services and General Affairs
Responsible Department	Social Services and Public Education
Telephone	+39 071 75871 (Main Switchboard) +39 071 7587292 (Social Worker) +39 071 7587224 (Social Services Office)
Email	servizisociali@comune.recanati.mc.it
Certified Email (PEC)	comune.recanati@emarche.it