MUNICIPALITY OF RECANATI SERVICE CHARTER

LANGUAGE SUPPORT SERVICE FOR IMMIGRANT STUDENTS



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 Language Support Service for Immigrant Students, 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 provides specialist support aimed at facilitating the school integration and full inclusion of students with a migrant background, improving their academic achievement, and preventing early school leaving through targeted support in learning the Italian language and understanding Italian culture.

EQUALITY AND IMPARTIALITY

The Language Support 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 attending primary schools and lower secondary schools.

Every service user has the right to receive the same standard of attention, support, and respect from all staff involved in the delivery of the Language Support Service.

SERVICE DESCRIPTION

The Language Support Service is individually tailored on the basis of an initial assessment of each student's specific needs, followed by a gradual learning pathway that may extend for a maximum of three consecutive years.

Language support is planned according to the student's learning objectives, with the aim of enabling them to develop an independent understanding of the subject-specific language required across the different areas of the school curriculum.
The service primarily focuses on overcoming barriers related to language acquisition and learning difficulties.

The Language Support Assistant carries out their work through continuous and effective collaboration with the designated classroom teacher, fostering a shared operational approach aimed at achieving common educational objectives.

ACCESS TO THE SERVICE

The Language Support Service is free of charge for families and may be provided for a maximum of three consecutive years. It is available to children with a migrant background who have been resident in the Municipality of Recanati for less than three years and who attend primary or lower secondary schools. The Municipality identifies eligible beneficiaries in accordance with the criteria established by Regional Law of the Marche Region No. 13/2009.

The service is activated following a request submitted by the local Comprehensive School Institutes to the Municipal Social Services.

At the beginning of each school year, teachers complete a dedicated assessment form outlining the student's learning needs and language difficulties. The Language Support Specialist then carries out an assessment to determine the student's actual support requirements, and prepares an evaluation report. The total number of support hours is established by the Municipal Social Services.

OPERATIONAL OBJECTIVES

The objectives of the service are to:

- Improve the integration of students with a migrant background within the school environment.
- Promote positive relationships among pupils and support a welcoming and inclusive classroom atmosphere.
- Provide targeted support in Italian as a Second Language (Italian L2) while strengthening the language skills required for academic learning.
- Help students overcome linguistic and educational barriers, contributing to the prevention of school dropout, and educational disengagement among pupils with a migrant background.

SERVICE STAFF

Staff delivering the Language Support Service operate in accordance with this Service Charter and the regulations established by the Municipality.
The professional role employed within the service is that of the Language Support Assistant.
Language Support Assistants are required to demonstrate the following competencies:

- The ability to build effective and positive relationships with students.
- The ability to work collaboratively with other professionals and school staff.
- The ability to provide meaningful feedback on the effectiveness of interventions in relation to identified needs and the appropriate use of available resources.
- A sound command of the Italian language together with the teaching methodologies and educational resources required for language support.

SERVICE COORDINATION AND MANAGEMENT

The contracted provider appoints a Service Coordinator, who serves as the single point of contact for the Municipal Administration, the Municipal Social Services, and the schools involved.
The Coordinator is responsible for:

- Planning and organising service delivery.
- Promptly replacing absent staff in order to ensure continuity of the service.
- Monitoring attendance and verifying the correct implementation of all activities.
- Maintaining regular communication with the Municipal Social Services to monitor service delivery.
- Submitting an annual report describing the activities carried out, including performance indicators, identified issues, and proposals for service improvement.
- Ensuring that all staff members are provided with appropriate company identification badges.

STANDARD DI QUALITÀ E LIVELLI DI SERVIZIO

QUALITY AREA	GUARANTEED SERVICE STANDARD
Punctuality and continuity of service	Staff attendance in accordance with the approved service schedule.
Replacement of absent staff	Prompt replacement of staff whenever absences occur.
Professional conduct and respect for service users	No substantiated complaints relating to inappropriate conduct or negligence by service staff.
Operational coordination and service continuity	The service maintains a high standard of quality through a coordinated and collaborative management 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 users with disabilities or reduced mobility.

ACCESSIBILITY AND INCLUSION FOR PEOPLE WITH DISABILITIES

Personalised language support is provided through the use of simplified communication and appropriate resources for individuals with sensory or cognitive disabilities.
The objective is to prevent every form of exclusion by ensuring the availability of trained staff able to promote effective communication, active listening, and meaningful interaction with service users.

FEEDBACK, REPORTING AND COMPLAINTS

Users may submit comments, suggestions, or complaints regarding the service through the following channels:
By certified email (PEC) to: 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 high standards 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 and the Coordinator appointed by the provider responsible for delivering the Language Support Service.

The primary objective of this coordination system 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) +39 071 7587292 (Social Worker)
Email	servizisociali@comune.recanati.mc.it
Certified Email (PEC)	comune.recanati@emarche.it