

CHARTER OF SOCIAL SERVICES BY 'TERRE D'ARGINE' UNION

WHAT CHARTER OF SERVICES IS

The Charter of Services is a communication and information tool between the 'Terre d'argine' Union and citizens about offered activities, protection of rights of citizens and claimed quality-levels.

More precise information, activities, operating and working hours are available in the Union's web site (www.terredargine.it), in the Chartas of services made by managing authorities and leaflets available in the seats of territories.

TERRITORIAL SERVICES

Territorial Services offer families and people a place in which to find orientation, support and backing in fragile individual and family situations concerning cure, protection and education of children, cure for not self-sufficient members of the family, economic problems and social insertion according to these principles:

- equity and neutrality
- efficiency
- clearness and access
- involvement
- involvement of operators
- constancy of service

TERRITORIAL SERVICES AND THEIR PRESENCE ON THE GROUND

Territorial services are 4 and each one has got social desk in which the first welcoming interview can take place.

Territorial services make reference to the 4 Municipalities members of the 'Terre d'Argine' union (Carpi, Novi, Soliera, Campogalliano).

The different professionalisms of each service work in a network with the other sectors of 'terre d'argine' union and other institutions: USL (Local Health Unit), Court for underage people and Court, other Municipalities of Modena district, Province, Region, schools, Services to people State Company, Acer (Regional House Authority) as well as volunteering associations.

ACTIVITIES OFFERED BY TERRITORIAL SERVICES

Reception: social desk

People and families can have their first interview here and, together with an operator, they can show and describe their present problems.

Support and backing

Social assistants offer people and families support in a project and path of life leading to independence and wealth. Support is offered to:

- Families in trouble with care, protection and education of kids
- Families with a member not self-sufficient
- Families and people with economic problems and problems of social insertion

Involving project with the territory

This is the knowledge of the territory living in: families and people living in, their habits and way of meeting, proper use of places and spaces of the Municipality.

Therefore one of the targets of territorial services is the development and participation in meetings for self-help interventions, solidarity and dedicated to individual inhabitants or groups living in a specific part of the town.

Acceptance of requests for the assignment of ERP accommodation or in guaranteed rent

People and families interested in requesting a unit of ERP or ERS accommodation, or through the Social Agency for Rent (Guaranteed House Rent), can turn to the Social Involvement / House Office of the municipal territory in which they live.

RELATIONS BETWEEN TERRITORIAL SERVICES AND CITIZENS

- **Suggestions, remarks and complaints**

Citizens can make suggestions, remarks or complaints about activities offered by the Territorial Service, even through specific forms available in the office seats (please, see attached document A)

The document must be written in Italian only.

- **Rights of citizens**

Coming citizens have these rights

- a) to be welcomed and supported respecting human dignity and personal cultural, political, philosophical and religious creeds
- b) to get all information about way of access, waiting time, services and existing opportunities
- c) to make suggestions, remarks and complaints

- **Duties of citizens**

Citizens are asked:

- a) to collaborate completely and fairly with operators in order to make their job as efficient as possible
- b) to abide by valid rules and to respect environments, tools and furniture
- c) to have good manners with staff
- d) to avoid nasty and hurting behaviour towards operators and other citizens

ATTACHMENT A



Carpi, Campogalliano, Soliera, Novi

Attached to Charter of Services

Form for suggestions, remarks and complaints

La Sig.ra/il Sig - Mrs. / Mr.

Residente a/ Living in (Comune/Municipality) in
(Indirizzo/Address)

Telephone Fax E-mail address
.....

presenta reclamo/complains thatsegnala quanto segue/ remarks the following issue:

(*) Barrare se trattasi di reclamo o di segnalazione e circoscrivere i fatti in lingua italiana, indicando luogo e persone coinvolte/Mark **whether it is a complaint or a report, and describe the facts in Italian, indicating the place and people involved.**

Operatore che ha raccolto il reclamo o la segnalazione/Operator collector of the complain or remark

.....

• complain

• remark

Date