



**La Speranza**  
Cooperativa Sociale a r.l.

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# Service charter

# La Speranza

## Social Cooperative Society Onlus

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***“All citizens have equal social dignity and are equal before the law, without distinction of sex, race, religion, personal and social political opinion.***

***It is the duty of the Italian Republic to remove the obstacles of economic and social nature which, by limiting the freedom and equality of citizens, prevent the full development of human beings and the effective participation of all workers in the economic and political organization of the entire nation. ”***

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## THE SERVICE CHARTER

**The Service Charter** ( later CdS) , is the document through which the body interacts with citizens / users, providing useful information for the use of the Services.

The Service Charter is an effective and innovative tool, designed by the legislator in recent times, with the aim of reforming the overall system of services rendered to the community, in such a way as to make the services usable more efficient and responsive to the concrete needs of users.

Pursuing the objective of citizen / user satisfaction entails, for the providers, the adoption of new strategies, of innovative choices on the "quality" side, oriented both to the characteristics of the service and to the methods of delivery of the same.

The CdS is therefore a tool that:

1. Defines the general and specific standards for each service offered;
2. It involves the citizen / user in identifying the quality levels of the service offered;
3. Commits the Entity to the control and continuous improvement of the services provided, respecting the expectations of citizens / users;
4. The relationship between citizens and the institution improves.

The CdS helps to specify, in practice, the obligation to provide the service, which can no longer consist of an indeterminate and indefinite performance, but which must on the contrary be precise and objectively assessable, therefore the aspects that must be treated with particular attention to correct preparation of this document, can be summarized in the following points:

1. The reasons behind the service management choices;
2. Responsibilities relating to the various stages of service provision;
3. The reasons behind the setting of service tariffs and related changes;
4. The results of the management of services;
5. Problems related to the provision of services;
6. Economic and financial data of the management of services;
7. The reasons behind changes in the provision of services;
8. Feedback from beneficiaries.

The *Service Charter* is also aimed at achieving an active participation of individuals and families as well as ensuring the protection of users' rights by defining a system of control and guarantees that allows greater peace of mind, transparency and reliability.

The rules to which it refers are the Ciampi Directive of 27/01/1994 which established the principles to which the provision of public services must be progressively standardized, **even if carried out under concession** , in order to protect the needs of citizens who can use them in the compliance with the characteristics of efficiency and impartiality with which the disbursement must comply.

## Principles on the provision of services according to the Ciampi Directive of 27/01/1994

- ✓ **Equality** : the rules that determine the relationships between users and service providers are the same for everyone regardless of gender, ethnicity, religion and political opinions.
- ✓ **Impartiality**: the behavior of the staff towards users "whose privacy is guaranteed in order to respect their dignity" must be fair, impartial and objective.
- ✓ **Continuity**: the provision of public services must be continuous, regular and without interruptions.
- ✓ **Right of choice**: where permitted by current legislation, the user has the right to choose between the subjects that provide the service.
- ✓ **Participation and information**: citizen participation in the provision of the service must always be guaranteed. The user has the right to access the information held by the provider concerning him, he can produce memories and documents, make observations, formulate suggestions for improving the service. The providers periodically acquire the user's evaluation of the quality of the service rendered.
- ✓ **Effectiveness and efficiency**: the public service must be provided in such a way as to guarantee efficiency and effectiveness.
  - **Efficiency** is the ability of the service to respond to the need to be satisfied, that is, the ability to achieve the objectives set with respect to the users in charge.
  - **Effectiveness** is the ability of the service to respond to the need that must be satisfied in relation to the management costs to achieve the target objective to be achieved.

and again the Law 8 November 2000 n ° 328 "Framework law for the realization of the integrated system of interventions and social services"

The CdS of the La Speranza Cooperative represents the commitment to adopt these principles operationally translated into suitable tools and procedures present in **the Quality Management System certified by KIWA CERMET ITALIA** and among these we report:

- The quality standards of the services provided and the evaluation of their effectiveness;
- The simplification of the bureaucratic and procedural aspects related to the provision of services;
- Handling of complaints.
- The growth of the quality of services through a system of continuous improvement

The present Charter of services is the result of a synergy and shared between the management of the Cooperative , the coordinators of services and personnel working in the facilities. It is distributed and posted in the registered office of the Cooperative and in the various operating structures and thus made available to operators and interested parties for consultation. There The Service Charter is updated according to the decisions taken during the management review.

## PRESENTATION OF THE COOPERATIVE

### Mission Of The Cooperative

The Cooperative configures its mission in the context of "the pursuit of the general interest of the community in human promotion and the social integration of citizens, through the management of services, social health, welfare and education", as reported in the statute pursuant to article 1, paragraph 1 letter. A, of Law no. 381 of 8 November 1991

For this reason, its mission is to support socio-rehabilitation programs aimed at the social and / or work integration of psychiatric patients, with the conviction that through integrated prevention and treatment projects, it is possible to overcome any form of social exclusion. Within the framework and in compliance with the regulations provided for by the PSR 2009-2011 and with the national and regional laws relating to the Accreditation of public and private socio-health structures (DGR N. 367 of 03/27/03 "Reg. le Regulation N.3 of 31/07/2002 - discipline on the subject of institutional accreditation of health and social-health structures), Coop Sociale La Speranza offers its services to:

- People with mental illness;
- People suffering from psychiatric pathologies;
- Self-sufficient elderly;
- Minors in uncomfortable situations.

### Background

With Resolution no. 7 of 13 January 1983, the Management Committee of the Local Health Unit of the Conca Ternana, given the lack of intermediate structures in which to house the sick who had to be discharged from the Psychiatric Hospitals, decided to establish a family home on an experimental basis for the rehabilitation of ex hospitalized, entrusting the management to Don Pauselli Antonio.

It was one of the first experiences aimed at concretely implementing Law 180 ( Basaglia Law): through the Family Homes the goal was achieved of closing the Psychiatric Hospitals by reinserting the people hospitalized there in a family environment and in the urban social fabric.

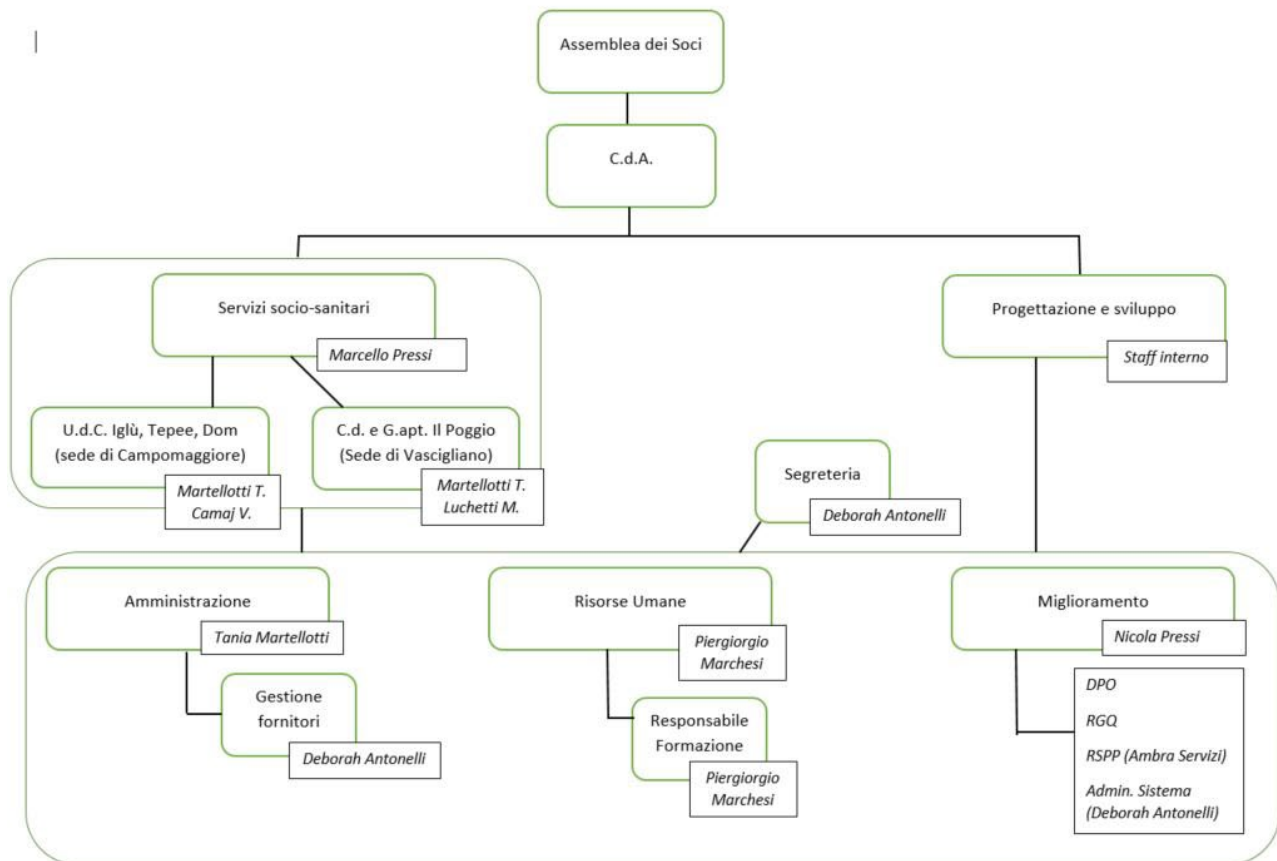
- In 1988, given the excellent results of the experience undertaken, the II ° Family Home was established.
- On 04/12/1997, the Type A Social Cooperative called " La Speranza" was established, registered in the Regional Register of Social Cooperatives with no. A155621.
- In 2003, in agreement with the Local Health Authority n. 4 of Terni, a "Residential and semi-residential community for psychiatric patients"
- In 2006, upon completion of a project presented to the Region of Umbria, 2 Modules of Co-habitation Units for Psychiatric Patients were created.
- In 2006, in compliance with the work inclusion project connected to the residential and semi-residential community, the Type B Social Cooperative called " Il Poggio" was established, registered in the Register of Social Cooperatives with no. 80 section B.

- In 2008, in partnership with the Territorial Area n. 10 and the Municipality of Stroncone, a relief facility for the elderly over sixty - five years old was established , called the “ Casa di Quartiere Anni d'Argento”.
- Since 2014 it has provided a socio-rehabilitation service for psychiatric immigrants present in a SPRAR Project managed by an Association of Purpose of which the head of the row is the ASSOCIATION OF SAN MARTINO VOLUNTEER.
- From 2015 a new apartment group called "DOM" is available

## THE COOPERATIVE TODAY

La Speranza is a type A Social Cooperative made up of about 14 working members - 3 voluntary members - 1 employees and 2 collaborators and consultants .

## The organization of the Cooperative



## The Stakeholders of the Cooperative

- **Stakeholders:** ie the "stakeholders". Like all organizations, the Social Cooperative Onlus La Speranza is not a separate subject: in fact, it thrives on relationships with a series of "social actors", be they individuals or groups of people with whom it shares interests. These are those internal and external subjects whose consent and trust influence the very functioning of the Social Cooperative. The involvement of stakeholders activated through discussion and dialogue is extremely important for the Cooperative, to better understand the needs, interests and expectations in order to build possible answers together. The stakeholder map was created following the parameter of proximity to operations, so starting from the center you will find the closest subjects who most influence and are influenced by the actions of the Cooperative itself.

1 1 categories of stakeholders have been identified.

- **Service users: they** are the recipients of the services and activities of the La Speranza Cooperative. They are at the center of every action, direct or indirect, of the Cooperative; we turn all our attention and care to them through the service provided with professionalism, convinced that they can participate and share the humanitarian and social values founding the Cooperative
- **Customers / Clients :** Public bodies (AUSL 2 Umbria, Municipality of Terni, Municipality of Stroncone, Municipality of Narni), companies or non-profit organizations (the Il Poggio Cooperative) that have identified the La Speranza Cooperative as the partner for carrying out their activities, families and individuals. The commitment is to satisfy the requirements of the agreement and / or contract by seeking a continuous and constructive relationship, while placing the needs of users and respect for their dignity as persons at the center.
- **Families of service users:** the La Speranza cooperative pays close attention to the relationship with the families of the Users of the services provided in compliance with the autonomy of the relationship between the family and the user, where in any case the La Speranza cooperative always places the needs of user and above all respect for his dignity as a person.
- **Working members :** are all those who carry out activities or professions relating to the nature of the enterprise exercised by the cooperative and who, due to their effective working capacity, aptitude and professional specialization, can directly participate in the work of the social enterprise and actively cooperate in its exercise and development.
- **Voluntary members :** among these are the founding members, the dismissed working members and others who have joined voluntarily, these members actively participate in the life of the cooperative in a non-continuous and free way for the achievement of the social aims.
- **Employees :** are those who carry out activities or professions relating to the nature of the business carried out by the cooperative, but who have not joined the company structure.
- **Collaborators :** occasional collaborators and freelancers. These figures provide service or advice in one of the activities carried out by the cooperative. They also fall within the scope of suppliers and therefore the cooperative, through a structured system of selection, qualification, monitoring and awareness raising, undertakes to obtain integrated



and qualitatively adequate services for the services provided and to manage the relationship with a view to obtaining the added value sought in services provided.

- **Suppliers :** these are those who have relationships for the supply of goods and services with the La Speranza Cooperative which, through a structured system of selection, qualification, monitoring and awareness-raising, undertakes to obtain integrated and qualitatively adequate services for the services provided and to manage the relationship in a optics of obtaining the added value sought in the services provided. (Suppliers are listed in the Critical Suppliers List)
- **Financiers :** Entities or institutions that the La Speranza Cooperative uses to finance current activities or development projects.
- **Community and Territory:** with respect to the realization of its social mission, the Cooperative La Speranza maintains a close link with the territory in which it provides the service through constant dialogue with the various parts of the community (local public institutions, local and private entities, groups institutional social and parish); it is a tool to underline the Cooperative's commitment in the social sphere by identifying the community and the territory as interested and privileged interlocutors of the services provided.
- **Trade Associations:** The Cooperative is registered with ConfCooperative Umbria, participation represents a commitment and a duty to best represent the interests and positions of the Cooperative as well as the possibility of using useful services for workers, both members and non-members and for the cooperative itself.

## The characteristics of the Cooperative

Ever since birth , he has carried out its activities in the territorial context of the Province of Terni, meeting the ASL requests for persons co n psychiatric problems and municipalities, providing Services Social Care for People Elderly and self-sufficient , and from 2014 to 2018 has been committed in the provision of a service for immigrants with mental health problems included in a SPRAR project .

The Cooperative is currently engaged in the provision of 5 services:

- Two cohabitation units, IGLOO and TEPEE (based in Terni) as part of the socio-rehabilitation intervention;
- A semi-residential community for psychic patients (Vascigliano facility in the Municipality of Stroncone) as part of the intervention aimed at strengthening and / or reacquiring work and relationship skills through different work sectors
- Two apartment groups , one located in Vascigliano (Municipality of Stroncone) and one in Terni

The Cooperative has the authorization of the Umbria Region for the management of 10 beds for apartment groups for psychiatric patients currently fully available .

The Cooperative promoted the constitution of the type B Cooperative "Il Poggio" in 2006 for the work placement of disadvantaged people and continues to collaborate with it through the assignment of cleaning activities and the free use of the premises for carrying out tailor-made laboratory activities that provide for the integrated participation of users of the DSM, social services of the Municipality of Terni and operators in the sector.

The Cooperative guarantees its working members working conditions that respect the current contractual regulations (CCNL Cooperative Sociali) and the promotion of the elements and motivations characterizing the individual professionalism of the operators themselves.

## Authorizations and Awards

### 1997 - Year of foundation : 04/12/1997

- **1998 - Registration in the Register of Companies of Terni (Court)**
- **1998 - Chamber of Commerce registration (REA): n ° 76579**
- **1998 - Registration in the Prefectural Register** of cooperatives in the Production and Labor and Social Cooperation section of the Province of Terni
- **1999 - Registration in the regional register of social cooperatives** at n ° A155621 with resolution of the Regional Council n ° 2682 of 21/04/1999
- **2002 - The Cooperative** obtained by the Region of ' Umbria with dirigenza determining the n ° 5285 of 14/06/02 l ' authorization to exercise the activity of two residential psychiatric facilities like "Apartment Group" .
- **2003 - Establishment of the residential and semi-residential community for psychiatric patients** (Community of Vascigliano) with deliberative act n ° 760 of June 27, 2003
- **2003 - The Cooperative** signs an agreement with the ASL n ° 4 of Terni for the management of the residential and semi-residential community for psychiatric patients (Community of Vascigliano) .
- **2005 - Completion of the reception structure in Via delle Terre Arnolfe 33** , built by ATER on a project presented by the La Speranza Cooperative and approved by the Region, providing funding to ATER.
- **2006 - The Cooperative** obtained by the Region of ' Umbria with managerial determination n ° 4090 the authorization to ' exercise of ' psychiatric activities of two units of Cohabitation for host No. 8 users each .
- **2006 - The Cooperative** signs an agreement with the ASL n ° 4 of Terni for the management of two modules of Cohabitation Unit for n ° 8 users each
- **2008 - The Cooperative " La Speranza "** stipulates with the Municipality of Stroncone, thanks to a funding from the Territorial Area n ° 10 of Terni , an agreement for the management of a Neighborhood House for self-sufficient over- 65s .
- **2008-** The Cooperative, obtained the certification of its Quality Management System according to ISO 9001: 200 8 issued by BUREAU VERITAS ITALY SpA with certificate N ° 230203 EN in accordance with the SINCERT RT- 04 in date 09/10 / 2008 for the provision of residential services for people with mental illness in cohabitation units, in residential and semi-residential structures.
- **2010-** Completion of the reception structure in Via delle Terre Arnolfe 33, with the construction of a new construction of services "auxiliary structures for psychiatric patients with a predominantly productive use, intervention carried out by ATER in collaboration with the Cooperative.
- **2011 -** revision of the certification of conformity of the Quality Management System to ISO 900 1: 2008 standards with extension of validity for a second three years (the new deadline is 8 Oct 2014)
- **2012 -** registration with ConfCommercio Umbria
- **2013 -** Institutional Accreditation at the Umbria Region - DD n. 8821 of 11/21/2013

- **2014** - Certification of the quality management system for: PROVISION OF RESIDENTIAL SERVICES FOR PEOPLE WITH PSYCHIC DISCOMFORT IN LIVING UNITS IN RESIDENTIAL AND SEMI-RESIDENTIAL STRUCTURE. Reg. N: 11351 - A of 06/10/2014 by KIWA CERMET ITALIA
- **2015** - Authorization for 2 beds apartment group in Via delle Terre Arnolfe 33 - Terni DD N. 6655 DATED 17/09/2015 ù
- **2016** - Renewal of Institutional Accreditation at the Umbria Region - DDN11069 of 11-14-2016 and No. 1599 of 02-21-2017.
- **2017**- Certificate of the QMS Management System, of the Social Cooperative Organization La Speranza Soc. Coop. Arl for "Provision of residential services for people with mental illness in the UDC in residential and semi-residential structures" reg. N. 11351 valid from 06-10-2017 with last modification on 17-07-2018.
- **2018** - Welfare promoter - Lev. 3 - Promoted by Generali with the participation of Confindustria - Confagricoltura - Confartigianato Imprese - Confprofessioni. 10 April 2018

## DESCRIPTION OF THE SERVICES:

The cooperative adapts the provision of its services in relation to the needs of each individual patient-guest user (also called user) , its potential and its possible frailties.

In particular:

### The Residential Structures

1. **The TEPEE LIVING UNIT** which hosts users with a longer history of illness and with prevailing needs for resocialization (the structure can accommodate 8 people) .
2. **The IGLU LIVING UNIT** which hosts young users with need of emotional support in particular phases of the individual treatment (the structure can accommodate 8 people) .
3. **A GROUP APARTMENT** called **Il Poggio**
4. **A GROUP APARTMENT** called **DOM**

The people housed in the two coexistence units located in Campomaggiore , a neighbourhood peripheral of the city of Terni, they receive a guaranteed assistance for 16 hours over 24 , 365 days a year .

People housed in apartment groups located one in Vascigliano (Municipality of Stroncone) and one in Via delle Terre Arnolfe 33 (Municipality of Terni) , receive guaranteed assistance for 6 hours within 24 hours for 365 days a year .

The following functions are guaranteed within the two Cohabitation Units (CU) and the two apartments:

- Management of group dynamics that originate from the reactions of Users among themselves and with staff
- The possibility of access for Users to programming and organizing community life, through suitable spaces for communication and collaboration
- The direction and coordination of the activities carried out by the staff of the Cooperative in line with the "Therapeutic - Rehabilitation and / or Resocialization Program"
- Integration and coordination with the "Resources" present in the area

The service is divided into the following areas of intervention and related objectives:

AREA OF INTERVENTION	AIMS
<b>Relational Area and Emotional Involvement</b>	<ul style="list-style-type: none"> <li>▪ Establish relationships with respect for colleagues and companions;</li> <li>▪ Establish relationships of respect and trust towards operators;</li> <li>▪ Being able to express needs and inconveniences to both operators and referring doctors.</li> </ul>
<b>Resocialization Area</b>	<ul style="list-style-type: none"> <li>▪ To reacquire and enhance the skills necessary to support a correct and pleasant social life ;</li> <li>▪ Respect the rules of common living;</li> <li>▪ Knowing how to use work activities as creation and exchange of social relations.</li> </ul>
<b>Work Placement Area</b>	<ul style="list-style-type: none"> <li>▪ Respect the times required by the work activity;</li> <li>▪ Respect the methods required by the work activity ;</li> <li>▪ Punctuality in the execution of the assigned tasks;</li> <li>▪ Independence in the execution of the assigned tasks.</li> </ul>

## **The COMMITMENTS , PROGRAMS AND QUALITY STANDARDS '**

### **Quality management system**

The structure has adopted a Quality Management System in compliance with the UNI EN ISO 9001: 2015 standard

### **Umbria Region Accreditation System**

Since 2013 the structure is accredited c / o the Umbria Region for the UDCs and for G. apt. Sun

### **General data protection regulation system**

Since 2018, the Organization has adopted the EU Regulation No. 2016/679, better known with the initials GDPR, adopted on 27 April 2016 and entered into force on 25 May 2018.

### **Use of procedures and protocols**

In order to achieve the quality objectives aimed at improving the services provided, all staff, according to the various tasks, adopts operating procedures and socio-assistance protocols that regulate the activities relevant to the quality of the service.

### **Implementation D . L . 81/2008 and SMI on safety in the workplace**

The structures comply with the obligations contained in the legislative decree 81/2008 concerning the safety of workers and guests. For this purpose, the Risk Assessment Document has been drawn up.

### **Risk analysis of prevention on critical points for the food chain (HACCP)**

The cooperative has adopted a HACCP food hygiene self-control manual in accordance with EC regulation 852/2004 . This manual is periodically reviewed and updated.

### **Information systems**

The information is carried out through the preparation of registration forms which are available to the staff.

### **Commitments and standards**

The cooperative undertakes to guarantee its guests and users:

- a) The correct and complete identification of the needs and expectations of the Guest / User and the conversion of said needs and expectations into service requirements,
- b) The the full accordance with those requirements,
- c) The the full compliance with the statutory and regulatory requirements.

The priority fields of action for company improvement are identified in the company processes monitored systematically through a set of measurable management parameters aimed at favoring the achievement of the company mission with an ever increasing degree of effectiveness and efficiency.

For each parameter, a target value is defined annually aimed at encouraging the improvement of the services provided. In particular, the structure undertakes to prevent - as far as possible - pathological relapses and imbalances of the psycho-pathological balance of the Guests, to favor their resocialization and employment and to monitor their satisfaction.

The Cooperative is committed to the various stakeholders as described above in the paragraph entitled The Stakeholders of the Cooperative

### **Straight and Quote of the Availability**

For Guests sent by the CSM, the fees are set by the AUSL 2 Umbria and are equal to € 77.47 at the date of drafting of this document with annual ISTAT variation according to the signed agreement. For private guests, the fees are defined when defining the contract defined with the interlocutor responsible for the payment.

### **Protection of the rights of guests**

Rules for the protection of guests

Guests, users or their family members can report disservices with respect to social - health , care and hotel activities in the following ways:

- a. Verbally to the Coordinator of the Cohabitation Unit , to the Head of the Provided Services Area or to the President;
- b. In writing, by letter on plain paper to the President ;
- c. For writing, by filling in the specific complaint form ( attachment 1).

After examination by the Management, the decision adopted is communicated verbally or in writing to the person concerned.

### **Detection of the satisfaction of the services**

In order to improve the quality of the services provided and to meet the needs of guests or their families, the residences constantly verify the activity carried out through interviews with users and relatives.

The monitoring of the quality of services is carried out periodically subjecting guests and family members and psychiatrists the questionnaire of customer satisfaction.



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**Structure of Vascigliano:**

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