

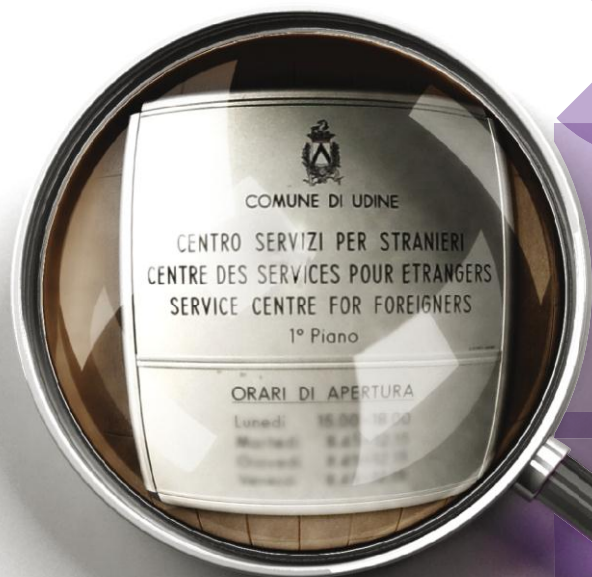
CARTA

WELFARE SERVICE CARD

INFORMATION CENTRE
FOR FOREIGN
NATIONALS

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I'm glad to introduce *the Welfare Service Card* to the citizens of Udine. This Card is offered by Comune of Udine and it sets the characteristics and the times of the various activities provided by Comune to the citizens of that specific sector. The Cards are a tool to inform all citizens about the way how the services are provided and an instrument that every citizen has for *checking* the quality and the efficiency of the services.

Every Card is divided into three sections. The first one informs about the *mission*, the *purpose* and the *characteristics* of the service. The second one reports the *standard of quality* and the third one describes the *relationships* between Comune and the citizens.

According to the Administration and to me this Card is a very important document, not just a boring legal performance, in fact it is an occasion to listen to the citizens and talk to them.

The Cards are a further tool of *participation* and *promotion of the active presence* of the citizens that our Administration has wanted to take together with lots of others of them that you can find on the site of Comune of Udine.

For the next future my aim is to promote a lot of exchange of data in these Cards, which we mean to update regularly.

I wish the whole community of Udine will be involved in finding the better services offered by our Administration and I'm therefore asking all citizens to go on like that taking into account the proposal and critics given by these Cards for a better working of the Town.

These *Welfare Service Cards* are *meant to let ourselves better known and therefore to make us improved* in all our performances.

Best Regards to you all, dear citizens, males and females.

The Mayor, Furio Honsell and the Administration of Comune of Udine.

Udine, 30/03/2012

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PURPOSE, MISSION AND CHARACTERISTICS OF THE SERVICE

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1. PURPOSE, MISSION AND CHARACTERISTICS OF THE SERVICE

1.1 The Welfare Service Card – presentation

a) What is the Welfare Service Card

The Welfare Service Card is a document with which a Public Administration formally engages itself as follows.

It provides:

- essential characteristics of the service involved;
- way to enter the service and to benefit from it;
- quality standard it is meant to guarantee;
- methods to verify the maintenance of the engagements asserted by the Card;
- rules regarding the complaint procedures and how they are affected.

The Welfare Service Card is an instrument of protection of the citizen that wants to use this service and pursue the following purposes:

- to provide information about the principles, contents and characteristics of the service as well as about the rules regulating the relationship between the Public Administration and the citizen according to the principle of transparency;
- to allow and even to encourage a constant control of the quality of the service given looking for a way of improving it with the active involvement of the user.

The Welfare Service Card is an open and dynamic instrument.

b) This Card

This Card refers to all services to foreigners, asylum seekers and/or refugees temporarily living on the territory.

The services available to immigrants are managed by the O. U. Immigration and rights of citizenship – Service Center for Foreigners of Comune di Udine - with the collaboration of:

- contractors (as regards intercultural mediation and information service existing on the territory);
- partners of welcome projects (as regards the welcome to adults, family groups, minors, asylum seekers and/or refugees);
- conventional subjects (as regards the welcome to adults, family groups and unaccompanied immigrant minors);
- partners (as regards the planning ad hoc).

This service is meant to encourage the integration of foreigners, asylum seekers and/or refugees among the citizens living on the territory.

The same services to immigrants can be supplied also by other institutions (for example Questura or Prefettura) but Comune di Udine is the only responsible for the above mentioned services.

c) Normative references

The services to immigrants, asylum seekers and/or refugees are provided in accordance to the law and regulations in force on the matter.

The above mentioned rules are particularly articulated and complex.

The main regulations involved in services are:

- Law 286/1998: “Testo Unico” regarding the rules on immigration and on the status of the foreigners involved according to law of 25th of July 1998 number 286 and following modifications.
- Law of 31st of August 1999 number 394: regulation containing rules for the implementation of “Testo Unico” that regards provisions concerning the regulation of immigration and the status of foreigner according to law 25th of July 1998 number 286 and following modifications.
- Law 30th of July 2002 number 189: modification to the legislation on immigration and asylum.
- Law of 30th of May 2005 number 140: implementation of the directive 2003/9/CE setting rules regarding the welcome to asylum seekers in the Member States.
- Law of 27th of June 2007: guidelines, questions and verification criteria for the correct management of the contribution given by the Fund for the asylum politics and services according to law 140/2005.
- Law of 19th of November 2007: implementation of the directive 2004/83/CE setting rules regarding the status of refugees or other individuals equally needing international protection to citizens of third countries and stateless people.
- Law number 94 of 15th of July 2009 – “Provisions relating to public security”.

1.2 Principles regulating the providing welfare services to immigrants and their families present on the territory on a temporary basis

Comune di Udine undertakes to provide the services relating to foreigners, asylum seekers and/or refugees temporarily living on the territory in the observance of the following basic principles:

A) EQUALITY

Comune provides the services to foreigners, asylum seekers and/or refugees temporarily living on the territory following the principle of equal rights of users.

The rules to be followed among users and the service involved as well as the way to get it are equal to all.

No difference can be made as regards sex, race, language, religion and political opinion.

B) IMPARTIALITY

Criteria of Comune di Udine are based on the values of objectivity, justice and impartiality to all the users and to all the immigrant citizens and their families living on the territory.

C) CONTINUITY AND REGULARITY

The provision of these services to foreigners, asylum seekers and/or refugees should be continuous, regular and uninterrupted. If exceptional events should affect the performance of the service Comune engages itself to adopt any measure to cause the least possible inconvenience to users.

D) PARTICIPATION

Comune engages itself to promote the participation of the citizen to the services in order to guard its right to enter all information involved and all that concerns law 241/90.

E) EFFECTIVENESS

Comune engages itself to provide a service corresponding with the needs and demands of users. The service given has to be in conformity to the programmed and declared aims and has to be exhaustive as regards the demands of the user.

F) EFFICIENCY

Comune engages itself to provide the service making the best of the resources employed in order to control the costs and to involve the same resources to support all the users in need.

G) IMPORTANCE OF THE USER

Comune engages itself to organize the services in accordance with the demands of users and with the aim of facilitating social and cultural integration.

1.3 What does “quality” in services mean

The quality of service is the sum of activities that the Administration is committed to achieve and to improve year after year:

- Quality of the intercultural mediation service to facilitate users to gain access to services;
- Quality of the information /guidance service to permit a better knowledge of the territory and its services;
- Quality of the welcome service to facilitate social integration;
- Quality of the network between institutions and between institutions and associations to coordinate the actions activated on the territory;
- Quality of the human resources dealing with the services which are continuously improved through a permanent refresher activity;
- Quality of the relationship between all those involved in the delivery of the various services so that each individual could fulfil its role at the best;
- Quality of monitoring and testing of interventions which are constantly supervised by Comune in order to guarantee a constant standard in the service provided.

1.4 What does the center give and how it organizes all the services to immigrants and their families

The O.U. Immigration and rights of citizenship was born at the end of a long path started in 2001 with the aim of creating among the community services an office exclusively devoted to foreigners, asylum seekers and/or refugees temporarily living on the territory.

Mediation services, information and guidance are provided to facilitate and encourage the integration process inside the town.

The service thanks to the network of all the associations acting within the framework of services to immigrants is a point to prevent the upsurge of intolerance and discrimination.

Office

Information can be available at:

Comune di Udine

O.U. Immigration and rights of citizenship

(Service Center for Foreigners)

Via Cussignacco, 38 – first floor

Tel 0432/246101-3-4-5, fax 0432/246117

e-mail centro_stranieri@comune.udine.it

Opening hours

Monday from 3 to 6 p.m.

Friday from 8.45 to 12.15 a.m.

1.5 Description of the services

a) how information and guidance are provided

Characteristics

All the actions taken by the Service Center for Foreigners are meant to encourage the integration and make the access to services easier to get by foreigners. With this perspective a network of information desks has been activated both in the offices of Comune and in other Administrations in order to reach the largest possible number of people.

Who are the recipients

The service is open not only to foreigners as its natural recipients but also to all citizens, both foreigners and Italians.

What does it provide

- Information and guidelines involving immigration practices
- How to get welfare services on the territory
- How to get help in starting practices to rejoin families
- How to deal with personal data
- Information and guidance about the working world
- Help to fill in Curricula and to apply for a job
- How to mediate among coowners
- Help to fill in documents

Where to get information

Information desk in the hall of the bus station

Viale Europa Unita, 31

Opening hours

Monday from 5 to 7 p.m.

Wednesday from 5 to 7 p.m.

Saturday from 3 to 5 p.m.

Information desk at the registry office of Comune di Udine

Via B. O. da Pordenone, 1

Opening hours

Monday from 8.30 to 12.30 a.m. and from 1.30 to 4.30 p.m.

Tuesday- Wednesday- Friday from 8.30 to 12.30 a.m.

Thursday from 8.30 to 12.30 a.m. and from 4 to 7 p.m.

Information desk at the office of the Prefettura U.T.G.

Viale Ungheria, 23

Opening hours

Wednesday and Friday from 9 a.m. to 1 p.m.

Information desk “lavoro” at the Service Center for Foreigners

Via Cussignacco, 38

Opening hours

Tuesday and Thursday from 9 a.m. to 1 p.m.

Information desk for coowners

Viale Europa Unita, 31

Opening hours

Tuesday from 5 to 7 p.m.

How much they cost

All services are free.

b) how a social service is provided

Characteristics

A social service provides support to individuals and to family groups living a period of difficulty.

Who are the recipients

Foreigners not resident and not included among the recipients of other services of the town.

What does it provide

- Guidance interviews
- Economic aids for basic needs
- Activation to enter welfare services in conventional structures
- Activation of welcome interventions into the SPRAR network
- Guidance and assistance by the health service
- Support to pregnant women and individuals in need

How to get it

- For interviews: no particular requirements
- For other services: to be on the territory of Comune without any means to live.

Where to get information

Service Center for Foreigners

Via Cussignacco, 38

Opening hours

Monday from 3 to 6 p.m.

Friday from 9 to 12 a.m.

Or with a telephone appointment with social worker
(0432.246107)

How much they cost

All services are free.

c) How to deal with different cultures

Characteristics

According to ONC/CNEL the intercultural mediator is “an active agent in the process of integration between foreigners and institutions, public services and private associations to facilitate the bond between persons of different cultures”.

In this perspective this service is a resource to help communication and understanding between different cultures that facilitates social integration.

Who are the recipients

- Town social service
- Information Desks

What does it provide

- Mediation service on request
- Translation service
- Front office activities for foreigners

How to enter

The service is activated by the Service Center for Foreigners on request by public offices or desk operators.

How much they cost

All services are free.

d) how international protection projects are provided and organized

Characteristics

Since 2001 Comune di Udine with the “Efraim project” - rifugio diffuso friulano - is part of the national welcome network headed by the Interior Minister (now called SPRAR - System of Protection for Asylum seekers and Refugees) that provides the welcome and the activation of protective actions and social integration for adults, family groups and unaccompanied minors.

Who are the recipients

- Foreigners and family groups reported to SPRAR
- Minors

What does it provide

- For adults and family groups: accommodation and protection providing language and social integration into the working world.
- For minors: accommodation in a structure with literacy and school facilities helping them to integrate as regards to language, social and working life.

How to get it

To get the service within the “Efraim project” – Rifugio diffuso friulano - it is necessary to be foreigners, asylum seekers and/or refugees and not to be already included within the SPRAR network.

How to enter

By an interview with social worker followed by an indication of the beneficiaries to the database.

How much they cost

All services are free.

e) how ready welcome is provided

Characteristics

The welcome services include the activation of different interventions depending on the type and the users' needs.

Who are the recipients

- Foreigners temporarily living on the territory
- Unaccompanied immigrant minors

What does the Service offer

- For unaccompanied minors: accommodation in a special structure until they become of age
- For other types of users:
 - temporary accommodation in a reception facility
 - temporary accommodation in a residences of Comune
 - provision of welfare vouchers for food and medicines

Personal requirements to get it

- For minors: to be minor temporarily present on the territory without parents or adult people to be referred to.
- For other types of users: to be foreigners temporarily present on the territory (not resident) and in need.

How to enter

- For minors: to be present on the territory
- For other types of users: the necessary interview with social worker followed by the plan of the Social Project agreed with her/him.

How much they cost

All services are free.

f) other services

The Service Center for Foreigners provides also:

- collaboration with associations and other Administrations to carry out common projects to activate them on the territory;
- procedures to provide contributions to all associations involved in the working for immigrants.

1.6 Who is responsible for the service

Responsible for the fulfilment of the Welfare Service Card: Dr Filippo Toscano

Head of Service: Dr Filippo Toscano

Responsible for the O.U.: Dr Paola Piccoli

STANDARD OF QUALITY AND RIGHT TO REPAYMENT

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2. STANDARD OF QUALITY AND RIGHT TO REPAYMENT

2.1 Standard of quality of the service and the engagements of Comune (town administration)

Comune di Udine engages itself to provide a quality services in conformity to the needs of users.

Some “standards” are singled out with a quality level in order to value the quality of the services given by Comune.

STANDARD ITEMS AND SPECIFIC REQUIREMENTS

Quality	Indicators	Standard
Accessibility to information desks	Number of hours per week open to public	Six hour per week
Effectiveness/regularity of working	Presence in service of two operators at least	More than 80 %
Flexibility in the entry to information services	Possibility of getting the service off the usual opening times	Always provided

INFORMATION SERVICE AND GUIDANCE

Quality	Indicators	Standard
Capability of answering the users requirements	Percentage of the service approval	50 % of approval required

SOCIAL SERVICE

Quality	Indicators	Standard
Prompt response	Waiting time to get an appointment with social worker	Waiting time of three working days

INTERCULTURAL MEDIATION SERVICE

Quality	Indicators	Standard
Prompt response	Time passed between mediation request and activation of the service	Less than eight hours
Effectiveness and efficiency	Linguistic and cultural differences of the mediators provided by the service	Availability of intercultural mediators able to communicate with the ten main foreign communities present on the territory

2.2. How standards and qualities of the service are assessed

Comune engages itself for monitoring the quality of the services given through:

- a) The evaluation of the results of monitoring made by Comune in the offices where the service is given
- b) The evaluation of the results of the answers through questions ad hoc given to users regarding the quality of the service
- c) The prompt evaluation of complaints as well as suggestions from users and citizens.

RELASHIONSHIP WITH CITIZENS

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3. RELATIONSHIP WITH CITIZENS

3.1 Complaints and suggestions

Comune promotes all the activities encouraging the listening to citizens' opinions.

To build an active dialogue with them means to recognize their right in order to:

- To point out possible inefficiency
- To make complaints
- To forward some proposals or ideas of improvement and/or innovation.

The Office has to collect and verify all the complaints and use them in order to:

- To settle the question agreed with users
- To understand the reasons of inefficiency and the causes of disappointment of users
- To know the needs and demands of users.

In order to guarantee the rights of citizens to be listened to and protected, the Immigration Service Office and rights of citizenship has decided to act as follows:

How to propose improvements

Who is to be addressed	The Responsible of the service
How	By mail to: centro.stranieri@comune.udine.it By post to: Comune di Udine U.O. Immigrazione e diritti di cittadinanza Via Cussignacco, 38 By fax 0432.246117 Or By U.R.P.- Via Lionello, 1 – second floor Fax 0432.271355 - mail: urp@comune.udine.it
How the improvements are treated	They will be examined by the Responsible of the service and the user will be informed about the possibility of the proposal asked for.

How to behave in a case of inefficiency

Who is to be addressed	The Responsible of the service
How	By mail to: centro.stranieri@comune.udine.it By post to: Comune di Udine U.O. Immigrazione e diritti di cittadinanza Via Cussignacco, 38 By fax 0432.246117 Or - By U.R.P.- Via Lionello, 1 – second floor Fax 0432.271355 - mail: urp@comune.udine.it
How the improvements are treated	All complaints will be examined by the Responsible of the service and the user will be informed of the decision of how to solve the inefficiency.

www.comune.udine.it

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