



# A Service charter for the school catering office

Spokesman: DR. FLAVIO PECORARI  
Director of School Catering Office  
Of the Municipality of Udine. Italy.

Brno 5<sup>th</sup>- 6<sup>th</sup> October 2016

# What is the Service Charter?

The Service Charter is the document by which a public administration is formally committed about:

- The essential characteristics of the service to which the Charter refers;
- The arrangements made for the access to the service and benefiting from them;
- The quality standards to be guaranteed;
- The arrangements established to verify that the obligations assumed with the Charter are respected;
- The rules established for the complaints procedures and for the access to compensation.



The Service Charter is therefore an instrument of protection of the citizen who wishes to use that service, with the following purposes:

- a) providing essential information on the principles, content and service features, as well as on the rules that discipline the relationship between the Administration and the citizen according to the principle of transparency;
- b) permitting and encouraging the constant control of the quality of the service provided and consequently the identification and definition of improvement objectives with the active involvement of the users;



## IDENTIFICATION OF STANDARD AND RESULT INDICATORS

SERVICE	ACTIVITY	QUALITY STANDARD	RESULT INDICATOR
school canteen	Provision of school meal	distribution from the first day of school	100%
Delivery of the meal	Complete meal	Meal provided in comparison of the daily set menu	95%
Delivery of the meal	pleasant and palatable meal	Perception of pleasantness among the teachers who enjoy the cafeteria	At least 70%



Delivery of the meal	Pleasant and palatable meal	Perception of pleasantness among the members of Canteen Committee	At least 70%
Special diets	Availability of alternative menu	diet activation within fifteen days of the request	100%
Reports , complaints, suggestions	Response times	Within 30 days of receipt	100%
tariff refund	Completing administrative investigation	Within 15 days of receipt	100%

# Verification of compliance of the quality standards and participation of users in the activity

- The City is committed to monitor the quality of services provided by :
  - a) evaluation of the results of monitoring conducted by the City in the service delivery sites;
  - b ) assessment of the results of monitoring carried out by the members of the Canteen Committee in the service delivery sites;
  - c ) evaluation of the results of surveys conducted by users on the perceived quality of the services;
  - d ) systematic evaluation of complaints and suggestions from users and citizens .

# Right to reimbursement

## Provision of services in a reduced form.

When the service is ensured but the meal, for reasons that depend directly or indirectly by the Administration, is supplied in a reduced form (example : cold meal or with a reduced number of dishes respect to the menu of the day ), the user will have the right – previous written request - at a discount equal to 50 %.



# RELATIONS WITH CITIZENS - Complaints and suggestions



- Where a complaint concerns behaviors of people and the complaints are received by e-mail or fax, it will be requested the resubmission of the complaint with the original signature (on paper or digital).
- The claims made verbally or by telephone are also accepted in cases where the inefficiencies or situations have a character of urgency, being understood that the claimant is required to communicate its generality and the data related to his address and phone number.



# THE RATES OF SCHOOL CATERING SERVICE

## SCHOOL - YEAR 2016/17

- A) NURSERY SCHOOLS:

DAILY FARE		
SERVICE	RESIDENTS IN € (VAT included)	NOT RESIDENTS IN € (VAT included)
SNACK AND LUNCH for nursery schools where Parents Associations buy food	€ 5,20	€ 6,00
SNACK AND LUNCH for nursery school where just the first dish is prepared in the kitchen	€ 4,65	€ 5,40
SNACK AND LUNCH for all other nursery schools	€ 5,00	€ 5,80
SNACK WITHOUT LUNCH for all other nursery schools	€ 0,80	€ 1,40

## B) PRIMARY AND SECONDARY SCHOOLS

<b>DAILY FARE</b>				
<b>TYPE OF SERVICE</b>	<b>B TYPE MEAL FOR RESIDENTS</b>	<b>B TYPE MEAL FOR NON-RESIDENTS</b>	<b>C TYPE MEAL FOR RESIDENTS</b>	<b>C TYPE MEAL FOR NON-RESIDENTS</b>
	4,80 €	5,70 €	4,45 €	5,45 €

## C) SCHOOL AND EDUCATION PERSONAL

- school employees entitled to a free meal : not subject to the payment of rates ( the cost for meals is partially charged to the Ministry of Education for the purpose of subsequent reimbursement) .
- The school staff entitled must be included in the list prepared by the Institute and communicated in advance to the Municipality .



- school staff NOT entitled to a free meal (not engaged in the students' assistance activities during the school canteen)

MEAL COST : 7,00 € ( VAT included )

- personnel working in the after- school services managed by the municipality or by the schools or by third parties expressly to perform activities of assistance to the enjoyment of the meal during services

MEAL COST : 3,50 € ( VAT included )

# ANNUAL SUBSCRIPTION TO DISCOUNTED NON-REFUNDABLE PRICE

- In lieu of payment of the full price or discounted price, the user can opt for the annual subscription formula at a discount not refundable to be paid in advance . The cost is calculated by multiplying the required meal fee for the conventional number of days of service utilization for the whole scholastic year 2016/17 set at an amount equal to 185 days for nursery schools and 170 days for primary and secondary schools of first instance and by applying to the result of the following discount :
  - 12 % in the case of nursery school and primary and secondary school 1st grade with the canteen frequency for 5 days a week ;
  - 8 % In the case of primary and secondary school 1st grade with the canteen frequency for 1- 2 days a week

# REDUCED RATE APPLIED ACCORDING TO THE I.S.E.E. (Equivalent Economic Status Indicator) - *Reserved to residents*

BAND	“ISEE” VALUE BETWEEN EURO	DISCOUNT IN % OFF EVERY MEAL
A	0-7.500	70%
B	7.500,01-10.000	35%
C	10.000,01-13.000	18%
D	13.000,01-16.000	10%
E	16.000,01-20.000	4%

# REDUCED RATE FOR BROTHERS WHO BOTH BENEFIT OF THE SCHOOL CATERING SERVICE ( RESERVED EXCLUSIVELY TO RESIDENTS )

- If two or more brothers residing at the same time benefit from the school catering service provided by the City of Udine ( including nurseries ) , they will benefit from the facilitation through the imposition of a 10 % discount to the cost of the meal ticket at full fare or, in case of belonging to “ISEE” facilitated bands , the cost of the meal voucher resulting from the application of subsidy .



# TOTAL EXEMPTION

- Full exemption from paying of rates only belongs to the users who are financially assisted by Social Services; if the Social Services certify that the condition of assisted is temporary , the benefit will have a duration equal to that of the duration of the assistance period as announced by the Social Services



# ELECTRONIC PREPAID GOOD MEAL

- The " electronic pre-paid good meal " for the payment of the fees of the school catering service has replaced paper good meal.
- The City Council has also introduced , with effect from school year 2015/16, a new management of the system that provides the ability for users enjoying the school catering service to perform autonomously and online registration , payment and service monitoring

.

# WAYS OF PAYMENT

- 1 ) with credit card , prior access to a portal , without the payment of fees ;
- 2) through " home banking " system;
- 3 ) through transactions made at a bank or post office;
- 4 ) on cash or by ATM without charge





- Each student user of the school catering service is associated with an electronic virtual account with a personal identification code corresponding to its tax code . The virtual account is linked to an identification of the location of each child / user profile (personal and school data , the type of service received , any special diet , type of fee due ).
- The pupil's family buys / charges a certain credit which is used to pre-pay meals to consume. As the meals are consumed , the amount corresponding to the fee due is automatically debited to the virtual account of the pupil .



- Booking meals is routinely performed by the schools by checking the number of meals needed based on the number of the children present and attending the service; an electronic communication of related data is made by responsible for managing of production and distribution of meals.
- To allow the regular and timely preparation of the meals , the communication must be made to the Company not later than 9.20 hours.
- In nursery schools latter communication is unnecessary as the center of preparation, cooking and packaging of meals is internal to the school ( in this case, communication is verbal ) .