



SYNERGIA

*Knowledge and management
for social change*

QUALITY AND PLANNING OF SERVICES

CURRICULUM ABOUT SYNERGIA ACTIVITIES

Milan, 2010

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SGQ certificato a fronte della
norma ISO 9001:2000



GENERAL INTRODUCTION

Synergia is a social research society training and consulting firm operating since 1989 in the field of social and health policy. In the last fifteen years, Synergia developed hundreds of research projects for the public sector (Ministries, Regional governments, Local governments) and for private companies (firms, foundations, associations), on local, national and European levels, deploying solid scientific expertise with a strong commitment to operating efficacy and timely delivery.

Its works answers to specific knowledge, understanding and action needs and translates into projects that include:

- strategic support to targeted social action policies;
- policy and services planning and evaluation;
- quantitative and qualitative research about needs, expectations, behaviours;
- trend and scenario analysis;
- organisation consulting;
- supervision and training;
- information systems implementation;
- thematic database development.

THE TOPIC

During the **current process of transformation of the welfare system** (from Welfare State to Welfare Community), local governments become central in the planning of services, both in the relationship with other public institutions and as a guarantor of the rights of citizens. Synergia developed during the years an ample curriculum in the area of planning of services, acquiring a strong expertise in the analysis of social policy and social phenomena. In this field Synergia offers support to public administrations for building an **integrated system of policies and services and for their evaluation**. In particular, it offers consultancy, technical assistance, training to Regional administrations, Social agencies, municipalities, Health administrations in order to analyse social demand and evaluate social needs; to define and evaluate social and health policies; to write Social Plans and guidelines; to **plan new tools** and working experiences through the **exchange of good practices**; to monitor innovation and to evaluate the transferability potential of actions and services.

The quality of services has a direct impact on the quality of life of citizens. In order to tackle this aspect, besides quality certification and accreditation, it is important to consider other actions: Synergia works according to the principle of the active participation of stakeholders within the framework of continuous learning. It implies an involvement of the customer in all phases of the work, since the very beginning of the project. In social services, which have a strong relational aspect, social workers guarantee the quality of delivery. But single professionals can not face problems all by themselves, they need to share with a **participatory approach** issues and solutions. Round tables and workshops, aimed at creating **protocols, self-evaluation tools, networking** among services, as well as **Job Satisfaction** quantitative surveys, are in the experience of Synergia suitable ways of using and emphasizing their competencies. Evaluation tools and **quality indicators**, resulting from a segmentation of the service in its dimensions, represent a way to safeguard user's rights, the other main stakeholder of the services. His/her point of view is crucial and his/her satisfaction is one of the fundamental outcomes to be reached by each service.



2010	Management and development of Social Information System of Puglia Region (Second year) Customers: Regione Puglia
2010	Implementation of the multidimensional evaluation system for the elderly (S.Va.M.A.) Customers: Regione Autonoma Valle D'Aosta
2009	Quality care for quality aging: European indicators for Home Health Care (2009, 2010) Partners: Regione Basilicata, Municipality of Brussels, Municipality of Helsinki, UNCCAS - Union Nationale de Centres Communaux d'Action Sociale, Technet Berlin, Municipality of Halandri, Municipality of Terrassa, Fundación Comunidad Valenciana - Región Europea, CdIE - Centro di Iniziativa Europea, Ulss Veneto Orientale
2009	Analysis on the cost structures of child care services in Puglia Region Customers: Regione Puglia
2009	Training activity to support the parenthood Customers: Provincia di Lecco
2009	Training activities on the results of the social survey on elderly population over age 70 Customers: Provincia di Cremona
2009	Survey on economic and management aspects of child care services in Liguria Region Customers: Agenzia Regionale Sanitaria - Liguria
2008	Support to the planning of the first joint "City life time plan" Customers: Comune di Leno, Comune di Ghedi, Comune di Bagnolo Mella
2008	Research and consulting activity for the implementation of a "Pedibus" service Customers: Comune di Cormano
2008	Feasibility study for the realization of an Agency for the social integration of migrants Customers: Provincia di Cremona
2007	Revisit of the information flow on home assistance services (SAD-ADI) Customers: Regione Veneto, Ulss Veneziana
2007	Training course for the local managers in Province of Foggia Customers: Provincia di Foggia. Partners: Euromediterranea Pianificazione e Sviluppo
2007	Analysis on the rest home trend demand Customers: ARSAC – Associazione delle Residenze Socio Sanitarie Assistenziali della provincia di Cremona
2007	Study on the average charge in residential services for the elderly in Veneto Region Customers: Regione Veneto, Ulss Cittadella
2007	Conference "The elderly condition: new social policies for new social care needs" Customers: Regione Autonoma Valle D'Aosta
2007	Job Satisfaction analysis in residential facilities for elderly in Foggia Province Customers: Provincia di Foggia, Euromediterranea Pianificazione e Sviluppo - Foggia
2007	Customer Satisfaction of some provincial services (Years 2007, 2008, 2009) Customers: Provincia di Milano
2006	Implementation of the SVAM-A System (Years 2006, 2007)



Customers: Regione Veneto, Ulss Vicenza

2006	Planning and implementation of the Social Information System of Puglia Region Customers: Regione Puglia
2006	Il information flow on accomodation facilities for migrant in Lombardy Customers: Regione Lombardia
2005	Project "City life time plan" Customers: Comune di Cormano
2005	Monitoring and evaluation of the food education programme for students "Ortocircuito" Customers: Regione Lombardia
2005	The image of the local Youth Gathering Places: a training and consulting activity for social workers Customers: Provincia di Milano
2005	Information flow on accomodation facilities for immigrants in Lombardy Region Customers: Regione Lombardia
2004	Customer satisfaction of the users of the childcare services Customers: Regione Basilicata
2004	Monitoring of implementation of the Law 328/2000 Customers: Ires - Istituto Ricerche Economiche Sociali - Roma
2004	Consulting for setting up a child care service Customers: Comune di Milano, Comune di Brescia
2003	Customer and Job Satisfaction in in-patient wards in Province of Bolzano Customers: Provincia Autonoma di Bolzano - Alto Adige
2003	Study on labour, training and labour orientation services Customers: Provincia di Parma
2003	Training programme for techincal offices on the social information system for the local planning Customers: Regione Liguria
2003	Training programme for the start-up of an information flow on Home Care Assistance Services Customers: Comune di Genova
2003	Training course for socio-sanitary unit managers on the SIS Customers: Regione Liguria
2003	Seminar on social citizenship Customers: Ires - Istituto Ricerche Economiche Sociali - Roma
2003	Conception and realization of the Observatory on Substance Dependence - training program and consulting Customers: ASL Messina
2003	Course for co-ordinator of social and socio-educational services Customers: Scuola per le Professioni Sociali della Provincia Autonoma di Bolzano
2002	Training programme for operators in welfare development Customers: Formez - Roma/Napoli
2002	Research training program for professional educators on elderly poverty in Comune di Bolzano Customers: Scuola per le Professioni Sociali della Provincia Autonoma di Bolzano



2002	Master course for "consultants of excellence" supporting services for the elderly Customers: Provincia Autonoma di Bolzano - Alto Adige
2002	Evaluation of the educational and preventive impact of a film exhibition for the schools Customers: Associazione Fantarca - Bari
2002	Impact evaluation of the Guide for Social Services in Comune di Bollate Customers: Comune di Bollate
2002	Customer Satisfaction in residential and local facilities for people affected by dementia Customers: Regione Emilia Romagna, AUSL di Ravenna
2002	Feasibility study for the development of child care facilities at work in Province of Milan Customers: Provincia di Milano
2002	Consulting to the realization of the "Social Zonal Plan" Customers: Ulss Adria
2002	Support to the realization of Social Plans in three districts of Province of Milano Customers: Provincia di Milano
2002	Child care services in Marche Region Customers: Regione Marche
2001	Conception and experimentation of a multidimensional evaluation form for disability (SVAM-D) Customers: Regione Veneto, Ulss Vicenza
2001	Database of social workers of Nursing homes for the elderly Customers: Provincia di Cremona
2001	Consulting for the start-up of a gerontologic prevention space Customers: Provincia di Mantova
2001	Training programme for public managers on the social information system Customers: Formez - Roma/Napoli
2000	Training-consulting activity for social workers of Youth Gathering Places Customers: Provincia di Mantova
2000	Support to the accreditation process of services for disabled Customers: I.Re.R - Istituto Regionale di Ricerca della Lombardia - Milano
1999	Prevention and Well-being of the Elderly Customers: Regione Veneto, Ulss Vicenza
1999	Study on poverty conditions of the population Customers: Regione Autonoma Friuli-Venezia Giulia
1999	Study on poverty conditions of the population Customers: Provincia Autonoma di Bolzano - Alto Adige
1998	Quali-quantitative census of housing requirement of non-EU citizens Customers: Provincia di Milano
1998	Study on training requirements for child care operators Customers: Provincia di Cremona
1998	Study on training requirements for social workers in the minor and disability area Customers: Provincia di Como



1998	Drafting the Social Services Chart Customers: Comune di Lissone, Comune di Villasanta
1997	Study on training requirements for social workers of retirement homes and CSE Customers: Provincia di Varese
1997	Study on poverty conditions of the population Customers: Provincia Autonoma di Bolzano - Alto Adige
1997	The network of services for minors in Province of Bolzano Customers: Provincia Autonoma di Bolzano - Alto Adige
1997	Census and study on principal organizational features of social assistance voluntary associations Customers: Provincia di Lodi
1997	Study on training requirements for social workers in disability services Customers: Provincia di Cremona
1997	Socio-organizational study on regional SAD/ADI services Customers: Provincia di Lodi
1996	Social-statistical survey on basic social services of the Province of Milano Customers: Provincia di Milano
1996	Consultancy for the social assistance and social-sanitary regional planning Customers: Regione Autonoma Friuli-Venezia Giulia
1996	Sociological study of Day Care Centers for the Elderly Customers: Provincia di Milano
1996	Sociological study on Youth Gathering Places Customers: Provincia di Milano
1996	Socio-organizational study and training activity on regional SAD/ADI services Customers: Regione Autonoma Friuli-Venezia Giulia
1996	Census and study on principal organizational features of social assistance voluntary associations Customers: Provincia di Milano
1996	Implementation of the Documentation and Social Information Center Customers: Provincia di Varese
1996	Writing the book: "Criticità nei servizi sociali. Analisi qualitative in un'area metropolitana" Customers: Provincia di Milano
1995	Observatory for the Elderly of Cremona Province Customers: Provincia di Cremona
1995	Socio-organizational study on Socio Educational Centers for the handicap Customers: Provincia di Milano
1995	Writing the book: "Derive. Stati e percorsi di povertà non estreme" Customers: Regione Veneto
1995	Socio-organizational study on Socio Educational Centers for the handicap Customers: Provincia di Milano
1995	Statistical and sociological analysis for a National Research Council project Customers: Università di Pisa



1995	Training activity for municipal social managers and outlining of the social report Customers: Comune di Genova
1994	Periodical survey of customer satisfaction in a sample of child care facilities Customers: Provincia di Milano
1993	First Reception Centres for Migrants Customers: Regione Emilia Romagna
1993	Sociographic analysis on Home Care Assistance Services Customers: Provincia di Cremona
1993	Socio-organizational study on rest homes and on management styles Customers: Provincia Autonoma di Bolzano - Alto Adige
1992	Writing the book "Pagine aperte. La formazione e i sistemi informativi" Customers: Ministero dell'Interno
1992	Sanitary report on the Canton Ticino population Customers: Governo del Canton Ticino - Bellinzona - Switzerland
1992	Chek up of the Information System "Provinciatel" Customers: Provincia di Padova
1992	Report on socio-demographic dynamics in Italy Customers: Università di Trento
1991	Study on sociological aspects of the urban mobility Customers: (ex) Ministero delle Aree Urbane
1990	Analysis and techical support to the management of the Social Assistance Information System Customers: Provincia di Milano
1990	Analysis of organizational procedures in a care service for elderly people Customers: Consorzio Servizi Sociali di S. Bonifacio - Verona
1990	Sociological study on Home Care Assistance Service and analysis of the users Customers: Provincia Autonoma di Bolzano - Alto Adige
