



Services Chart

**LAG Eloro – Mixed Consortium Company
with limited liability**

Legislative Decree. N. 33/2013

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Premise

This Services Chart represents an essential information device, aimed at the users of the LAG Eoro and the entire community of the "Eoro district", whose main objective is to make known the range of services offered by the LAG, identifying the optimal quality levels which are intended to guarantee and maintain, and recognizing specific rights of accessibility and transparency to users. This document also pursues the aim of implementing the quality of the offered services, through greater information and active participation of users and all potential beneficiaries.

The LAG Eoro adopts this Chart in compliance with the provisions of art. 32 of Legislative Decree. 33/2013 and subsequent amendments and additions and article 8 of the Convention signed with the Sicilian Region, relating to the obligations of publicity and transparency falling under the responsibility of the LAG as a private subject in fact equated to the public administration due to the Community origin of the resources allocated to its functioning.

1. Fundamental principles

1.1 Principle of equality and centrality of the individual

The LAG Eloro guarantees equality in the enjoyment conditions of the offered services and equal treatment in their provision to users, without distinction of sex, race, religion, political views, sexual orientation, language, economic situations, ensuring the principle of equal opportunities and overcoming gender stereotypes. The provision procedures are those provided in general by the legislation of the Italian State, of the Sicilian Region as well as by the laws that regulate the activity of the LAG, and are inspired by criteria of objectivity and impartiality. The LAG is committed to avoid any unjustified discrimination and non-uniformity of services in terms of personal and social conditions, also undertaking to pay particular attention to the most disadvantaged individuals for whom specific social protection is necessary, also by carrying out specific projects and initiatives (principle of substantial equality).

1.2 Principle of impartiality and transparency

The behaviour of the bodies and the operators of the LAG Eloro is inspired by respect for the principles of impartiality, transparency, objectivity and neutrality in the mode of services provision to their users. In providing users with the services offered, the LAG Eloro excludes and condemns attitudes of partiality and injustice.

The LAG Eloro also provides its users and the whole community with accessible, immediate, transparent and complete information, thus promoting knowledge of its activities and services offered with the related quality standards.

1.3 Principle of continuity

The LAG Eloro guarantees the continuity and regularity of the provision of the services offered to users. Upon the occurrence of force majeure events to which the causes of an irregular operation or interruption of a specific service are attributable, the Eloro LAG will promptly adopt all the initiatives aimed at minimizing any inconvenience for users and the potential or actual beneficiaries of the support measures provided under the “Eloro” Local Action Plan.

1.4 Principle of participation

The LAG Eloro is committed to promote the participation of users, citizens and of all potential and actual beneficiaries of the "Eloro district", to deliver the service, with the dual aim of encouraging vigilance over their proper provision and to promote the collaboration between the users and the providers. Pursuant to the law of 7 August 1990 n. 241 and in compliance with the rules on the confidentiality of personal data, the user has the right to access the information concerning him or her and that are in the possession of the LAG. The user will be able to produce memories and documents, make observations, submit reports and complaints and make suggestions aimed at achieving better management and delivery of the service. The recognition of the user's right to have free access to complete and up-to-date information confirms full compliance with the principle of participation by the LAG Eloro.

1.5 Principle of efficiency and effectiveness

The LAG Eloro is committed to make clear and explicit the objectives of each activity and service provided. Each member of the Planning Office and of the Board of Directors works keeping in mind these objectives so as to produce valid results capable of responding to the needs of the district and paying attention to the protection of resources whose careful use must guarantee the absence of waste and of unnecessary and unjustified costs.

The LAG Eloro is also committed to evaluate the quality level of the offered services by periodically drawing up plans for the optimisation of the services provision processes, promoting and adopting a transparency and innovation policy and pursuing, again, the objective of rationalising, reducing and simplifying procedures for accessing services through the use of management, organisational, procedural and technological solutions.

2. Company profile and mission of the LAG Eloro

The LAG Eloro, established in the form of a Mixed Consortium Company with limited liability, by a public act drawn up with a notarial deed on 29/10/1998, pursues the objective of promoting the integrated development of its reference area, the "Eloro" district, which includes the territories of the Municipalities of Avola, Noto, Rosolini, Pachino and Portopalo di Capo Passero, included in the southern area of the province of Syracuse, implementing all the necessary actions in order to:

- promote the economic-cultural growth of the municipalities of the area;
- favour the development and consolidation and / or the creation of income and jobs;
- enhance the endogenous resources of the territory through the activation of local subjects;
- develop as much as possible the links between the business, institutional, social, scientific, cultural subjects of the reference area with those of other European areas;
- promote in the territory the maximum of synergies and interactions between community initiative projects and the community support framework of the Sicilian Region;
- interact with other development experiences present in the contiguous areas and in the rest of Sicily.

3. Offered Services

In relation to the general objective that the LAG Eloro intends to pursue and with reference to the actions aimed at achieving it, the services offered by the LAG, provided as part of its activities and aimed at public and private actors in the area, are the following ones:

- local territorial diagnosis and drawing of development plans in all economic sectors;
- raising awareness of the population;
- technical assistance for the development of local integrated development strategies;
- technical assistance for the search for funding from potential beneficiaries;
- promotion of projects containing innovative and demonstrative elements;
- technical support and animation of rural development;
- identification of initiatives aimed at favouring the relaunch of agricultural enterprises;
- feasibility studies and technical consultancy in favour of MSMEs and other agricultural, craft and service activities, also through the search for potential national and international markets;
- creation of guidance desks for young people, women and other disadvantaged social groups who wish to start a business;
- assistance to businesses in identifying and using local, regional, national and EU funding and contributions;
- raising the awareness of schoolchildren and teachers regarding the identity and perspectives offered by the area;
- use of all legislative provisions foreseen for employment support including the planning and implementation of training courses;
- consultancy for the preparation and stipulation of contracts aimed at the realisation and / or incentive of production initiatives;
- consultancy, also as intermediaries, for the use by companies and public and private bodies of the reserves of Community programmes and initiatives and in particular of the LEADER program to encourage and assist the rural population to develop according to their own priorities in economic and social terms.

The LAG Eloro also guarantees the regular execution of all administrative processes aimed at ensuring:

- the functioning of the association bodies through the coordination and organisation of meetings, institutional representatives;
- the functionality of the operational structure through the implementation of activities aimed at ensuring supplies, the protection of health and safety in the workplace, accounting and tax assistance, labour consultancy;
- the design and implementation of the "Eloro" Local Action Plan, through the development of a local development strategy consistent with the needs of the "Eloro district", the identification and activation of interventions/projects, the launch of public tenders, communication, monitoring and evaluation of the LAP.

4. Provision mode

Within the framework of the processes pertaining to the Eloro LAG, those strictly connected to the consulting, communication, monitoring and evaluation activities constitute the procedures that involve the provision of a service to the public as a final result. Specifically, these processes provide for territorial animation, communication, information and awareness-raising activities aimed at their reference targets and in particular, at actual and potential beneficiaries, partners, stakeholders, the general public and the community.

The methods and tools through which these services are provided are:

- **Institutional website:** activation, management, implementation and updating of the institutional website of the LAG Eloro. The site is accessible, transparent and complete with all essential information in accordance with the law and necessary to ensure maximum usability for users;
- **Information desk:** the LAG Eloro guarantees the opening to the public of its offices, located at the operational headquarter located in via Ruggero Settimo, 9 - 96017 Noto (SR) - Italy, from Monday to Friday from 9:30 to 13:00 and on Tuesday and Thursday from 16:00 to 18:30. The opening to the public allows to provide useful information to all interested parties, public and private, potential and actual beneficiaries, stakeholders, the general public, who can receive updates and information regarding the initiatives related to the implementation of the LAP "Eloro", the opportunities related to the participation in networks and partnerships and all other funding possibilities;
- **Facebook Page:** activation, management and updating of the LAG Eloro Facebook page in order to promote and disseminate the LAG's initiatives and provide information on funding opportunities to users by publishing and sharing posts, images and videos;
- **Workshops, participatory meetings, conferences, seminars, round tables:** the LAG Eloro organises events and informative, participatory and dissemination meetings with the aim of guaranteeing the full involvement of all local development actors, active within the district, and promoting dissemination as widespread as possible of information concerning the opportunities provided in the framework of the LAP "Eloro";

- **Targeted and confidential meetings, round tables, focus groups:** the LAG Eoro organises meetings on specific topics with the aim of addressing technical issues related to the LAG's activities and the implementation of the LAP.

The aforementioned services offered to the public are rendered by the staff in service of the Planning Office consisting of the Director, the Administrative and Financial Manager, the Communication Manager, the Socio-economic Animators and the administrative staff.

5. Qualitative and quantitative standards of the services provided

The quality level of the services provided to users, in addition to being linked to the respect for the fundamental principles listed above, also arises from other aspects relating to the so-called dimensions of quality that can be classified as follows:

- **Accessibility:** this dimension relates to the ability of the LAG Eloro to ensure the access to the services to potentially interested users and can be declined both in temporal and space terms and the possibility of using different tools and channels. The LAG Eloro, therefore, guarantees both physical accessibility to users by specifying the opening hours of its offices, and virtual accessibility by offering its users the opportunity to interact and contact the LAG through the telephone number +39 0931836108 indicated in the specific section of the institutional website, by fax number +39 0931836199 or through the e-mail address info@galeloro.it and the certified e-mail address galeloro@pec.it;
- **Timeliness:** it concerns the time that elapses between the request for the service made by the user and its actual delivery. The LAG Eloro undertakes to provide its services in a very short time and in any case reasonably proportionate to the type and extent of the service itself;
- **Transparency:** the dissemination / availability of information as established by law, constitutes a fundamental aspect of the dimension of transparency that allows users to clearly know who, what and how to request a service, also having the possibility of knowing clearly the times and any costs to be able to receive it. The LAG Eloro has a special section included in its institutional Website "Transparency Area";
- **Effectiveness:** the service ability to achieve the predetermined objectives, in terms of meeting the needs and exigencies identified by the LAG Eloro, also in relation to the expectations of users.

For each one of the five services delivery methods listed in the previous paragraph, and with reference to the quality dimensions described above, it's possible to identify qualitative and quantitative standards that can be measured as follows.

5.1 Qualitative standards

List of modalities and tools for providing services

Institutional Web site	A
Information desk	B
Facebook page	C
Workshops, participatory meetings, conferences, seminars, round tables	D
Targeted and confidential meetings, round tables, focus groups	E

Quality dimension	Indicator description	Qualitative standard	Modalities and tools for providing services
<i>Accessibility</i>	Multi-channel access to information and services	On-line	A - B - C
		E-mail channel	B - D - E
		Telephone channel	B - D - E
		Appointments agenda	B
	Physical access	Physical desk of the office	B
		Outdoor signage	B - D - E
		Opening hours to the public	B
<i>Timeliness</i>	Acquisition and provision of data and information for users	On-line	A - B - C - D - E
		E-mail channel	B - D - E
		Telephone channel	B - D - E
<i>Transparency</i>	Clarity of information	Use of an intelligible language in the communication of messages	A - B - C - D - E
	Completeness of information	Indication of information required by law and necessary for the use of the service	A - B - C - D - E
	Dissemination of information	Communications through the mass media	A - B - C - D - E
<i>Effectiveness</i>	Reception of users	Qualified and trained staff	B - D - E
	Compliance of procedures	Implementation and monitoring of the activities in compliance with EU, national and regional provisions	A - B - C - D - E

5.2 Quantitative standards

Crossing the qualitative dimensions to quantitative indicators, it is possible, for each one of the delivery tools, to identify the standards that the LAG Eloro undertakes to respect in the delivery phase of services to users.

5.2.1 A – Institutional Website

The institutional site <http://www.galeloro.org/> is the main tool through which the LAG Eloro delivers its information and communication services. The LAG Eloro is committed to ensuring the completeness, accessibility and transparency of information by setting up a special section called "Transparency Area" within its site. The information is immediately available and distinguishable thanks to a subdivision into categories and menus in such a way as to allow immediate and easy access to users. The site is accessible from different devices, so as to respond to all technological and market exigencies.

Quality dimension	Indicator description	Indicator formula	Indicator set value
<i>Accessibility</i>	Findability - full access to information broken down by categories or menu items	Information and communication services / total number of accesses to the site	100% of searches were successful
	User participation level: possibility of direct intervention by users through the use of the appropriate "contacts" section which contains e-mail addresses, telephone and fax numbers, which allows immediate communication with the LAG and guarantees a quick reply thanks to a constant monitoring of requests	Receipt of contact requests via e-mail, processed and fulfilled by the staff in charge	100% of requests processed and fulfilled
<i>Timeliness</i>	Maximum time between the request received by e-mail and the processing of the request.	Average rate expressed in days in relation to the type and complexity of the request	5 days

	Updating and frequency of the peopling of the Web site pages	Frequency of the update	Continuous updating
<i>Transparency</i>	Publication of planning and management documents on the website	Times for updating content regarding the Transparency Area: - Proceedings of the LAG - Balance sheets - List of assignments - Any fees and payments made	5 days 1 year 1 year 1 year
		Timing for updating the contents of the calls and notices section: - Calls for tenders - Directly managed interventions - Notices and tenders	3 days from the approval of the Board of Directors
<i>Effectiveness</i>	Regularity of the service provided	No. of requests processed in relation to those received	100%
	Compliance of procedures with Community, national and regional provisions	Observations made by the competent authorities	No critical observation detected and not remedied
	Credibility of the service	N° of complaints and / or remarks presented and accepted in 1 year	No critical complaints detected and not remedied

Reference persons

Mr. Salvatore PASQUALINI; Mr. Giuseppe CONSIGLIO

Responsible for verifying functionality

Mr. Sergio CAMPANELLA; Mr. Giuseppe BELUSI GIBILISCO

5.2.2 B – Information desk

The information desk activity is carried out at the operational headquarters of the LAG Eoro, located in via Ruggero Settimo, 9 - 96017 Noto (SR) - Italy, from Monday to Friday from 9:30 to 13:00 and on Tuesday and Thursday from 16:00 to 18:30. Users are preferably received by appointment. Physically received users will be registered to document the activity carried out by keeping a special register. The service may be interrupted only for reasons of *force majeure* such as the failure of the electricity network or telephone service, or in conjunction with the main holidays (Christmas, Easter, Patronal feasts, etc. ..). Upon the occurrence of such circumstances, it will be the responsibility of the staff to promptly communicate the interruption of the service through their channels.

Quality dimension	Indicator description	Indicator formula	Indicator set value
<i>Accessibility</i>	Physical access at the counter located in via Ruggero Settimo, 9 - 96017 Noto (SR) - Italy	Number of hours open to the public / working week	At least 20 hours
	Availability of the service through the communication channels (telephone, certifies e-mail, e-mail, fax)	Usable / functional channels compared to those available	100%
<i>Timeliness</i>	Maximum waiting times to be physically received	Maximum number of minutes of waiting at the office	5 minutes
	Maximum time intervening between the request received by the communication channels and to process the request	Average ratio expressed in days in relation to the typology and complexity of the request	5 days
<i>Transparency</i>	Traceability of the activity of information desk carried out	Registration of users received physically	100%
<i>Effectiveness</i>	Regularity of the service provided	N° of requests processed in relation to those received	100%
	Compliance of procedures with Community, national and regional provisions	Observations made by the competent authorities	No critical observation detected and not remedied

	Credibility of the service	N° complaints and / or remarks presented and accepted in 1 year	No critical complaints detected and not remedied
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Reference persons

Mr. Salvatore PASQUALINI; Mrs. Linda COLOSA; Mrs. Paola PACI; Mr. Massimo CARUSO

Responsible for verifying functionality

Mr. Sergio CAMPANELLA; Mr. Salvatore David LENTINI

5.2.3 C - Facebook page

The LAG Eoro, in providing its information, communication and animation services, uses the main social networks, in particular Facebook. The official Facebook page of the LAG Eoro guarantees maximum visibility to the initiatives that the LAG intends to promote, allows the dissemination of news and updates, facilitates the organization of events. This tool also allows you to acquire data with respect to the daily access made by users, an aspect which allows you to better optimise the management of the channel and to monitor, also through a confrontation and direct interaction with users, the satisfaction of users in relation to the activities of the LAG and the services provided.

Quality dimension	Indicator description	Indicator formula	Indicator set value
<i>Accessibility</i>	Findability - full access to information broken down by categories or menu items	Information and communication services, posts sharing, news, videos, images / n° total access to the site	100% successful searches
	Privacy level of the Facebook page	N° of interested users who can access the information on the Page	100% interested users

<i>Timeliness</i>	Maximum time elapsing between the request received <i>via</i> social network and processing of the request	Average rate expressed in days in relation to the type and complexity of the request	2 days
	Peopling frequency of the Page	Frequency of the update	Continuous updating
<i>Effectiveness</i>	Regularity of the provided service	N° of requests processed in relation to those received	100%
	<i>Performance of the Facebook Page</i>	Use of internal indicators provided by social channels, designed to monitor the progress of the Page and user satisfaction	Positive values of the main index such as n° of like, n° Page views, interactions
	Service credibility	N° complaints and / or remarks presented and accepted in 1 year	No critical complaints detected and not remedied

Reference persons

Mr. Giuseppe CONSIGLIO; Mr. Sergio CAMPANELLA

Responsible for verifying functionality

Mr. Sergio CAMPANELLA

5.2.4 D / E Workshops, participatory meetings, conferences, seminars, round tables / Targeted and confidential meetings, working tables, focus groups

The LAG Eoro organises participatory meetings open to the community and targeted meetings reserved for specific target groups with the aim of communicating and informing on the activities carried out within the framework of the Local Action Plan, on the progress of initiatives and projects and on their definition, on the funding opportunities and for in-depth study of specific issues.

Through the tools of workshops, round tables and participatory face-to-face meetings, the LAG Eloro provides an information, communication and territorial animation service aimed at all actors, public and private ones, in the district. With regard to the methods of convocation / information of these meetings, the LAG Eloro uses its own communication channels and in particular the institutional Website, its Facebook page and e-mail addresses.

With reference to targeted and confidential meetings, the LAG Eloro sends a specific communication / invitation to the interested users. During the meetings, participants will be provided with specially prepared materials, useful for a better understanding of the topics covered. These materials will also be made available on the site and sent to users via e-mail. The meetings can be held in suitable locations for the expected number of participants, the tenor of the event and the financial resources of the structure. They may be carried out at the headquarters of the LAG, at structures made available by the partners, or at other structures of particular value for the territory. Participants in the meetings will be entered on specially prepared attendance registers in order to document the activity carried out and increase the network system.

Quality dimension	Indicator description	Indicator formula	Indicator set value
<i>Accessibility</i>	Physical access to the meeting location	Capacity: total people that can be accommodated	At least n° 30 persons
	Advertising of the service through communication channels	N° publications / sendings <i>per</i> communication channel	At least n° 1 publication / sending for at least n° 3 communication channels
<i>Timeliness</i>	Meeting convocation time / information	N° days of notice	At least 7 days
	Duration of the meeting	Average time of duration of the meeting	At least 1,5 hours
<i>Effectiveness</i>	Regularity of the provided service	N° requests and queries processed in relation to those received	100%

	Credibility of the service	N° complaints and / or remarks submitted and accepted for each meeting	No critical complaints detected and not remedied
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Reference persons

Mr. Giuseppe CONSIGLIO; Mrs. Angela BORROMETI; Mr. Salvatore David LENTINI; Mrs. Linda COLOSA; Mrs. Paola PACI; Mr. Massimo CARUSO

Responsible for verifying functionality

Mr. Sergio CAMPANELLA

6. User protection

The complaint is the tool that the LAG Elero offers to users with the dual purpose of contributing to the improvement and optimisation of the services offered and provided by the LAG, and to protect and satisfy their needs and expectations, so as to favour and simplify the process of removing the causes which may have resulted in non-compliance by the LAG with the fundamental principles or failure to comply with pre-established qualitative and quantitative standards. The complaint is therefore a means which is translated into an information contribution available to the LAG to improve its services.

The ways in which it is possible to submit a complaint are: verbally - informal complaint - by telephone, writing - formal complaint - by ordinary mail, ordinary e-mail, certified e-mail, or by fax, forwarding the message to the addresses of the LAG Elero.

In cases of verbal complaint, where the same is not accepted immediately, the user is required to submit a subsequent complaint in writing. The user will receive a final communication on the outcome of the complaint in a reasonably short time and in the manner and terms provided by law. The GAL Elero undertakes, in any case, to respond to all complaints received at its offices and acquired at its protocol, providing a prompt feedback on any measures adopted.

7. Privacy protection

The LAG Elero ensures compliance with current legislation on privacy and processing of personal data and in particular the provisions of art. 13 of Legislative Decree no. 196/2003, Code regarding the protection of personal data and Article 13 of EU Regulation no. 2016/679, relating to the protection of individuals, with regard to the processing of personal data and the free circulation of such data.

The LAG Elero provides information on the modalities, timing and nature of the information that the data controllers must provide to users when connecting to the web pages of the LAG Elero Mixed Consortium Company with limited liability, regardless of the purpose of the connection itself, according to the Italian and European legislation.