Social Policy and Organisation of Services

## Prof. Luca Pesenti; Prof. Marco Noli

The course is divided into two modules. The first one, ‘Social Policy’, is taught by Prof. Luca Pesenti and the second one, ‘Organisation of Services’, is taught by Prof. Marco Noli. There is a single final mark which takes into account the marks of theinterim tests taken by students on each module.

Module 1: *Social Policy* (Prof. Luca Pesenti)

***COURSE AIMS AND INTENDED LEARNING OUTCOMES***

This module aims to present some elements to define social policies as well as the structural elements and the main reform problems of the Italian context, with a comparison with other countries. The course illustrates the limits of the Italian social welfare system and also examines specific transformation proposals.

*Intended learning outcomes*

At the end of the course, students will have an appropriate theoretical knowledge of the social welfare policies and their fields of application together with the ability to think critically about the current situation in our country, the difficulties when implementing social rights, and the possible ways of reform to modify the most relevant limitations.

***COURSE CONTENT***

The first part will examine some dilemmas concerning personal services’ planning and will assess its level of development in Italy and the main critical issues in the debate. The course will then proceed to make a regional and international comparison of some specific areas of intervention and will assess the points in common and the most substantial differences.

The second part will focus on the key figures of the ‘plural welfare’ and will pay specific attention to the role played by private social figures in the context of the application of the subsidiarity principle and in the light of recent developments in the field of co-planning, related to the introduction of the new Code of the third sector.

At the end of this module, students will have acquired awareness of various dimensions that link social policies to the goals and values of social work. They will have also refined their understanding of the influence of social policies on citizens who turn to social services.

***READING LIST***

The texts for lectures and for preparing the exam are:

C. Gori, *Le politiche del welfare sociale*, Mondadori Università, Milano, 2022 (excluding the fourth part).

U. De Ambrogio, C. Guidetti, *La coprogettazione. La partnership tra pubblico e privato*, Carocci, Roma 2018 (escluso cap. 5).

M. Lori, N. Zamaro, *Il profilo sfocato del terzo settore italiano*, in “Politiche Sociali”, 2, 2019 (disponibile su Blackboard).

***TEACHING METHOD***

Lecturers alternate with other activities that involve students in demonstrating their knowledge of social policies.

***ASSESSMENT METHOD AND CRITERIA***

Students will be assessed by means of a written exam, or an oral exam if it will not be possible to take the written exam in presence. Specifically, students will have to demonstrate:

* appropriate knowledge of issues regarding social welfare policies and social rights of citizenship;
* appropriate knowledge of historical lines of birth, consolidation and reform of the main areas of social policy;
* appropriate critical thinking skills in addressing the most relevant points in building forms of ‘plural welfare’.

***NOTES AND PREREQUISITES***

The course requires that the ‘Social Policy’ module precedes the ‘Organisation of Services’ module. For assessment purposes, it is recommended that interim tests for individual modules take into account the order in which the modules are taught, except in exceptional cases that must be agreed with lecturers.

 The final mark will be a single mark out of thirty that will include the marks from each module.

 *Prerequisites*

In order to benefit from the course, students must have a basic knowledge of sociology, economics and law in order to be able to understand the issues of social policies in the interdisciplinary relations in which they are situated.

In case the current Covid-19 health emergency does not allow frontal teaching, remote teaching and assessment will be carried out following procedures that will be promptly notified to students.

Further information can be found on the lecturer's webpage at http://docenti.unicatt.it/web/searchByName.do?language=ENG, or on the Faculty notice board.

Module 2: *Organisation of Services*(Prof. Marco Noli)

***COURSE AIMS AND INTENDED LEARNING OUTCOMES***

The aim of the course is to provide knowledge and understanding of organizational approaches and paradigms of personal services and to study in depth the social-healthcare system, in particular in Lombardy.

At the end of the course, students will be able to:

* analyse the organization of health and social care units and frame them in personal services system;
* know the organizational model of health, social-healthcare and social welfare services in particular in Lombardy.

***COURSE CONTENT***

1 Organisation of social services:

 \* The postmodern, transhuman and posthuman sociocultural scenario.

 \* the socio-institutional scenario.

2. Relationship between need-demand-response.

3. Organisational models for social services.

4. Interpretative paradigms of the social service units.

5. Essential levels of assistance and social and health integration

6. 2021-23 National Plan for social services and its implementation.

7. Organisational model of social services in Lombardy, and its reform strategy:

 \* consolidation act of regional laws on healthcare (Regional Law 33/09 s.m.e i.);

 \* government of the network of social and social healthcare services and interventions (Regional Law 3/08 s.m.e i.).

 \* Lines of reform of the organizational model of Lombard personal services following the indications of the National recovery and resilience plan, specifically with reference to Missions 5 and 6.

 \* Analysis of the main regional resolutions regarding the organization of services.

***READING LIST***

Texts, handouts and further information supplied by the lecturer during the course will be made available on *Blackboard*.

 Set texts

C.M. Mozzanica, *Servizi alla persona. Un’organizzazione (in)compiuta,* Monti, Saronno, 2000, 2nd revised and expanded ed. (For the exam: pp. 9-85, 169-225 and 251-282).

C. Gori (edited by) *Il welfare* *delle riforme? Le politiche lombarde tra norme ed attuazione,* *Maggioli, Santarcangelo di Romagna 2018* *(For the exam: Part 1, Chapter 1, pages 23-36 and Chapter 3, pages 61-77; Part 3, Chapter 8, pages 179 - 197).*

Students are also required to read some in-depth studies on the reform of the health and social services system in Lombardy, indicated in class and downloadable from ‘Programmazione e governance’ at *http://www.lombardiasociale.it*.

 Students may also choose from the following articles for in-depth study:

F.O. Manoukian, *Disporsi ad apprendere, sempre. Nel sociale la prima cooperazione è conoscitiva in Animazione Sociale n. 350 - n 9 – 2021 pag. 74 - 84*

D. Cicoletti, *Cosa resta dell’emergenza sanitaria e sociale nelle organizzaizoni* in *Prospettive sociali e sanitarie n. 4/2020* pagg 20-22

M.A. Niocoli-V. Pellegrino-G. Rodeschini-V. Vivoli *Per i servizi è tempo di allargare lo sguardo* in *Animazione sociale 335 – n 3 – 2020 pagg. 16 – 27*

 Other recommended reading:

F. Folgheraiter, *Sorella crisi – La ricchezza di un welfare povero,* Erickson, Trento, 2012.

A. Orsenigo, *Organizzare i servizi che curano* in *Animazione sociale n 253,* Maggio 2011, pag. 31-67.

Students *not attending lectures* must also revise the materials handed out during the course (available on Blackboard).

***TEACHING METHOD***

The course includes classroom lessons and guided practical work. Experts will be invited.

***ASSESSMENT METHOD AND CRITERIA***

Assessment will be an oral exam divided into two parts. The first part will assess students’ acquired knowledge and skills of the interpretative and organizational paradigms of personal services and students’ applicative skills through a (mandatory for all students) short written essay on organizational analysis of a freely chosen Social or Health Service Unit, which will be discussed during the exam.

In the second part, students will have to demonstrate their understanding of organizational coordinates of the regional social, health and social-healthcare services system, especially in Lombardy.

***NOTES AND PREREQUISITES***

The course requires that the ‘Organization of Services’ module follows the ‘Social Policy’ module. For assessment purposes, it is recommended that interim tests for individual modules take into account the order in which the modules are taught, except in exceptional cases that must be agreed with lecturers.

In case the current Covid-19 health emergency does not allow frontal teaching, remote teaching and assessment will be carried out following procedures that will be promptly notified to students.

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