



CITTADINANZATTIVA and its PROTECTION MODEL



The mission of Cittadinanzattiva has its basis in the article n.118 of the Italian Constitution, which recognizes the value of citizens' autonomous initiative, whether it comes from individuals or groups, to carry out activities of general interest, and binds public authorities to encourage their development.

This mission takes place in the framework of the construction process of European civil society.

INSTITUTIONAL STRUCTURE

TERRITORIAL ASSEMBLY



- IT IS MADE UP OF AT LEAST 50 MEMBERS
- ELECTS THE COORDINATOR OF THE T.A.
- ELECTS LOCAL COORDINATOR OF OUR NETWORKS

ELECTS DELEGATES

REGIONAL CONGRESS



- ELECTS THE SECRETARY REGIONAL
- ELECTS REGIONAL COORDINATORS OF THE NETWORKS

ELECTS DELEGATES

NATIONAL CONGRESS



- ELECTS THE SECRETARY GENERAL
- ELECTS THE PRESIDENT
- ELECTS THE NATIONAL DIRECTION (60 MEMBERS)
- ELECTS THE NATIONAL COORDINATORS OF THE NETWORKS



The assemblies, thus, are the place where civic participation is promoted through:

- ✓ the systematic and consistent collection of memberships
- ✓ openness to consider part of the active citizenship subjects such as doctors, lawyers, civil servants, businessmen and, in general, all the “positive energies” available
- ✓ Assemblies are crossroads, that is places where you arrive and where you leave with ideas, opportunities, roles, status



Cittadinanzattiva is a movement of civic participation founded in 1978, which has been working for almost 40 years for **promoting and protecting** citizens' rights in Italy and Europe, through:

- **Counseling and protection**
- **Civic audits and so production of pieces of information**
- **Policies**




Our objectives:

- ✓ **contributing** to building a more human and fair society
- ✓ **help** citizens to solve their problems autonomously
- ✓ **promote** civic participation as a requirement to change
- ✓ **grass-root politics/policies**, since politics is not just a matter of parties

WHAT WE DO: the networks



Health  with the Tribunal for patients' rights (since 1979) and the national Direction of Associations of Chronic Patients (1996)

Consumer Policies  with Citizens' prosecutors

Justice  with Justice for rights

Education  with the School of active citizenship

European Citizenship  with Active Citizenship Network

Corporate Citizenship 





In 2014 about 35.000 citizens joined Cittadinanzattiva.
The organisation works at national level through

- **21** regional secretariats,
- **275** local assemblies,
- more than **20** regional help desks, which offer free information and counseling on health issues, public services, justice.



The activities and projects of Cittadinanzattiva are supported by:

- ✓ **public stakeholders** (national and European)
- ✓ **private stakeholders**
- ✓ **free donations**
- ✓ **membership fees**

CITTADINANZATTIVA'S MILESTONES



- 1978** The Federative Democratic Movement was founded (with national congresses in 1985 and 1989)
- 1980** Establishment of “the Charter of the 33 patients’ rights”
- 1982** II national day of patients’ rights
- 1983** A proposal of a framework law on patients’ rights
- 1988** “minibus of rights” tour in 100 Italian hospitals
- 1994** The PiT Salute was founded
- 1995** I Charter of patients’ rights
- 1998** Launch of the campaign “safe hospitals”
- 2000** The Federative Democratic Movement becomes Cittadinanzattiva
- 2002** I European Charter of patients’ rights
- 2006** Gold medal to the Tribunal for patients’ rights for its commitment to public health
- 2010** XXX anniversary of the Tribunal for Patients’ rights



PiT(S): INTEGRATED SERVICES OF PROTECTION



The PiT (integrated project of protection) is a technology which provides citizens with a system of integrated protection.

The PIT is often linked to a help desk to which citizens turn their requests of information, counseling and assistance on health, or consumer and legal affairs.

The integrated protection aims at promoting, affirming and restoring a right infringed through the use of all possible solutions, trying to avoid rigid, formalistic or binding conceptions and practices, with regards to the instruments to be used.

What kind of instruments???

- A) Social protection
- B) Involvement of other stakeholders
- C) Information to citizens
- D) Public denunciations
- E) Appeals to legal procedures
- F) Resolution
- G).....
- H).....





The centralised PiT

The centralised PiT (health, services, justice) is composed of:

- ✓ a front line (3 operators) which deals with citizens' case histories only.
- ✓ a back office (4 counselors) which also manages the local/national activities
- ✓ a single coordinator which deals with the whole processes and consult with the national coordinators of the networks and the regional secretaries



Some figures related to PiT(s) activity

From 2012 to today

- 140,000 reports managed and handled
- 80% of cases solved
- 19 national reports presented
- About 500 FAQs for citizens on our website
- Focus on the topic of disability among the most recent works
- The section “PiT answers” on our website, with about 100 reports analysed
- Around 2,000 conciliations managed

Our PiT network

- Network of protection centers: 90
- Seminars held from 2012 to today: 65
- Counselors who are qualified to use the computerised form: 300
- Seminars for volunteers of Protection Centers, consultants, and managers of the assemblies about protection in CA, e-forms and PIT methodology, tools of protection, our internal rules and their management.

The support of the National Pit to the local ones

- II level consulting in support of the Protection Centers about specific cases
- Support to local Protection Centers for any possible local report
- Provision of thematic subsidies, regulatory updates, FAQs for the Protection Centres
- Establishment and management of a consultants' register
- Management of national conciliators
- Implementation of a database for lawsuits

Protecting rights according to CA

The golden rules

- ✓ With citizens and not on behalf of..
- ✓ Collaboration with all the subjects involved
- ✓ Mobilizing public opinion
- ✓ Protect both enshrined and new rights
- ✓ Adopt the criterion of effectiveness of actions
- ✓ Adopt the integrated protection of rights
- ✓ **Prefer a continuity of action**
- ✓ **Betting on collegiality and participation**

Protecting rights according to CA

Know your enemies

- ✓ Self-interest, together with an attention-seeking behaviour
- ✓ The loss of the "political nature" of the actions
- ✓ Delegations
- ✓ Influence peddling, cronyism
- ✓ One-time interventions/activities
- ✓ Incompetence
- ✓ Refusal of verifications and self-referentiality
- ✓ Dependence on institutions and political and institutional actors



***Thank you for the
attention!***