

Social Services – a qualitative approach

Host Country Report

Ministry of Labour, Family and Social Protection

In recent years Romania concentrated its efforts to develop a national system of social services capable to respond to the needs of different vulnerable groups. Moreover Romania made a step forward through developing a national quality system for social services. According to the principles of this system, all social providers from Romania, either private or public, are supposed to be able to provide similar quality social services for all vulnerable groups.

Background

In 2003 the first Government Ordinance that defined social services as well as private and public social service providers in Romania entered into force. According to this ordinance a private provider means association, foundations, religious cults, branches of international NGOs, international organisations. A public provider is considered a public institution that provides social services at local or county level.

The same act makes reference to the quality standards which all social service providers must respect. Another innovation brought at that time by this act was the idea that only providers that have an accreditation, based on an evaluation regarding the compliance with quality standards, are allowed to provide social services.

By introducing this accreditation system in Romania the social service providers had to respect the minimum quality standards in order to respond efficiently to the beneficiaries' needs and exigencies.

As a continuum of the reform process in social services, in 2004 a new act detailed the methodology for the accreditation of social services. In order to provide a social service any institution/non-governmental organisation should receive an accreditation certificate that confirms the accomplishment of general and specific quality standards for social services. The process of accreditation will be described on the following pages.

General quality standards for social services

The next step in developing a quality approach in social services was made in 2005 when **general quality standards for social services** were approved by the Ministry of Labour.

The general quality standards are based on **European Principles of Excellence** developed in 2001 by European Platform for Rehabilitation (EPR) during a European-wide stakeholder consultation with the aim to identify the fundamentals of quality in the disability sector. The identified principles are:

- leadership;
- rights;
- ethic;
- partnership;
- participation;
- person centred;
- comprehensiveness;
- result oriented;
- continuous improvement.

Based on this 9 core values for the social sector EPR developed two systems of accreditation: EORM (European Quality in Rehabilitation Mark) and EQUASS (European Quality Assurance for Social Services).

The Romanian quality system in social services is developed on the EQUASS model which is an accreditation service at European level for quality assurance and quality control in social services. This model enables social service providers to engage in an external accreditation process whereby the quality of the services provided to service users is assured.

For each of the 9 principles numbered previously, which are undertaken in the Romanian general quality standards, there are 5 quality standards that should be met by the social service providers.

The general quality standards reflect the excellence principles using 3 different perspectives: approach, development and results.

The standards are based on principles and values which are applicable to all types of services and provide a qualitative approach for further development of social services by promoting learning through good practices and continuous improvement.

Description of the principles

1. *Organisation and administration*

This principle refers to the internal process efficiency necessary for providing quality social services. The provider constantly relates and communicates with other providers and with the community and promotes a positive image of the beneficiaries, good practices and an inclusive society.

2. *Rights*

The providers should protect and promote the beneficiaries' rights for equal opportunities and equal treatment, equal participation, self-determination, autonomy and dignity.

3. *Ethics*

The provider has a Code of ethics for implementing his activities. The Code provisions are referring to the respect of the dignity of beneficiaries and their families as well as the protection against potential risks.

4. *Comprehensiveness*

The provider should have a multidisciplinary team in order to provide a variety of services. It also should develop partnership with other providers and should incorporate the contributions of service users and of partners, including local communities, employers and other stakeholders.

5. *Person centred*

The services are provided according to the beneficiaries' needs. When developing the individual plans the evolution of risks and the profile of potential users should be considered. The beneficiaries should be involved in the process of providing social services but also in decision making regarding the community development.

6. *Participation*

The provider promotes the involvement of service users in the activities of the organisation and of the community. The provider should permanently cooperate and consult with the representatives of beneficiary groups.

7. *Partnership*

In order to create a wide range of social services and to assure an efficient impact on beneficiaries the provider will implement his activities in partnership with other providers, with the employers and with public or private funder, with beneficiary representatives associations and with their families.

8. *Result oriented*

The provider should be centred on achieving results when providing services to the beneficiaries. The impact of social services is permanently monitored and assessed. This is very important for the improvement of the services, for transparency and accountability.

9. *Continuous improvement*

The provider has to permanently improve its services and to ensure professional training for the employees. It also has to ensure an efficient communication with other stakeholders, beneficiaries, etc.

The standards are very general and flexible in order to promote a multidisciplinary view but they are also comprehensive in order to compare types of services provided by different institutions/organisations.

Specific quality standards

Based on this general framework for quality, several quality standards for specific social services were developed:

- Quality standards for social services addressed to persons with disabilities (day care centres, protected dwellings, residential centres);
- Quality standards for child protection in foster care;
- Quality standards – social services for elderly;
- Quality standards – victims protection against domestic violence;

- Quality standards for maternal centres;
- Quality standards for day care centres for children with disabilities;
- Quality standards for child protection in residential care;
- Etc.

These standards are minimum and mandatory for all social service providers.
Every standard describes:

- the service provided;
- the methodology to access the service (information about the service, admission of beneficiaries, initial assessment, service and activities planning, the contract, methodology for interruption of the service provided);
- the rights of the beneficiaries, the code of ethics, the relation between the beneficiaries and the employees of the service;
- some elements related to the complaint procedures and the protection of beneficiaries;
- general elements related to human resources (qualifications of the employees, recruitment, employment and promotion of the employees, continuing education);
- elements related to organisation and administration (leadership, planning and development, evaluation and control, internal and external communication, partnership, data archiving).

Instruments used for measuring quality

The specific standards also contain references to documents that should be used by every social service provider. These instruments depend on the type of service provided and on the target group of that service, but in general, for every service provided, the organisation should have:

- Beneficiary guide (where the service is described);
- Written procedures for: the admission of beneficiaries for receiving the service, the initial and ongoing assessment, the interruption of the service provided, the relation between employees and beneficiaries, the registration and settlement of complaints, the notification of incidents;
- Beneficiary assessment document;
- Individualised plans and programmes (containing objectives, actions to be realised by the beneficiary and also by the multidisciplinary team, results to be achieved);
- A medical sheet for the beneficiary;
- Code of beneficiaries rights;

- Register for complaints;
- Self assessment report regarding the implementation of quality standards;
- Progress report;
- Etc.

These instruments are used not only in providing social services, but they are a good source of information in monitoring and assessing the quality standards achievement.

Other instruments used for measuring the quality of social services are the questionnaires and the interviews for/with the beneficiaries and their families regarding the social services received.

Implementation: The accreditation process

The accreditation is a process through which the social service provider proves its functional, organisational and administrative capacity to provide social services with the condition to respect the quality standards, and whereby the state recognises the providers' capacity to furnish social services.

Based on these specific quality standards, an accreditation process for private or public social service providers was developed in Romania.

The process of accreditation was introduced in order to stimulate the development of a qualitative social service system. The accreditation's purpose is to guarantee that social service providers will deliver services in accordance with some minimum quality principles, in this way respecting the demand of beneficiaries.

A Commission in charge with the accreditation of social service providers was set up for each county and for Bucharest at the County Agency for Social Benefits level.

The members of this Commission (from 9 to 11) are representatives of de-concentrated structures of the Ministry of Labour, Family and Social Protection, Ministry of Public Health, Ministry of Education, Youth and Research, representatives of the county councils, public or private social service providers. Also, representatives of the beneficiaries can be invited to the meetings of the Commissions as observers.

In order to receive the accreditation certificate, a social service provider should accomplish some mandatory conditions:

- It is a legal constituted institution/organisation;
- The mission and the objectives of the organisation respect human rights and also Romanian and international legislation;
- Adequate staff is provided;

- The organisation has the financial and material resources and also the capacity to attract external financing in order to provide social services;
- The provider respects the specific quality standards for social services that need an accreditation;
- The services are provided in a non-discriminatory manner;
- Internal procedures for assessment of the services provided and for assessment of the beneficiaries' satisfaction are developed.

The accomplishment of all these conditions is demonstrated by providing the Commission with some administrative documents, a description of the service provided and also a self-assessment of the social service furnished by the provider.

The description of social service for which the accreditation is claimed should contain:

- The name of the social service;
- A description of activities and methodologies used;
- The period for providing the service;
- The starting date for the social service;
- The headquarter of the service provider;
- The field of activity;
- A description of the target group (numbers of users, socio-economic characteristics);
- The methodology for selecting the beneficiaries;
- The methodology for involving the beneficiaries in the activities provided;
- The methodology for periodically controlling the quality of service;
- The methodology for the assessment of beneficiaries' satisfaction;
- A description of human resources involved in providing the service.

The file with a formal request for the certificate, the **Self-assessment form** (Annex 2) filled in by each provider for each of the services delivered and other administrative documents are submitted to the County Agency for Social benefits (see Annex 3). From that moment the Accreditation Commission has 45 days to give a resolution for the request.

Every member of the Commission has to analyse this file in order to see if the conditions for receiving the accreditation are met. The assessment of the general quality standards is done through the analysis of the Self-assessment form, and also through site visits to the headquarters or the establishments where the service is delivered.

The results of the self-assessment and the site visits are quantified according to the compliance degree with each standard, by allocating from 0 to 5 points per standard, as follows:

- 0 = no compliance: no compliance at all with the standard concerned. No evidence at all that the service provider is observing the standard.

- 1 = limited compliance: there is indication or evidence that the service provider meets at least one element/aspect of the standard.
- 2 = partial compliance: the service provider meets at least some elements/aspects of the standard and/or achieves the very minimum of elements of that standard.
- 3 = substantial compliance: the service provider meets several elements of the standard in a good way (more than just the minimum).
- 4 = the service provider meets most elements of the standard in a way which can be considered to be good practice.
- 5 = full compliance: the service provider meets all elements of the standard in a way which can be considered to be good practice.

If a full compliance is met, the maximum score for each principle is 25 points and for all the 9 principle 225 points. Accreditation is granted only for services which scored at least 12 points for each principle and a total of 108 points for the 9 principles.

The quantifying of the standards will be realised by at least 2 assessors, and the final score will be done by calculating the mean of their scoring. The score granted by the assessors, related to the compliance of the general quality standards, will be stipulated in the Evaluation form (Annex 4). The scoring and the filling in of the evaluation form will be done for each service for which the provider is applying for accreditation.

The result of this process is a report based on which the members of the Commission will/will not confer the accreditation certificate. If the Commission does not confer the accreditation this should be explained in writing.

The accreditation can be suspended, withdrawn or the field of activity of a provider can be limited if it does not comply with the request specified in the legislation. This will be the decision of the Director of County Agency for Social benefits, with the agreement of the Accreditation Commission.

There is also a Superior Commission set up at the Ministry of Labour, Family and Social Protection with the role to coordinate the activities of the County Commissions. All the decision of the County Commissions can be litigate within 30 days to this Superior Commission.

The accreditation certificate for a social service has to be renewed every 3 years. If the length of time for providing the service is less than 3 years, then the certificate will be awarded for that period.

This certificate is very important because only on its basis a public or private social service provider can deliver social services and is eligible for receiving funds from the Romanian Government and from external sources (European funds, World Bank funds, etc.) only if they possess the certificate.

Indicators

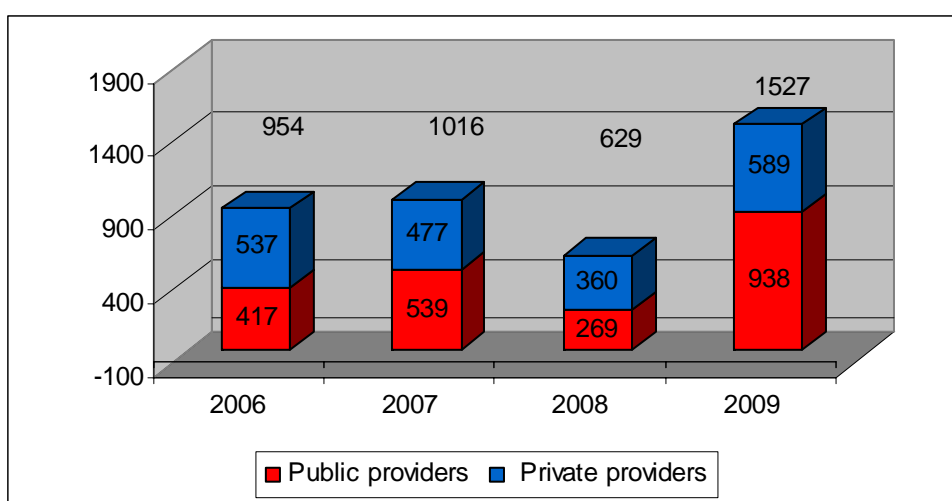
As shown in the next graphic, there was a great interest in obtaining the accreditation certificate among social service providers in 2006 and 2007. According to our legislation, the providers were

allowed to deliver social services without accreditation only until 31st of December 2006. In 2007 Romania started to receive structural funds as a new member state in the EU; having an accreditation certificate is a condition for the eligibility of any public or private provider when applying for funding in the social service sector.

In 2008, 629 services were accredited, the majority of these services being set-up throughout the year with European or national financial support.

Starting with 2009 all accreditations granted between 2006 and 2007 are subject of re-evaluation due to the provision which stipulates that this certificate is available only for a maximum of 3 years.

Table 1. Public and private providers between 2007-2009



In 2009, 19 requests for accreditation were rejected in the whole country, 2 accreditation certificates were suspended and 12 were withdrawn or cancelled.

The types of services for which accreditation certificates are asked frequently are as follows: services for children in difficulty (774 services accredited until 2009), services for adults with disabilities (553 services accredited until 2009), services for children with disabilities (326 services accredited until 2009), services for elderly (301 services accredited until 2009), home care services (155 services accredited until 2009), services for youth in difficulty (142 services accredited until 2009), services for family violence victims (64 services accredited until 2009) and services for homeless (58 services accredited until 2009).

Electronic index for social services

On the web page of the Ministry of Labour, Family and Social Protection is an electronic index of all the public and private social service providers who have an available accreditation certificate for their services (<http://www.mmuncii.ro/sas/index>). This is a public index available for everyone needing information about accredited services in a specific geographical area or provided by a certain institution/NGO. This data base is permanently updated by the County Agencies for Social benefits, the ones who are responsible for the accreditation process.

In order to make this index easier to use there are a couple of modalities to find a provider:

1. Either by selecting a county which will generate all providers (public and private) in the county in alphabetical order;
2. Or by selecting the first letter of the name of the provider.

By clicking the name of the organisation you will receive:

1. contact details;
2. information about the availability period for the accreditation certificate;
3. name of the service that was subject to accreditation;
4. type of location (residential or non-residential service);
5. beneficiaries (children, youth, persons with disability, etc.);
6. services provided (accommodation, counselling, etc.).

ANNEX 1

General quality standards regarding social services

I. Principle: Leadership

Definition:

Service providers have an efficient organisation and effective internal processes of service delivery. They establish relationships and communications with other service providers and with the entire community to promote positive images of the beneficiaries, good practice, more effective use of resources, innovation, and a more open and inclusive society.

Standards:

1. Service providers define a policy and objectives for 3 to 5 years in a strategic plan, elaborated with the support of the staff, and in accordance with the current legislation in the field.
2. Service providers disseminate the strategic plan to staff, beneficiaries and their families, to the community and to other relevant stakeholders in the field.
3. Service providers evaluate the outputs of internal and external communication regarding the dissemination of information on strategy, policy and services provided.
4. Service providers disseminate and promote positive images of beneficiaries.
5. Service providers share good practices and results of innovation with other service providers in the field.

II. Principle: Rights

Definition:

Service providers are committed to protecting and promoting the rights of the beneficiaries in terms of equal opportunities, equal treatment and equal participation, self-determination, autonomy and personal dignity. Service providers adopt non-discriminatory and positive actions regarding beneficiaries within their own services.

Standards:

1. Service providers facilitate access to services for all persons in need, regardless of sex, age, religion, ethnicity or nationality. To this aim, the organisation sets up objective eligibility and entrance criteria for the different types of services provided, taking into account the available resources.

2. The internal procedures and regulations of the organisation respect and support the rights of beneficiaries in terms of equal opportunities, equal treatment and equal participation in the service provision process.
3. Service providers have their own Charter of Rights regarding the beneficiaries, that is known by the beneficiaries and the staff, and applied to all stages and aspects of the service provision.
4. Beneficiaries have responsibilities and duties which are known by them and which should be respected at each moment and each level of the service provision process.
5. Dignity, self-determination and autonomy in managing own goods and the right to personal intimacy are respected at each moment of the service provision process.

III. Principle: Ethics

Definition:

Service providers operate on the basis of a Code of Ethics that respects the dignity of the beneficiaries and their families or carers that protects them from undue risk and that promotes social justice.

Standards:

1. Service providers have a Code of Ethics reflecting respect and dignity of beneficiaries, known by the staff and beneficiaries, and revised on a regular basis.
2. Service providers have procedures for confidentiality known by staff and beneficiaries. Satisfaction about confidentiality is evaluated on an annual basis.
3. There are established procedures to measure the beneficiaries' satisfaction regarding conditions of providing service and facilitations offered by the service provider. These procedures are known by beneficiaries, their families or their legal representatives.
4. The internal regulations of the service providers contain procedures on the registration, mediation and solution of complaints made by beneficiaries, their families or their legal representatives.
5. Service providers have a health and safety at work plan for staff and beneficiaries, and all accidents are registered.

IV. Principle: Comprehensiveness

Definition:

Service providers ensure that the person served can access a continuum of services, which value the contribution of all users and potential partners including the local community, employers and other stakeholders, and that span from early intervention to support and follow up, delivered

through a multi-disciplinary team approach or multi-agency partnership with other service providers.

Standards:

1. Service providers ensure the continuum of service delivery and stipulate the involvement of other service providers and relevant stakeholders in procedures which are known by the staff.
2. Service providers identify and administer the contributions of other partners involved in providing services.
3. Service providers have sufficient qualified staff, and their work is organised in such a way that all requirements of the service provision process are met.
4. Service providers involve a multi-disciplinary team to assess the needs of the beneficiary and to implement the Intervention Plan.
5. As far as needed, information regarding a beneficiary can be shared with all partners which are involved in the service provision process of the particular beneficiary.

V. Principle: Person centred

Definition:

Service providers operate services that are driven by the needs of the (potential) beneficiaries. Service providers involve beneficiaries as active members of the service team and respect the individual's contribution by engaging them in self assessment and beneficiary feedback.

Standards:

1. There is a process of initial and complex assessment of the beneficiaries' needs.
2. The development and implementation of the Individual Intervention Plan is based the assessment results.
3. Procedures for developing the Individual Intervention Plan are known by beneficiaries and staff.
4. Service providers involve beneficiaries in the designing and in the implementation of the Individual Intervention Plan.
5. Service providers measure and analyse, on an individual basis, outcomes of social service delivery in terms of social integration and/or quality of life.

VI. Principle: Participation

Definition:

Service providers promote the participation of beneficiaries at all levels of the organisation and within the community. To this aim, service providers co-operate and consult with representative bodies and groups.

Standards:

1. Beneficiaries are actively involved at all organisational levels of the service provider. Participation of beneficiaries within the organisation is evaluated on a regular basis.
2. Services providers have procedures regarding the involvement of beneficiaries in designing their policies and strategies.
3. Service providers have procedures regarding the involvement of beneficiaries in the development of new programmes and processes as well as in the evaluation and management of services provided. These procedures are known by staff and beneficiaries.
4. Service providers promote the involvement of beneficiaries in the local community and the wider society.
5. Service providers promote the involvement of the local community in the activities of the organisation.

VII. Principle: Partnership

Definition:

Service providers operate in partnership with public and private sector agencies, employers, funders and purchasers, organisations representing beneficiaries, local groups and families and carers to create a continuum of services and achieve more effective service impacts.

Standards:

1. Service providers have a policy on partnership which is based on needs and expectations of beneficiaries and partners.
2. Service providers sign partnership agreements regarding the organising and operating of social services.
3. Joint objectives and modalities for co-operation with partners are defined and commonly agreed.
4. The functioning, impact and sustainability of the partnerships are monitored and evaluated on a regular basis by all parties involved.

5. Assessment outputs of activities realised in partnership are yearly disseminated to the partners, staff, beneficiaries and their representatives.

VIII. Principle: Results oriented

Definition:

Service providers are outcome focused on the benefits to beneficiaries, their family / legal representatives, employers and the community. Service impact is monitored, measured and is an important element of continuous improvement, transparency and accountability processes.

Standards:

1. Service providers define and use a clear set of measurable indicators for inputs (human resources and financial resources) used in operating their services.
2. Service providers define and use a clear set of measurable indicators for financial outcomes and organisational performance. The indicators include: increase of assets / property, increase of capital, cash flow, investments, stocks, profits, return, costs and turnover etc.
3. Service providers define and use a clear set of measurable indicators for non-financial outcomes. The indicators include number of provided services, number of persons served, dropout rate, non-financial return, quality of life, results of service provision, qualification, employment, treatment etc.
4. Service providers use a system of reporting, publication and dissemination of achieved results to staff, beneficiaries, funding agencies, social partners and policy makers, and they will discuss the results with them.
5. The achievement of objectives and implementation of policies of the service providers are measured and evaluated systematically together with beneficiaries and staff.

IX. Principle: Continuous improvement

Definition:

Service providers are proactive in meeting social needs of the community and in using available resources more effectively. They are also committed to improving services and training staff. They strive for effective communication, value feed-back from funding agencies, beneficiaries and other stakeholders.

Standards:

1. Service providers have a systematic approach for improving the quality of services and monitoring continuously the implementation of necessary change.

2. Goals and priorities on improving the quality of provided services are established together with staff, beneficiaries and other stakeholders.
3. Indicators for assessing the needs of the community are identified and used.
4. Service providers set up actions for staff training and continuous staff improvement.
5. Service providers set up actions for efficient marketing and communication.

ANNEX 2

Self-assessment form

I. LEADERSHIP

Definition

Service providers have an efficient organisation and effective internal processes of service delivery. They establish relationships and communications with other service providers and with the entire community to promote positive images of the beneficiaries, good practice, more effective use of resources, innovation, and a more open and inclusive society.

Total points obtained	
Assessor's signature	

Standards

1. Service providers define a policy and objectives for 3 to 5 years in a strategic plan, elaborated with the support of the staff, and in accordance with the current legislation in the field.

Describe elements/aspects complied

Assessor's Score:

2. Service providers disseminate the strategic plan to staff, beneficiaries and their families, to the community and to other relevant stakeholders in the field.

Describe elements/aspects complied

Assessor's Score:

3. Service providers evaluate the outputs of internal and external communication regarding the dissemination of information on strategy, policy and services provided.

Describe elements/aspects complied

Assessor's Score:

4. Service providers disseminate and promote positive images of beneficiaries.

Describe elements/aspects complied

Assessor's Score:

5. Service providers share good practices and results of innovation with other service providers in the field.

Describe elements/aspects complied

Assessor's Score:

II. RIGHTS

Definition

Service providers are committed to protecting and promoting the rights of the beneficiaries in terms of equal opportunities, equal treatment and equal participation, self-determination, autonomy and personal dignity. Service providers adopt non-discriminatory and positive actions regarding beneficiaries within their own services

Total points obtained	
Assessor's signature	

Standards

1. Service providers facilitate access to services for all persons in need, regardless of sex, age, religion, ethnicity or nationality. To this aim, the organisation sets up objective eligibility and entrance criteria for the different types of services provided, taking into account the available resources.

Describe elements/aspects complied

Assessor's Score:

2. The internal procedures and regulations of the organisation respect and support the rights of beneficiaries in terms of equal opportunities, equal treatment and equal participation in the service provision process.

Describe elements/aspects complied

Assessor's Score:

3. Service providers have their own Charter of Rights regarding the beneficiaries, that is known by the beneficiaries and the staff, and applied to all stages and aspects of the service provision.

Describe elements/aspects complied

Assessor's Score:

4. Beneficiaries have responsibilities and duties which are known by them and which should be respected at each moment and each level of the service provision process.

Describe elements/aspects complied

Assessor's Score:

5. Dignity, self-determination and autonomy in managing own goods and the right to personal intimacy are respected at each moment of the service provision process.

Describe elements/aspects complied

Assessor's Score:

III. ETHICS

Definition:

Service providers operate on the basis of a Code of Ethics that respects the dignity of the beneficiaries and their families or carers, that protects them from undue risk and that promotes social justice.

Total points obtained	
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Assessor's signature	
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Standards:

1. Service providers have a Code of Ethics reflecting respect and dignity of beneficiaries, known by the staff and beneficiaries, and evaluated on a regular basis.

Describe elements/aspects complied

Assessor's Score:

2. Service providers have procedures for confidentiality known by staff and beneficiaries. Satisfaction about confidentiality is measured so trends can be identified, and the procedures are evaluated on an annual basis.

Describe elements/aspects complied

Assessor's Score:

3. There are established procedures to measure the beneficiaries' satisfaction regarding conditions of providing service and facilitations offered by the service provider. These procedures are known by beneficiaries, their families or their legal representatives.

Describe elements/aspects complied

Assessor's Score:

4. The internal regulations of the service providers contain procedures on the registration, mediation and solution of complaints made by beneficiaries, their families or their legal representatives.

Describe elements/aspects complied

Assessor's Score:

5. Service providers have a health and safety at work plan for staff and beneficiaries, and all accidents are registered.

Describe elements/aspects complied

Assessor's Score:

IV. COMPREHENSIVENESS

Definition:

Service providers ensure that the person served can access a continuum of services, which value the contribution of all users and potential partners including the local community, employers and other stakeholders, and that span from early intervention to support and follow up, delivered through a multi-disciplinary team approach or multi-agency partnership with other service providers.

Total points obtained	
Assessor's signature	

Standards:

1. Service providers ensure the continuum of service delivery and stipulate the involvement of other service providers and relevant stakeholders in procedures which are known by the staff.

Describe elements/aspects complied

Assessor's Score:

2. Service providers identify and administer the contributions of other partners involved in providing services.

Describe elements/aspects complied

Assessor's Score:

3. Service providers have sufficient qualified staff, and their work is organised in such a way that all requirements of the service provision process are met.

Describe elements/aspects complied

Assessor's Score:

4. Service providers involve a multi-disciplinary team to assess the needs of the beneficiary and to implement the Intervention Plan.

Describe elements/aspects complied

Assessor's Score:

5. As far as needed, information regarding a beneficiary is shared with all partners which are involved in the service provision process of the particular beneficiary.

Describe elements/aspects complied

Assessor's Score:

V. PERSON CENTRED

Definition:

Service providers operate services that are driven by the needs of the (potential) beneficiaries. Service providers involve beneficiaries as active members of the service team and respect the individual's contribution by engaging them in self assessment and beneficiary feedback.

Total points obtained	
Assessor's signature	

Standards:

1. There is a process of initial and complex assessment of the beneficiaries' needs.

Describe elements/aspects complied

Assessor's Score:

2. The development and implementation of the Individual Intervention Plan is based the assessment results.

Describe elements/aspects complied

Assessor's Score:

3. Procedures for developing Individual Intervention Plan are known by beneficiaries and staff.

Describe elements/aspects complied

Assessor's Score:

4. Service providers involve beneficiaries in the designing and in the implementation of the Individual Intervention Plan.

Describe elements/aspects complied

Assessor's Score:

5. Service providers measure and analyse, on an individual basis, outcomes of social service delivery in terms of social integration and/or quality of life.

Describe elements/aspects complied

Assessor's Score:

VI. PARTICIPATION

Definition:

Service providers promote the participation of beneficiaries at all levels of the organisation and within the community. To this aim, service providers co-operate and consult with representative bodies and groups.

Total points obtained	
Assessor's signature	

Standards:

1. Beneficiaries are actively involved at all organisational levels of the service provider.

Describe elements/aspects complied

Assessor's Score:

2. Services providers have procedures regarding the involvement of beneficiaries in designing their policies and strategies. Participation of beneficiaries within the organisation is evaluated at a regular basis.

Describe elements/aspects complied

Assessor's Score:

3. Service providers have procedures regarding the involvement of beneficiaries in the development of new programmes and processes as well as in the evaluation and management of services provided. These procedures are known by staff and beneficiaries.

Describe elements/aspects complied

Assessor's Score:

4. The development and implementation of the Individual Intervention Plan is based the assessment results.

Describe elements/aspects complied

Assessor's Score:

5. The development and implementation of the Individual Intervention Plan is based the assessment results.

Describe elements/aspects complied

Assessor's Score:

VII. PARTNERSHIP

Definition:

In organising and developing social services, social service provider operates in partnership to create a continuum of services provided, an efficient and transparent system able proactive to difficulties and risks citizens are exposed to. Partnership are signed between public providers of social services, public and private providers and between private providers.

Total points obtained	
Assessor's signature	

Standards:

1. Social service provider promotes a policy on partnership which is based on needs and expectations of beneficiaries and available resources.

Describe elements/aspects complied

Assessor's Score:

2. In organising and developing social services partners cooperate by signing partnership agreements and provision of social service contracts.

Describe elements/aspects complied

Assessor's Score:

3. Joint objectives and modalities for co-operation with partners are defined and commonly agreed.

Describe elements/aspects complied

Assessor's Score:

4. The functioning, impact and sustainability of the partnerships are monitored and evaluated on a regular basis by all involved providers of services.

Describe elements/aspects complied

Assessor's Score:

5. Assessment outputs of activities realised in partnership are yearly disseminated to the partners, staff, beneficiaries and their representatives

Describe elements/aspects complied

Assessor's Score:

VIII. RESULTS ORIENTED

Definition:

SSP Organisations are outcome focused on the benefits to beneficiaries, their family / legal representatives, employers and the community. Service impact is monitored, measured and is an important element of continuous improvement of quality, transparency and responsibility processes.

Total points obtained	
Assessor's signature	

Standards:

1. Service providers define and use a clear set of measurable indicators for inputs (human resources and financial resources) used in operating their services.

Describe elements/aspects complied

Assessor's Score:

2. Service providers define and use a clear set of measurable indicators for financial outcomes and organisational performance. The indicators include: increase of assets / property, increase of capital, cash flow, investments, stocks, profits, return, costs and turnover etc.

Describe elements/aspects complied

Assessor's Score:

3. Service providers define and use a clear set of measurable indicators for non-financial outcomes. The indicators include number of provided services, number of persons served, dropout rate, non-financial return, quality of life, results of service provision, qualification, employment, treatment etc.

Describe elements/aspects complied

Assessor's Score:

4. Service providers use a system of reporting, publication and dissemination of achieved results to staff, beneficiaries, funding agencies, social partners and policy makers, and they will discuss the results with them.

Describe elements/aspects complied

Assessor's Score:

5. The achievement of objectives and implementation of policies of the service providers are measured and evaluated systematically together with beneficiaries and staff.

Describe elements/aspects complied

Assessor's Score:

IX. CONTINUOUS IMPROVEMENT

Definition:

Social services providers are proactive in meeting social needs of the community, using available resources more effectively, developing and improving services. Initial and continuous staff training, strive for appropriate marketing and communication strategy, value of feed-back from funding agencies, beneficiaries and their representatives, stakeholders, are modalities use to continuous improvement of the quality of social services.

Total points obtained	
Assessor's signature	

Standards:

1. SSP has a systematic approach for improving the quality of provided services and monitoring continuously the implementation of necessary change

Describe elements/aspects complied

Assessor's Score:

2. Yearly planning goals and priorities on improving the quality of provided services are establish together with staff, beneficiaries and their representatives and other stakeholders.

Describe elements/aspects complied

Assessor's Score:

3. Indicators for assessing the organisation and services provision are identified and use.

Describe elements/aspects complied

Assessor's Score:

4. SSP set up actions for staff training and continuous staff improvement.

Describe elements/aspects complied

Assessor's Score:

5. SSP set up procedures for efficient marketing and communication.

Describe elements/aspects complied

ANNEX 3

General Structure of the Application Dossier

Part A

1. Accreditation Application Form and Description of Services

- 1.1 Accreditation Application Form
- 1.2 Description of each service

2. Supporting Documents

- 2.1 Statutory documents confirming the establishment of the applicant
- 2.2 Fiscal Registration Certificate
- 2.3 Regulation on the organisation and functioning
- 2.4 Organisation chart
- 2.5 Curricula vitae and list of staff with positions, qualifications and years of experience
- 2.6 Copies of the documents that prove the qualifications and training of the staff
- 2.7 Financial statement
- 2.8 Balance sheet
- 2.9 Confirmation Legal status of all 'immobile' properties
- 2.10 Sanitary Certificate issued by the Sanitary Directorates for each location where services are provided
- 2.11 Environment certificate
- 2.12 Prevention of fire certificate
- 2.13 Other certificates

Part B

1. Self Assessment Form

- 1.1 Self Assessment form

2. Supporting Documents

- 2.1 3-5 years Plan
- 2.2 Model Care plan
- 2.3 Code of Ethics

ANNEX 4

Assesment form

For the social service

Principle / Standards	Score	Assessors' Score		
		Assessor1	Assessor 2	Average
<p><u>I. Leadership</u></p> <p>Definition: <i>Service providers have an efficient organisation and effective internal processes of service delivery. They establish relationships and communications with other service providers and with the entire community to promote positive images of the beneficiaries, good practice, more effective use of resources, innovation, and a more open and inclusive society.</i></p> <p>Standards:</p> <p>1. Service providers define a policy and objectives for 3 to 5 years in a strategic plan, elaborated with the support of the staff, and in accordance with the current legislation in the field. 5</p> <p>2. Service providers disseminate the strategic plan to staff, beneficiaries and their families, to the community and to other relevant stakeholders in the field. 5</p> <p>3. Service providers evaluate the outputs of internal and external communication regarding the dissemination of information on strategy, policy and services provided. 5</p> <p>4. Service providers disseminate and promote positive images of beneficiaries. 5</p> <p>5. Service providers share good practices and results of innovation with other service providers in the field. 5</p>				
Total				

Principle / Standards	Score	Assessors' Score		
		Assessor 1	Assessor 2	Average
<p><u>II. Rights</u></p> <p>Definition: <i>Service providers are committed to protecting and promoting the rights of the beneficiaries in terms of equal opportunities, equal treatment and equal participation, self-determination, autonomy and personal dignity. Service providers adopt non-discriminatory and positive actions regarding beneficiaries within their own services.</i></p> <p>Standards:</p> <ol style="list-style-type: none"> 1. Service providers facilitate access to services for all persons in need, regardless of sex, age, religion, ethnicity or nationality. To this aim, the organisation sets up objective eligibility and entrance criteria for the different types of services provided, taking into account the available resources. 2. The internal procedures and regulations of the organisation respect and support the rights of beneficiaries in terms of equal opportunities, equal treatment and equal participation in the service provision process. 3. Service providers have their own Charter of Rights regarding the beneficiaries, that is known by the beneficiaries and the staff, and applied to all stages and aspects of the service provision. 4. Beneficiaries have responsibilities and duties which are known by them and which should be respected at each moment and each level of the service provision process. 5. Dignity, self-determination and autonomy in managing own goods and the right to personal intimacy are respected at each moment of the service provision process. 	5			
TOTAL				

Principle / Standards	Score	Assessors' Score		
		Assessor1	Assessor2	Average
<p><u>IV. Comprehensiveness</u></p> <p>Definition:</p> <p><i>Service providers ensure that the person served can access a continuum of services, which value the contribution of all users and potential partners including the local community, employers and other stakeholders, and that span from early intervention to support and follow up, delivered through a multi-disciplinary team approach or multi-agency partnership with other service providers.</i></p> <p>Standards:</p> <ol style="list-style-type: none"> 1. Service providers ensure the continuum of service delivery and stipulate the involvement of other service providers and relevant stakeholders in procedures which are known by the staff. 5 2. Service providers identify and administer the contributions of other partners involved in providing services. 5 3. Service providers have sufficient qualified staff, and their work is organised in such a way that all requirements of the service provision process are met. 5 4. Service providers involve a multi-disciplinary team to assess the needs of the beneficiary and to implement the Intervention Plan. 5 5. As far as needed, information regarding a beneficiary is shared with all partners which are involved in the service provision process of the particular beneficiary. 5 				
Total				

Principle/Standards	Score	Assessors' Score		
		Assessor1	Assessor2	Average
<p><u>V. Person centred</u></p> <p>Definition:</p> <p><i>Service providers operate services that are driven by the needs of the (potential) beneficiaries. Service providers involve beneficiaries as active members of the service team and respect the individual's contribution by engaging them in self assessment and beneficiary feedback.</i></p> <p>Standards:</p> <ol style="list-style-type: none"> 1. There is a process of initial and complex assessment of the beneficiaries' needs. 5 2. The development and implementation of the Individual Intervention Plan is based the assessment results. 5 3. Procedures for developing the Individual Intervention Plan are known by beneficiaries and staff. 5 4. Service providers involve beneficiaries in the designing and in the implementation of the Individual Intervention Plan. 5 5. Service providers measure and analyse, on an individual basis, outcomes of social service delivery in terms of social integration and/or quality of life. 5 				
Total				

Principle/Standards	Score	Assessors' Score		
		Assessor1	Assessor2	Average
<p><u>VI. Participation</u></p> <p>Definition:</p> <p><i>Service providers promote the participation of beneficiaries at all levels of the organisation and within the community. To this aim, service providers co-operate and consult with representative bodies and groups.</i></p> <p>Standards:</p> <p>1. Beneficiaries are actively involved at all organisational levels of the service provider. 5</p> <p>2. Services providers have procedures regarding the involvement of beneficiaries in designing their policies and strategies. Participation of beneficiaries within the organisation is evaluated at a regular basis. 5</p> <p>3. Service providers have procedures regarding the involvement of beneficiaries in the development of new programmes and processes as well as in the evaluation and management of services provided. These procedures are known by staff and beneficiaries. 5</p> <p>4. Service providers promote the involvement of beneficiaries in the local community and the wider society. 5</p> <p>5. Service providers promote the involvement of the local community in the activities of the organisation. 5</p>				
Total				

Principle/Standards	Score	Assessors' Score		
		Assessor1	Assessor2	Average
<p><u>VII. Partnership</u></p> <p>Definition:</p> <p><i>Service providers operate in partnership with public and private sector agencies, employers, funders and purchasers, organisations representing beneficiaries, local groups and families and carers to create a continuum of services and achieve more effective service impacts.</i></p> <p>Standards:</p> <ol style="list-style-type: none"> 1. Service providers have a policy on partnership which is based on needs and expectations of beneficiaries and partners. 5 2. Service providers sign partnership agreements regarding the organising and operating of social services. 5 3. Joint objectives and modalities for co-operation with partners are defined and commonly agreed. 5 4. The functioning, impact and sustainability of the partnerships are monitored and evaluated on a regular basis by all parties involved. 5 5. Assessment outputs of activities realised in partnership are yearly disseminated to the partners, staff, beneficiaries and their representatives. 5 				
Total				

Principle / Standards	Score	Assessors' Score		
		Assessor1	Assessor2	Average
<p><u>VIII. Results oriented</u></p> <p>Definition: <i>Service providers are outcome focused on the benefits to beneficiaries, their family / legal representatives, employers and the community. Service impact is monitored, measured and is an important element of continuous improvement, transparency and accountability processes.</i></p> <p>Standards:</p> <p>1. Service providers define and use a clear set of measurable indicators for inputs (human resources and financial resources) used in operating their services. 5</p> <p>2. Service providers define and use a clear set of measurable indicators for financial outcomes and organisational performance. The indicators include: increase of assets / property, increase of capital, cash flow, investments, stocks, profits, return, costs and turnover etc. 5</p> <p>3. Service providers define and use a clear set of measurable indicators for non-financial outcomes. The indicators include number of provided services, number of persons served, dropout rate, non-financial return, quality of life, results of service provision, qualification, employment, treatment etc. 5</p> <p>4. Service providers use a system of reporting, publication and dissemination of achieved results to staff, beneficiaries, funding agencies, social partners and policy makers, and they will discuss the results with them. 5</p> <p>5. The achievement of objectives and implementation of policies of the service providers are measured and evaluated systematically together with beneficiaries and staff. 5</p>				
Total				

Principle/Standards	Score	Assessors' Score		
		Assessor1	Assessor2	Average
<p><u>IX. Continuous improvement</u></p> <p>Definition:</p> <p><i>Service providers are proactive in meeting social needs of the community and in using available resources more effectively. They are also committed to improving services and training staff. They strive for effective communication, value feed-back from funding agencies, beneficiaries and other stakeholders.</i></p> <p>Standards:</p> <ol style="list-style-type: none"> 1. Service providers have a systematic approach for improving the quality of services and monitoring continuously the implementation of necessary change. 5 2. Goals and priorities on improving the quality of provided services are established together with staff, beneficiaries and other stakeholders. 5 3. Indicators for assessing the needs of the community are identified and used. 5 4. Service providers set up actions for staff training and continuous staff improvement. 5 5. Service providers set up actions for efficient marketing and communication. 5 				
Total				