
Quality Standards

Capacity Building and the development of a sector-specific accreditation process

Victim Support Europe Annual
Conference
15 May 2014 - Warsaw

Developing a sector-specific quality standard

Example for the SSGI sector

Example of EQUASS – European quality system for social services

13 years of development – 10 years of operation as a certification system

450 certified organisations in 11 European countries – 80 auditors

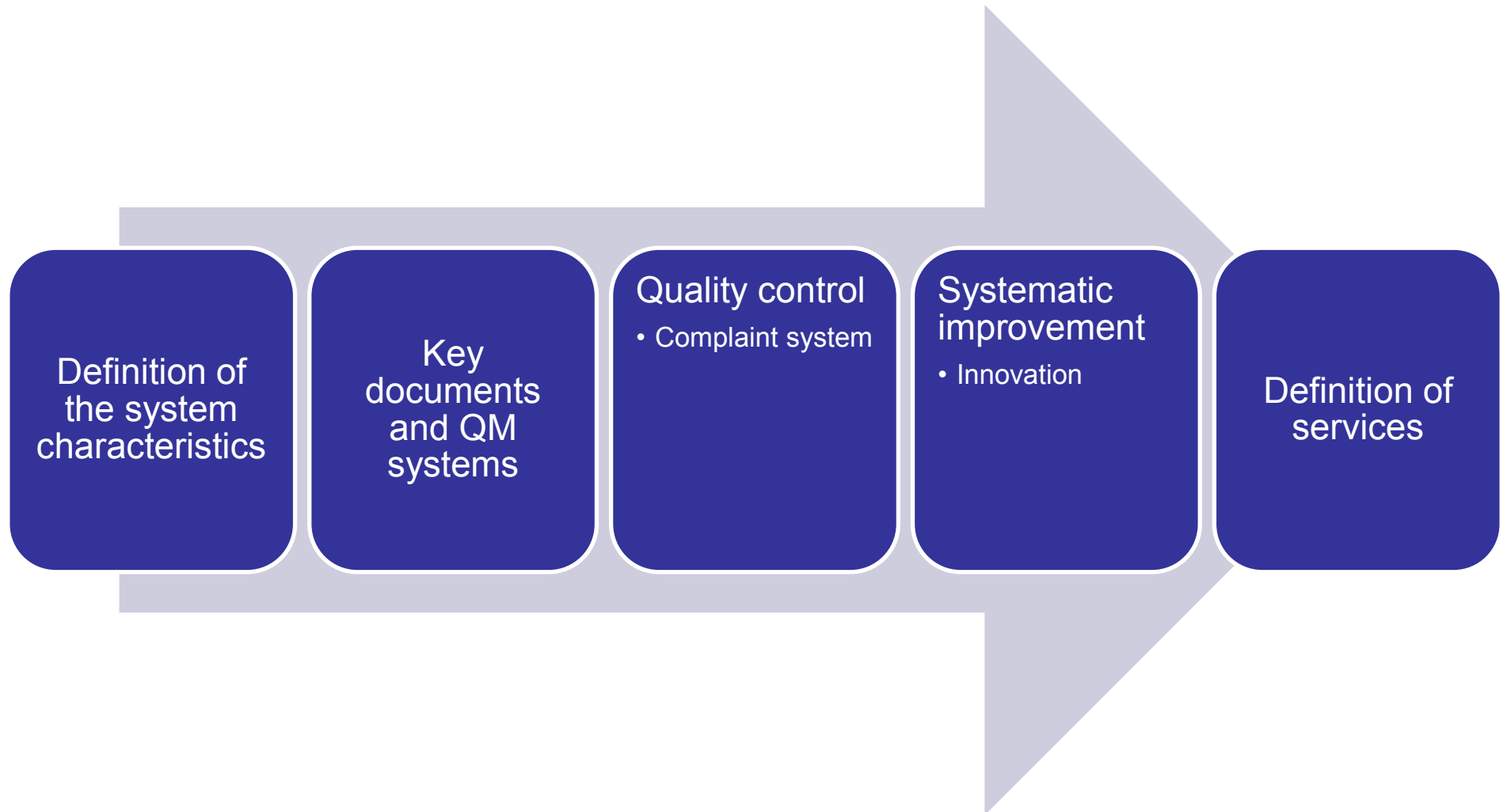
2 system changes in 10 years

2 levels of certification

www.equass.be



Developing a sector-specific quality standard – first steps



Variations in characteristics

What do we want to evaluate?

Result-orientation

- Client satisfaction
- Financial results
- Impact on society

Management of services

- Structure and processes
- Leadership
- (Human) Ressource management
- Governance

Quality control

- Complaint system

Systematic improvement

- Innovation

Definition of services

Variations in characteristics

Who is consulted?

Quality
experts

Managers

Staff

Clients –
service
users

Funders

Other
external
stakeholders

Variations in characteristics

How flexible should the system be?

Prescriptive

Non-
prescriptive

Partially
prescriptive

Building
blocks /
modules

Partial
compliance

Full
compliance

Grading
system with
minima

Variations in characteristics

How should quality be verified?

Internal audit

Self
evaluation

External audit
(non
independent)

External audit
(independent)

Variations in characteristics

What do we use the system for?

Certification /
accreditation of
service /
organisation /
professionals

Benchmarking on
Results / KPIs

Internal use only
(strategy)

Example: EQUASS Concept of Quality - Characteristics



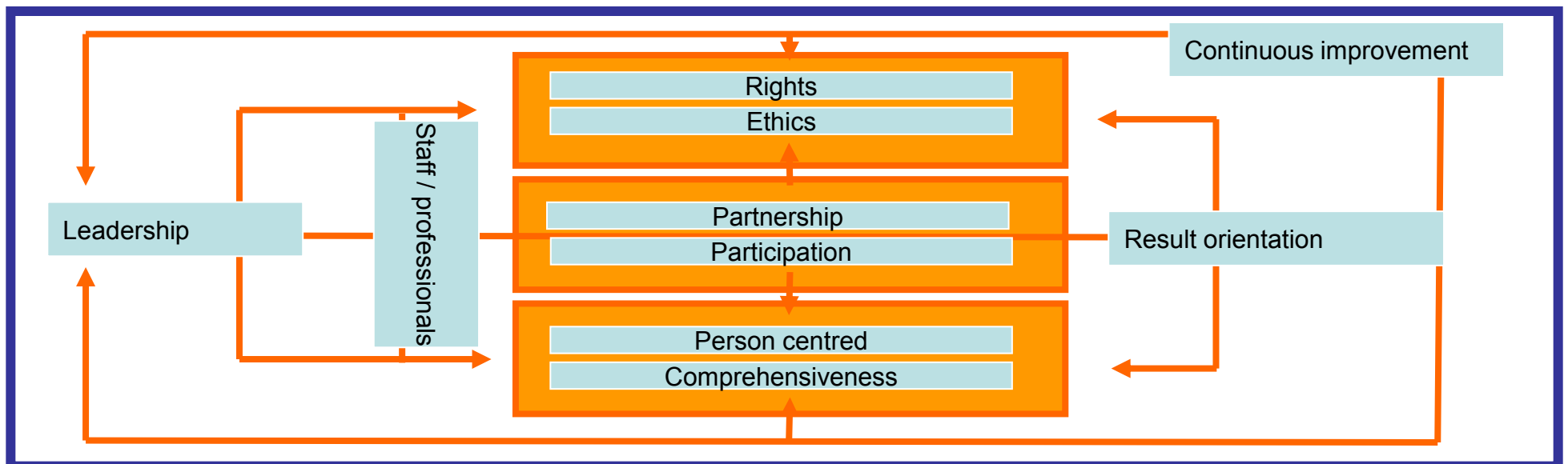
Example: EQUASS Certification programmes



Assurance
in Social Services



Excellence
in Social Services



Differences in quality systems

Rights

Ethics

Person centred

Holistic approach

Multi disciplinary

Contribution to society

Inclusion

Participation

Quality of life

Management of Quality

Result orientation

Resource management

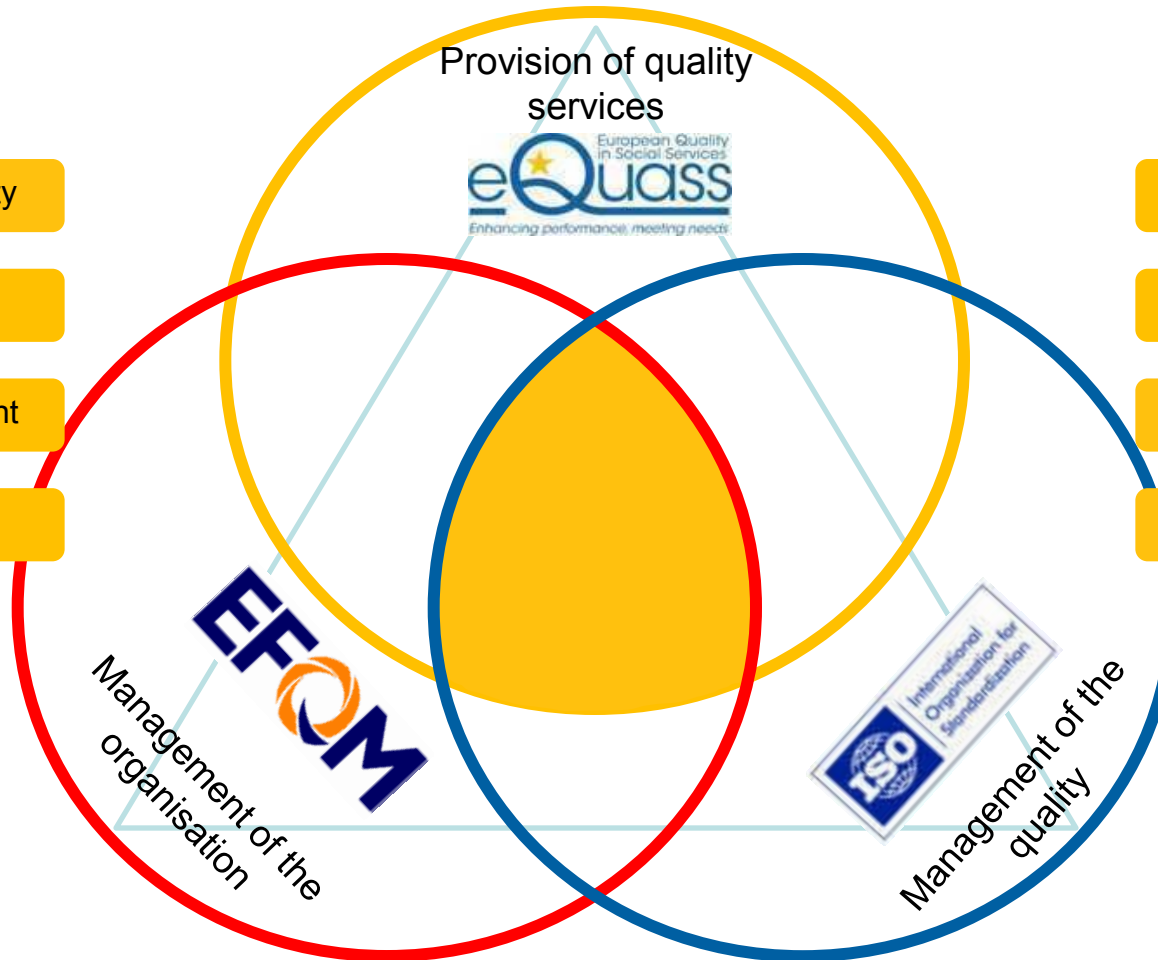
Process Management

Human Resources

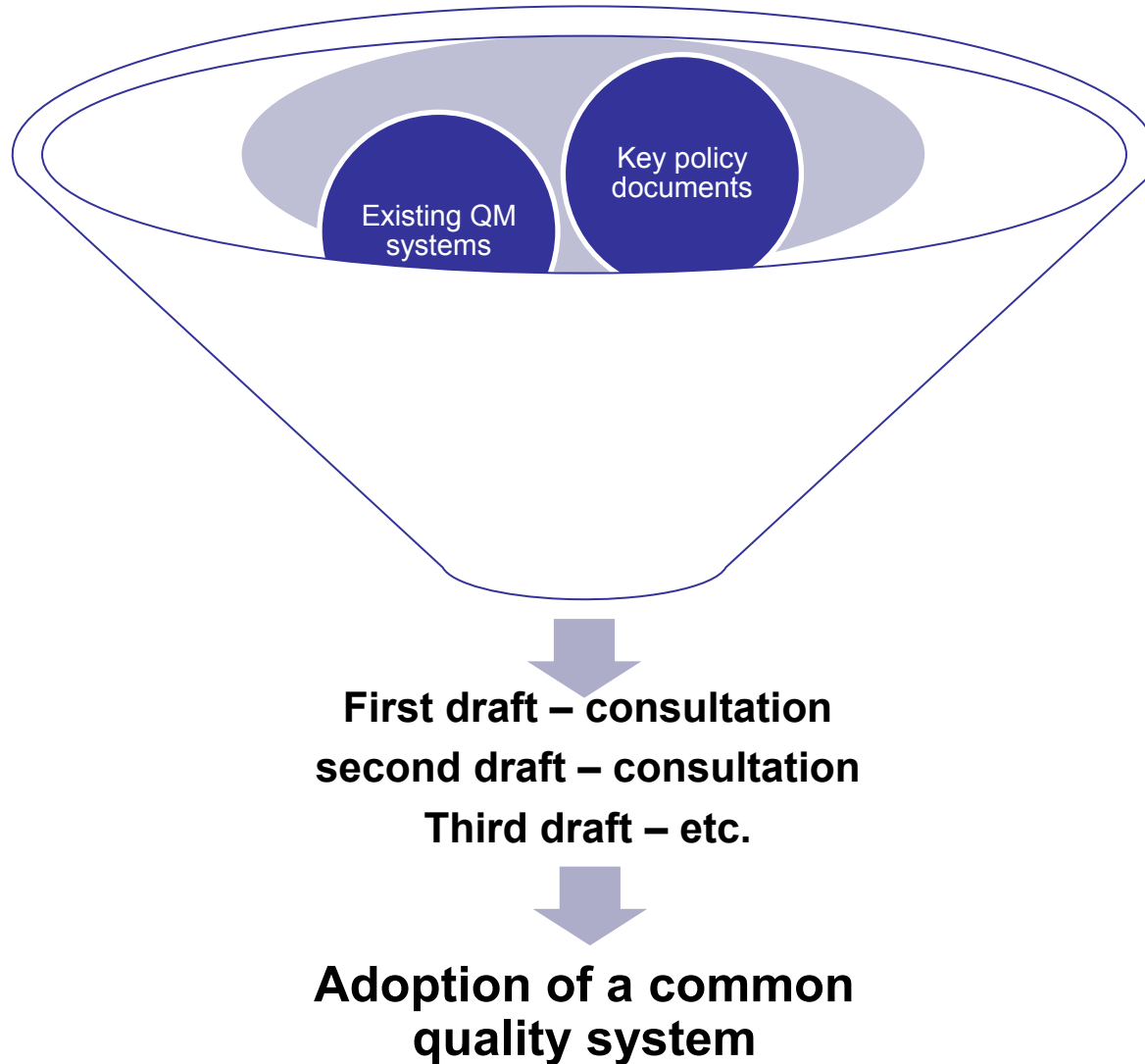
Good Governance

Partnership

Systematic improvement



The consultation process:

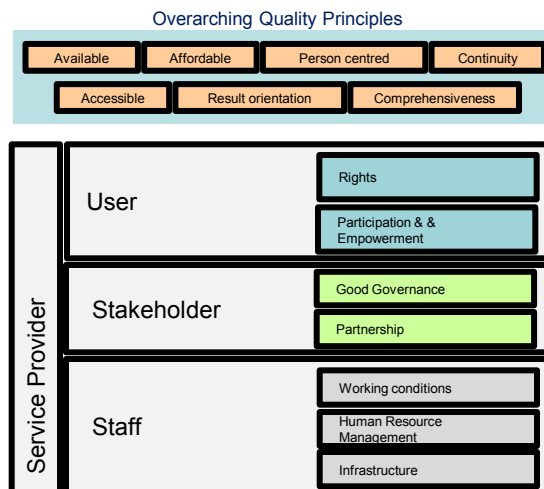
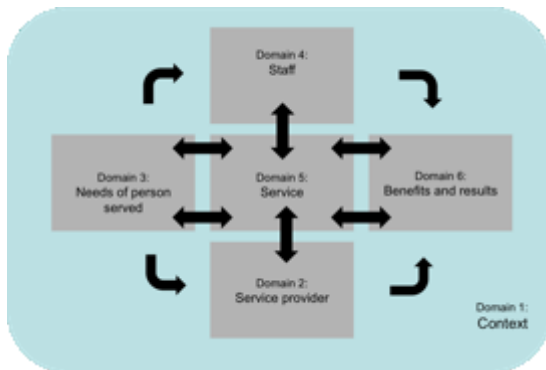


Example in the SSGI sector: European Quality Frameworks for SSGI at a glance

Common Quality Framework for Social Services of General Interest (CQF for SSGI)
Progress VP/2008/004 – December 2010

Voluntary European Quality Framework for Social Services (EQF for SS)
October 2010 – Social Protection Committee

European Quality Assurance Reference Framework for VET (EQAVET)
June 2009 - European Parliament and Council



Example in the Victim support sector: Key policy documents

Legislation, Key policy papers, Green /White papers:

- Proposal for a directive of the European Parliament and of the Council establishing minimum standards on the rights, support and protection of victims of crime
- Recommendation Rec(2006) 8 of the Committee of Ministers to member states on assistance to crime victims
- VSE Handbook for Implementation of Legislation and Best Practice for Victims of Crime in Europe (tailor-made services, confidentiality, trained professionals)
- VSE paper on Minimum rights for victims of crime in Europe (privacy, assessment of services)
- Etc.

Example in the existing quality standards and certification system

General: ISO 9000 (ISO 9001:2008)

Management orientation:

- Malcolm Balbrige Award
- EFQM – European Foundation for Quality Management
- Balance scorecard

Sector specific:

- EQUASS (social services)
- HAP Standard (humanitarian services)
- E-Qalin (nursing – care services)

Topic-specific

Exploitation and dissemination of the new quality standard – example from the Social Services sector

- Training of Auditors / Consultants
- Network of ambassadors / representatives at national / European level
- Engagement of Policy makers and funders (European commission, European Parliament, other networks, certification bodies)
- Development of self-assessment tools and auditing procedures (flowchart – next slide)
- Establishment of a certification body (if needed)
- Validation of certification by stakeholders (Council of Europe, client and staff representatives, funders and policy makers)

European Quality Framework for VET

Common Quality Framework for SSGI

European Quality Framework for SSGI



Self-evaluation

Profile & Recommendations

Planning

Implementation plan

Implementation

Internal audit

Ready ?

Improvements

Test audit

Audit report

Ready ?

Improvements

Application + Checklist

Documentation review + Interviews (verification)

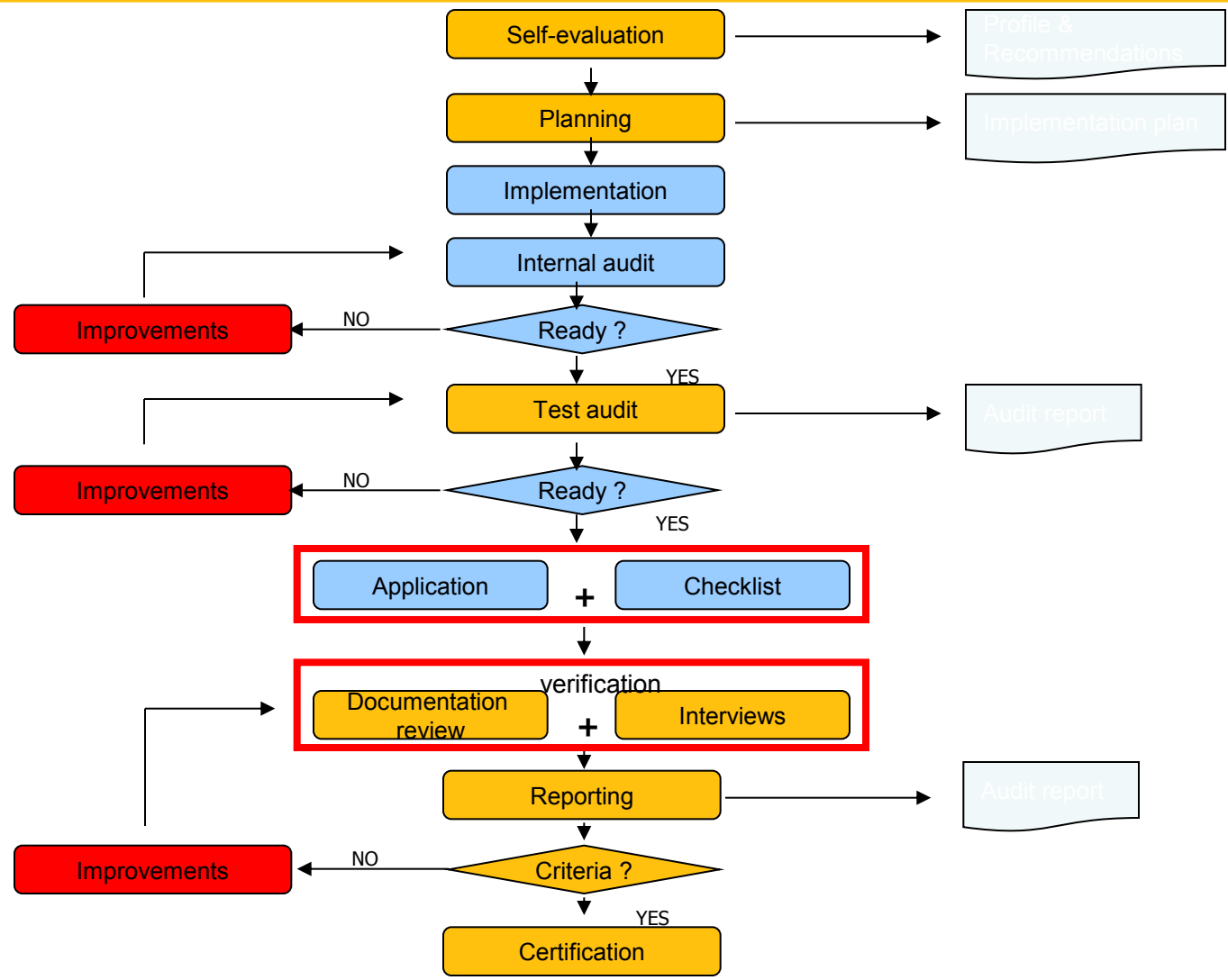
Reporting

Audit report

Criteria ?

Improvements

Certification



Any Questions?

Contact: EQUASS – European Quality in Social Services

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