

EQUASS

EXCELLENCE APPLICATION FORM

Introduction

EQUASS (European Quality in Social Services) is an initiative of the European Platform for Rehabilitation (EPR). It aims to contribute to a European Social Service Sector where high-quality services are ensured and promotes inclusion, as well as a high quality of life for the Person Served.

The EQUASS system for quality is customised for the Social Sector and offers a comprehensive approach, based on specific Principles, quality Criteria, performance Indicators and formal External Assessment and Audit procedures.

This Application Form has been designed for EQUASS Excellence Applicants, who wish to receive an External Audit from a team of independent Auditors. The Application Form is submitted at least 6 weeks before the Audit scheduled date. If the Applicant does not have an Audit scheduled, you are requested to contact the EQUASS Secretariat in Brussels first.

For information on how to provide the required information and documentation, please read the document “Guidelines for EQUASS Application”.

The Application Form has the following Sections:

- Section 1: General information about your organisation and the type of audit you are planning for. If the audit takes place over more than 1 Service Delivery Site, you will also have to provide information on the other Site(s) in 1b.
- Section 2: Additional information that EQUASS can use to promote your certification, in case of a successful EQUASS Excellence Audit.
- Section 3: Additional detailed background information about your organisation and some statements you will have to confirm.
- Section 4: List of documentation on Approaches (Executive Summaries in English language) that must be sent together with the Application.
- Section 5: List of documentation on Approaches (in English language) that must be available during the Site Visit.
- Section 6: List of documentation on Results that must be sent together with the Application.

Section 1

General information on the Application and Applicant Information

Information about the Application and Applicant:	
Type of Application:	EQUASS Excellence
Country:	
Audit coordination office:	
Audit coordinator:	
Audit coordinator Email:	
Organisation name:	
Business address:	
Postal address: (if different from your business address):	
Telephone:	
General E-mail:	
Website address:	
Name of CEO / Director:	
Number of locations / sites:	

Applicant Contact Person:	
Name Contact Person	
Function of Contact Person	
Email:	
Direct Phone n°:	

Size and Scope of the Service(s) to be Audited:	
Number of Person Served:	
Number of Full Time Staff Equivalentents (FTE):	
Total number of Staff :	
Types of Services provided:	
Experience:	
Services in the Audit Scope for Certification:	

Section 1b

Overview of Sites in a Multi-Site Application

Site #2:	
Name of site 2:	
Address:	
Telephone:	
E-mail:	
Contact Person Name:	
Function of Contact Person:	
Services:	
Number of Person Served:	
Number of Staff:	

Section 2

Additional information (to be published on the EQUASS.be website, in the event of a successful audit)

Additional Applicant information:	
Description of the organisation in English:	
Description of the organisation in the National Language (if applicable):	
Twitter (if applicable):	
Facebook page (if applicable):	
YouTube Channel (if applicable):	

Section 3

National and/or International Certifications / Recognition for Quality

Specify which other National and/or International Certifications / recognitions for quality have been achieved by the Applicant organisation:

National & International Certification / recognition for quality:	
Name of the Certification/recognition n°1	
Certification Expiration date:	
Name of the Certification/recognition n°2	
Certification Expiration date:	
Name of the Certification/recognition n°3	
Certification Expiration date:	
Name of the Certification/recognition n°4	
Certification Expiration date:	

Confirm the statements below:

	<i>I declare that the organisation, as described above, meets all National Legislative Requirements for operating Social Services in its jurisdiction.</i>
	<i>I have understood the requirements for implementation of the EQUASS Criteria as stated in the EQUASS core document for the level of EQUASS Certification recognition.</i>
	<i>I am attaching an overview of Services / Programmes within the scope of this Audit Application (Annex A)</i>
	<i>I am attaching a list of Management / Staff functions within the scope of this Audit Application (Annex B)</i>
	<i>I am attaching an organogram / description of the organisational structure of the scope of this Audit Application (Annex C)</i>
	<i>I am including a high-resolution logo of our organisation to the annex folder of our Audit Application.</i>

Please provide annexes A, B and C through the same download link as with the documentation section annexes. Please make sure to clearly label the files in your Annex folder.

Section 4

Documentation on Approaches

Please confirm that the following **Executive Summaries** (in English Language) of documented Approaches of the Applicant's organisation are uploaded with the Application Form:

Executive Summaries:		
	Criteria	
	No. 01	Organisation's Vision, Mission and Values (Annex D)
	No. 03	Organisation's Quality Policy (Annex E)
	No. 13	Organisation's Charter of Rights for Person Served (Annex F)
	No. 19	Organisation's Staff Code of Ethics (Annex G)
	No. 27	Organisation's policy and procedures for including the Person Served in the design, delivery and evaluation of services (Annex H)
	No. 29	Organisation's concept of Empowerment of the Person Served (Annex I)
	No. 32	Organisation's concept of Quality of Life for the Person Served (Annex J)
	No. 35	Organisation's procedures for involving the Person Served in the design of their Individual Plan (Annex K)
	No. 38	Organisation's key Service Delivery Activities (Annex L)
	No. 48	Organisation's system for Continuous Improvement and Learning (Annex M)

	Results of Self-Evaluation/Internal Audit that shows the success of implementing the EQUASS Criteria
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Note I: Please **DO NOT** upload complete documents. (Exception when the document has max 1-page A4. Only Executives Summaries of max 1 page (A4) will be accepted)

Note II: For **EQUASS Excellence** Applications, organisations are expected to carry out a Self-Evaluation and/or Internal Audit of EQUASS Criteria. EQUASS Excellence Applicants have to upload an **Executive Summary** of the results of this Self-Evaluation / Internal Audit. Based on this information the team of Auditors may have a good understanding that you have understood the success of the implementation of the EQUASS Criteria. (Stage 3 of the Assessment Grid). Please read the EQUASS document "Guidelines for EQUASS Application" to know how to present the **Executive Summary** of this Self-Evaluation / Internal Audit.

Section 5

Documentation on Approaches

Please confirm that the following documentation on Approaches (in National Language) of the Applicant's organisation will be **available at the Site Visit** for the Auditors to review:

Documented Approaches:		
	Criteria	
	No. 01	The description of your Vision, Mission and Values
	No. 03	The description of your Quality Policy
	No. 04	The current Annual Plan
	No. 07	The Staff Recruitment and Staff Retention Policy
	No. 09	The current Plan for Staff development and learning
	No. 10	A description of current roles and responsibilities of Staff
	No. 13	The Charter of Rights that reflects fundamental rights of the Person Served
	No. 17	A description of the Complaint Management system
	No. 18	The Policy on Ethics and Wellbeing for all
	No. 19	The organisations' Code of Ethics for Staff
	No. 21	The Health and Safety Plan for Staff and Person Served
	No. 22	The Procedures on prevention of physical, mental and financial abuse of the Person Served
	No. 23	The Procedures to assure confidentiality of sensitive information, the accuracy of records, privacy, dignity and physical integrity of the Person Served
	No. 27	The Policy and Procedures for including Person Served in the design, delivery and evaluation of Services
	No. 29	The defined concept of Empowerment of Person Served
	No. 32	The defined concept of Quality of Life of Person Served
	No. 33	The Individual Plan for Person Served (4 Individual Plan examples)

Documented Approaches:

No. 35	The procedures for involving Person Served in their Individual Planning Process
No. 38	The Service Providers key Service Delivery Activities
No. 42	Business and Service Results
No. 42	Independent review of Organisation's Results
No. 48	The Continuous Improvement and Learning System

Mandatory:

Results of Self-Evaluation/Internal Audit that shows the success of implementing the EQUASS Criteria

Section 6

Documentation on Results

For the **EQUASS Excellence Application**, you have to **upload** the following Results:

*Note: Please ensure that Results are relevant and valid outcomes. They must be based on indicators that reflect the content of the criteria. Please mind that **Efforts are not** relevant Results.*

Documented Results	
Criteria	
No. 02	Results of evaluating the performance of managing the Organisation
No. 05	Results on the inclusion of Person Served into the society
No. 09	Results of Staff development activities
No. 11	Results on the engagement of Staff
No. 12	Results on the motivation of Staff
No. 14	Results on implementing proposals made by Person Served
No. 16	Results of evaluation: to what extent are the rights of Person Served respected in the Daily Programmes / Activities
No. 22	Results on protecting the Person Served from abuse and misconduct
No. 23	Results on respecting the confidentiality of information of Person Served
No. 24	Results on Partnerships that support the continuum of comprehensive services
No. 25	Results of organisations' Partnerships
No. 27	Results of including Person Served in service planning, delivery and evaluation
No. 28	Results of the practice of participation of Person Served
No. 29	Results on empowering Person Served
No. 30	Results on the creation of an empowering environment for Person Served
No. 31	Results of assessing needs, expectations and the capacity of Person Served
No. 32	Results of improving Quality of Life of Person Served
No. 35	Results of involving Person Served in their Individual Plans
No. 36	Results of evaluation: to what extent does the Social Service Provider ensure a continuum of services

Documented Results	
Criteria	
No. 37	Results on Holistic Services
No. 39	Results on Community-Based Services
No. 42	Tangible Organisational Results
No. 42	Tangible Service Results
No. 43	Results on outcomes and benefits of the provided services on individual basis and collective basis
No. 44	Results of best value for relevant Stakeholders
No. 45	Results that show satisfaction of Person Served and other relevant Stakeholders
No. 46	Results of evaluation: to what extent are the Business results understood by Person Served , Staff and other relevant Stakeholders
No. 48	Tangible results of improving services
No. 48	Tangible improved results / outcomes
No. 50	Results of comparing performance, outcomes and activities

Please read the document “Guidelines for EQUASS Application” to know how to present the Results of the topics mentioned above.