The new eQuass 2018 system

Why

How

What
Research studies


5. The Impacts of EQUASS Assurance on Social Service Providers: Results from a Survey, Nuno Melão (PhD), Instituto Politécnico de Viseu, Viseu (March, 2016) (381 SSP – 51,4 %)

6. The Impacts of EQUASS Excellence on Social Service Providers: Results from a Survey (27 SSP) Nuno Melão (PhD) Instituto Politécnico de Viseu, Viseu (March, 2016) (27 SSP – 92,6 %)

7. EQUASS Assurance certification: The View of Pioneer Adopters, Nuno Melão,(PhD), Marlene Amorim, Frederic Marimon and Inés Alegre (2016)
Changing demands from Stakeholders

2000-2002: ➔ EQRMs
2007: ➔ Revision EQRMs
2006-2008 ➔ EQUASS Assurance
(EQUAVET project)
2008-2010: ➔ EQUASS 2012
(CEN workshop 51 / Prometheus project: CQF for SSGI)
2014-2016: ➔ EQUASS 2018
Why?

Experiences and feedback of:

1. Individual Social Service providers
   1. eQuass Assurance certified Organisations
   2. eQuass Excellence certified organisations
2. eQuass Assurance auditors
3. eQuass Excellence auditors
4. eQuass recognised consultants
5. eQuass Local Licence Holders
6. eQuass National Representatives
Result of research and consultation

Implementation

Language Improvement

Bureaucracy

Workload

Results
Demands for new eQuass system

1. More **User friendly** application, procedures and processes.

2. **Up-to-date demands** based on stakeholder consultation.

3. **Compliance** with European Frameworks

4. **The audit report** has to be a report that a service provider can use for improving performance.

5. **Difference in requirements** when a service provider implements a system the first time & when re-certification.

6. Better **understandable language**.

7. More **supportive** towards **continuous improvement, learning & development**

8. **One coherent and consistent assessment system** (the service provider gets a certain „level“ as a result of the external audit

9. **Less indicators** (more freedom & choices to service providers)

10. **Differentiation**. (Less bureaucracy for very small service providers (> 10 staff))
Mission eQuass 2018

To enhance the social service sector by engaging social service providers in quality, continuous improvement, learning and development, in order to guarantee service-users quality of services throughout Europe.
The new EQUASS 2018 system

1. **Compliant** with relevant European Frameworks and demands from EU stakeholders
2. Emphasis on **implementation** (putting clear approaches into practice)
3. Emphasis on achieving **results** (based on valid and relevant indicators)
4. Supportive towards **continuous improvement-learning and development**
5. **One coherent and consistent system of assessment**
6. **No prescriptive indicators** (more freedom & choices to service providers to meet quality requirements in national context)
7. **Customer friendly** in its application, its procedures and its processes.
8. **Understandable language** for SSP
9. **Reduced bureaucracy** and paper work for SSP
European Frameworks

European Quality Framework for Social Services

Service Provider

User
- Participation & Empowerment
- Rights

Stakeholder
- Partnership
- Good Governance

Staff
- Human Resource Management
- Working Conditions
- Infrastructure

Available Affordable Person Centred Continuity
Accessible Result Orientation Comprehensiveness

EQAVET Framework

THE QUALITY CYCLE

1. Purpose and Plan
2. Implementation
3. Assessment and Evaluation
4. Review

Planning Implementation Evaluation Review
Implementation

APPROACH & IMPLEMENTATION

Reference text for performance on approach, implementation, innovation and improvement
The social service provider has a clear and sound approach. The social service provider has implemented the approach within all relevant areas of the organisation. The social service provider understands how successfully the approach has been implemented, based on information and data. The organisation implements innovative improvements successfully within the scope of the criteria as result of learning activities.
Results

Reference text for performance on approach, implementation, innovation and improvement
The social service provider has some results that give an indication of meeting the requirement of the criteria.

The organisation has reliable and tangible data and information that gives a clear understanding of the achieved results in meeting the requirements of the criteria.

The organisation identifies trends and compares the results within the scope of the criteria with other social service providers in a National and/or an International context.

The organisation implements improvements with the scope of the criteria as a result of the comparison with other social service providers in a National and/or an International context.

Achievements and results
1. Personal growth, continuous learning and development of employees.
2. Promoting and practicing rights of person served respected
4. Involving persons served in service planning, and evaluation of services.
5. Empowering persons served
7. Involving persons served in their Individual Plans.
8. Ensuring a continuum of services
9. Outcomes and benefits to person served of the provided services
10. Satisfaction of persons served and other relevant stakeholders.
11. Business results are understood by person serve, staff and other relevant stakeholders
12. Comparison of performance, approaches, outcomes and/or activities.
### Criteria nr 9: The social service provider implements measures for staff development based on a plan for personal growth, continuous learning and development

<table>
<thead>
<tr>
<th>Stage 1</th>
<th>Stage 2</th>
<th>Stage 3</th>
<th>Stage 4</th>
<th>Stage 5</th>
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</thead>
<tbody>
<tr>
<td><strong>APPROACH &amp; IMPLEMENTATION</strong></td>
<td></td>
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<td>There is a clear approach for staff development. The development plan is based on employee’s needs. A review of the plan is carried out on ad-hoc basis.</td>
<td>There is a clear approach for staff development. The development plan is based on employee’s needs. Most employees are aware of the content of the plan. All plans are subject to review.</td>
<td>There is a clear approach for staff development. The development plan is based on employee’s needs. Most employees are aware of the content of the plan. All plans are subject to review. The social service provider understands how successfully the development plan has been implemented.</td>
<td>The social service provider initiates learning activities to explore innovative ways of employees’ development, personal growth and continuous learning.</td>
<td>The social service provider has successfully implemented innovative ways employees’ development personal growth and continuous learning as result of learning activities.</td>
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<tr>
<td><strong>RESULTS</strong></td>
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<tr>
<td>There are some results that give an indication of results of staff development but information is collected randomly.</td>
<td>The results of employees’ development are measured with relevant indicators.</td>
<td>The results of employees’ development are measured with relevant indicators. The social service provider understands the achieved results.</td>
<td>The social service provider has identified trends and compares the results of employees' development with other social service providers and/or other organisations in National and/or an International context.</td>
<td>The social service provider has successfully implemented improvements of employees’ development as result of the comparison with other social service providers and/or other organisations in National and/or an International context.</td>
</tr>
</tbody>
</table>
Criteria 9: The social service provider implements measures for staff development based on a plan for personal growth, continuous learning and development.

Explanation of the results:
The diagram shows the actual number of employees that have improved their formal qualification (vertical axe) over a period of five years (2012 – 2016) (horizontal axe). Formal qualification is achieve by successful finalising formal professional education and training. The successful achievement is confirmed through a state recognised certificate / diploma. The performance in the year 2013 is mainly caused due to the fact that a number of employees, who have been in the formal training programs, left the organisation. The total number of employees of the organisation is 64.
Results and Benesfit of Organisations’ Partnership.

Criteria nr 25: The social service provider evaluates the results and benefits of its partnership for the person served and for the organisation.

Explanation of the results:
The diagram shows the actual persons (vertical axe) that have been participated in common learning events over a period of five years (2012 – 2016) (horizontal axe). The blue bar on the vertical axe expresses the actual number of participants from partner organisations and the red bar on the vertical axe expresses the actual number of participants of the social service provider. The common learning events activities that have been included in the diagram are: formal training events, external seminars, in-house seminars, in house training events and apprenticeships.
Improvement, learning and development

Committed to eQuass Assurance

Committed to eQuass Assurance

Committed to eQuass Excellence

eQuass Excellence
One system of assessment

APPROACH & IMPLEMENTATION

RESULTS

Audit / site visit
Progress report
Progress report
Audit / site visit

Year 1
Year 2
Year 3
Year 4
5. The social service provider management establishes, implements an annual service planning and review process.

6. The annual plan includes:
   a. annual outcomes / targets;
   b. the activities to be undertaken in achieving the annual targets;
   c. monitoring of the performance of the organisation in meeting its annual targets;
   d. time-scales and
   e. procedures for review and revision.

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4. The social service provider defines and implements an annual planning and review process reflecting the organisations objectives and service activities delivered.

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Customer friendly

On-line Application form

Annex: Summaries of Core documents & results
Organisations providing social services demonstrate leadership within the social sector internally by good governance and within the wider community by promoting positive images, challenging low expectations, encouraging best practice, enabling more effective use of resources, inspiring innovation, and aiding the creation of a more open and inclusive society. (50)

Social service providers demonstrate governance, leadership and social responsibility. (9) They promote social justice by inclusion into the society. (9) They set ambitious organisation and service goals and encourage best practice. (11) Social service providers are committed to continuous learning and innovation. (10)
Reduced Bureacracy

- eQuass Assurance
  A. Application form (on-line)
  B. 45% of criteria
    A. 20 documents
    B. 12 results

- eQuass Excellence
  A. Application form (on-line)
  B. 45% of criteria
    A. 20 documents
    B. 21 results

75% of criteria
1. Vision, mission and values
2. Quality policy
3. Annual plan
4. Policy on staff recruitment and staff retention.
5. Plan for staff development and learning
6. Roles and responsibilities of employees
7. Charter of Rights
8. Complaint management system
9. Policy on Ethics and wellbeing for all
10. Code of ethics
11. Health and Safety plan
12. Procedures on prevention
13. Procedures to assure confidentiality, dignity etc.
14. Policy and procedures for inclusion
15. Concept of empowerment.
16. Concept of Quality of Life
17. Individual Plans for persons served
18. Procedures for involving persons served
19. Key service delivery activities
20. Continuous improvement and learning system
Criteria for EQUASS Assurance certification / recognition

Minimum score:

- Minimum average score per Principe: 04.0 points (clear approach and well implemented)
- Minimum score per criteria: 02.0 points (stage 1)
- Minimum over all score: 40.0 points
- Maximum over all score: 60.0 points
- Counter balancing between Principles is NOT allowed & between criteria within the Principle is LIMITED
Criteria for EQUASS Excellence certification / recognition

- Minimum average score per Principle: 06.0 points (clear approach, well implemented and understanding the success of implementation)
- Minimum score per criteria: 04.0 points (Stage 2)
  - Minimum over all score: 65.0 points
  - Maximum over all score: 100.0 points
- The OVERALL scores on RESULTS should have minimum score of 4 points (Stage 2) and an average $\geq$ 7.0 points ($\geq$ Stage 3)
- Counter balancing between Principles is NOT allowed & between criteria within the Principle is LIMITED
eQuass 2018 is one coherent and consistent system enhancing **Compliance, Improvement, Learning & Development**

eQuass 2018 is more selective on having **clear approaches** (e.g. values, concepts, objectives, policies, systems, procedures and processes)

eQuass 2018 is more focused on how the approaches are **put into practice** (= **Implementation**)

eQuass 2018 will more emphasis to have **relevant results**.

eQuass 2018 is **less demanding on documentation** as proof / evidence of performance.
(Therefore reduced bureaucratic)
Thank you!

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