

Building capacity for excellence in service provision for people with disabilities

PROGRAMME

Seminar & Workshop – Quality in Social Services

8th June 2016

09:00 – 16:40

Location: “MARIS” Business Center – Arad, Romania

Background

As a result of the modernisation of the social sector, social services providers must operate in a more open and competitive market. On their end, the service users have an increasing need to know which the best service providers are and which organisation assures quality and value for money. The public financial bodies are interested in the efficiency and the effectiveness of public expenditure in social service programmes.

The performances of the social service provider are more and more evaluated on costs, relevance, effectiveness and efficiency. In most of the social services systems, the quality requirements have been formulated at national level. In other countries, the requirements for quality are formulated at the European level.

Organized by the European Platform for Rehabilitation in partnership with ASPIS Association, the seminar will explore the influence of quality stakeholder demands on service provision, the role of various quality recognition systems, and some tools for supporting growth and quality development in social services.

Additionally, the afternoon workshop will look at concrete tools for development in view of the situation in Romanian NGOs or public providers of social services, explore governance tools that allow a more transparent, efficient, and accountable social service provision, oriented on measuring and improving results for service users and funders.

Learning objectives

The event will outline the EU requirements for quality in the social sector and how these are reflected in current programs for recognition and certification.

Additionally, the participants will exchange on concrete tools for the development of their organisational practices and see how sound governance, a key element of the modernisation of services today, can strengthen the transparency, efficiency, sustainability, and stability in the delivery of services to persons with disabilities and other disadvantages.



This event has received financial support from the European Union Programme for Employment and Social Innovation “EaSI” (2014-2020). For further information please consult: <http://ec.europa.eu/social/easi>

Who is the event for?

- Representative organisations of service users
- Social service providers to persons with disabilities and other disadvantages
- Funders of social services, at the local, regional or national level
- Policy makers, representatives and actors in the local, regional and national government
- Academics, especially in social studies and social work, organisational management and development, Quality management, pedagogy.
- Any other relevant stakeholders

Format

The morning session will be a presentation seminar to introduce the participants to European Quality concepts for Social Services, their implementation and effects on service provision. The presentation will be followed by a question and answer round, with participation from the audience.

The afternoon session will start with a presentation of the governance concepts to be discussed. The audience will then divide in three roundtables with a separate topic each, and will discuss a series of questions around the governance concept, tools and processes of that roundtable. The audience will then report back in plenary on the exchange they had, and the concrete actions they plan to take.

Registration & practical information

Please register by sending your details to office@asociatia-aspis.ro before 3rd June 2016

Programme/Agenda

Morning:	Introduction to European Quality concepts for Social Services	
09:00 – 09:10	Welcome	<i>Adrian Peres - ASPIS President</i>
09:10 – 10:30	Rationale and principles behind a European Quality Framework of Social Services and its development	
	The use of quality systems in social services: presentation of various quality models	
10:30 – 10:50	Coffee Break	
10:50 – 12:00	Understanding the core principles behind the European Quality in Social Services (EQUASS) model	
	EQUASS Activities in Europe as a practical tool for the implementation of the European Quality Frameworks for Social Services	
12:00 – 13:15	Lunch	



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Afternoon: Good Governance in Social Services

- 13:15 – 14:15 Governance tools, processes and concepts at a glance. Presentation of the roundtable topics:
- Defining clear mission, vision and values in social services, and communicating them to all.
 - Designing an organisational strategy, defining an action plan, and implementing a systematic review of the performance against the strategic objectives
 - Clarifying and communicating roles, responsibilities and internal processes in the various teams.
- 14:15 – 15:20 Round-table discussions – 3 groups
Discussion around the use of concepts and tools presented
- 15:20 – 15:35 Coffee break
- 15:35 – 16:15 Reporting to plenary – groups 1, 2 and 3
Group discussion
- 16:15 – 16:40 Conclusions

Presenters

Michael Crowley – EPR Quality expert

Mr. Michael Crowley is an experienced consultant in Quality Management and Business Excellence, with 30+ years of experience in the Social Services Sector, in management, leadership and service delivery systems, mainly for the Rehab Group of enterprises, which serves thousands of persons with disabilities in Ireland. Michael joined the EPR group of Quality experts in 1999, and contributed to the creation of the EPR's very own quality standard and certification system, targeting disability rehabilitation services first, and which later grew to cover all social services delivery in Europe.

Marie Dubost – EPR Quality Projects Manager

Ms. Marie Dubost is employed by the EPR and is responsible for the operational and financial management of its Quality initiative (EQUASS) and all other quality improvement projects of the EPR in social services in Europe and abroad. Marie has a background in the management of European Union projects in social affairs and institutional capacity building, and provides consultancy in Quality approaches for the disability sector rooted in the UN CRPD.



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