





## QUALITY SOCIAL SERVICES: A KEY TO ENSURE SOCIAL RIGHTS

20/11/2019





#### INTRODUCTION

- > Who is EPR?
- > Why did we organise this event?

> Who are you? What brought you here?





#### THE PILLAR IS

#### > 3 PILLARS

- Equal opportunity and access to the labour market
- > Fair working conditions
- Social protection and inclusion
- > 20 Principles

"Principles and rights essential for fair and well-functioning labour markets and welfare systems in 21st century Europe"







#### SOCIAL RIGHTS AND QUALITY

- Education, training and life-long learning: "Everyone has the right to quality and inclusive education"
- Long-term care: "Everyone has the right to affordable long-term care services of good quality";
- Childcare and support to children: "Children have the right to affordable early childhood education and care of good quality



#### SOCIAL RIGHTS AND QUALITY

Housing and assistance for the homeless: a. "Access to social housing or housing assistance of good quality shall be provided for those in need".

Social Services Europe: "The effectiveness of the principles described in the Pillar is conditional to the provision of *quality* services"

#### THE PILLAR IS

- > Aiming to promote social dimension of EU, address societal changes
- Not binding in itself "proclamation" made by governments and EU institutions
- Implemented by legislation in some fields
- > Promoted via the "European Semester"
- A tool to promote the services needed to implement the principles
- Soing to be the subject of an action plan



#### MICHAEL CROWLEY

THE EQUASS PERSPECTIVE ON QUALITY;
HOW QUALITY MANAGEMENT SUPPORTS QUALITY SERVICES AND HELPS TO ENSURE SOCIAL RIGHTS







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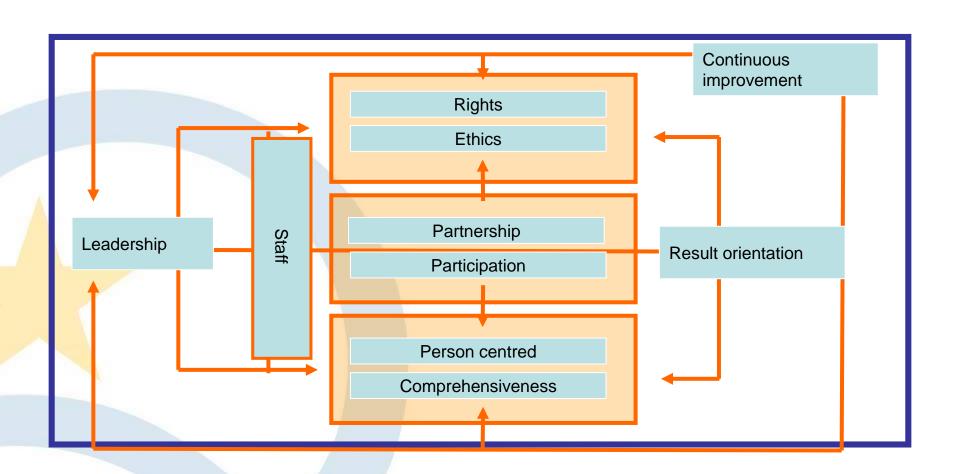
#### **EQUASS**





**Michael Crowley** 

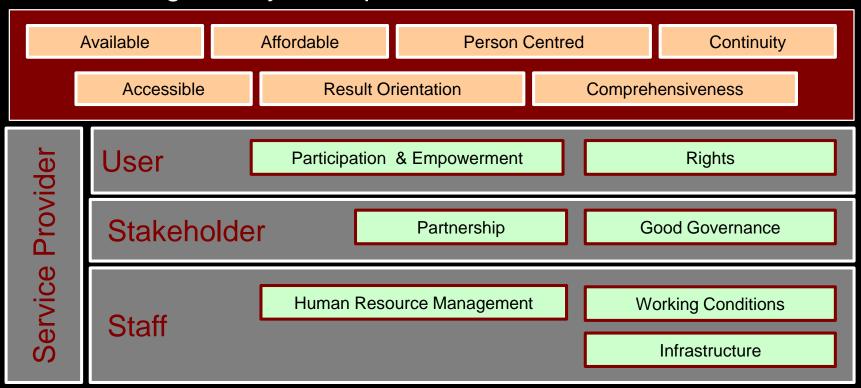
#### **EQUASS Framework**





#### **European Quality Framework for Social Services**

#### Overarching Quality Principles



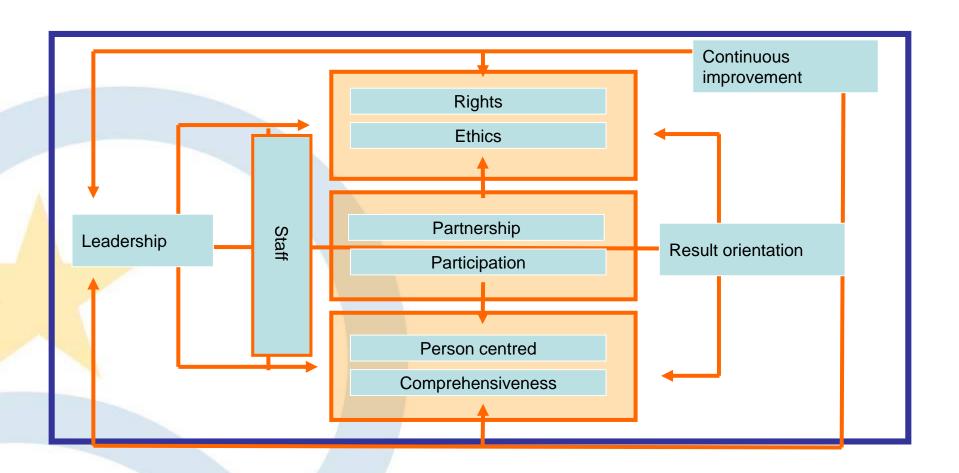
Source: Social Protection Commitee, October 2010

#### Quality



**Fit for Purpose** 

#### **EQUASS Framework**



# European Pillar of Social Rights



#### **European Pillar of Social Rights**

- Equal opportunity and access to the labour market
- Fair working conditions
- Social protection and inclusion

#### Leadership

 Social Service Providers demonstrate governance, leadership and social responsibility. They promote social justice by inclusion into the society. They set ambitious organisation and service goals and encourage best practice. Social service providers are committed to continuous learning and innovation

#### **Staff**

Social Service Providers lead and manage their staff to achieve the organisations objectives and to deliver person centred services. They are committed to employ qualified staff based on required knowledge, skills and competences. They promote diversity of staff in the workforce. Social service providers enhance a culture of staff engagement and staff well-being, development and continuous learning of all staff for the benefits of Person Served. They show compliance with health, safety and appropriate working conditions of its Persons Served and Staff (including Volunteers)

#### **Rights**

 Social Service Providers are committed to protect, promote and respect the rights of the Person Served in terms of equal opportunities, equal treatment and freedom of choice, self-determination and equal participation. This commitment is visible in the organisational values and in all elements of service development, service delivery of the social service provider. Social service providers ensure that Persons Served understand and approve all their proposed individual interventions

#### **Ethics**

 Social Service Providers operate on the basis of ethical guidelines that respect dignity and wellbeing of staff, Persons Served and their families or care givers. They provide services based on trust, confidentiality and honesty to Persons Served. Social service providers promote protection of Persons Served from abuse and misconduct.

#### **Partnership**

 Social Service Providers operate in partnership with relevant stakeholders to support the organisation in achieving its vision and mission. The partnerships support the reliable sequence of comprehensive services and person-centred outcomes. The partnerships contribute to the inclusion of Persons Served into society.

#### **Participation**

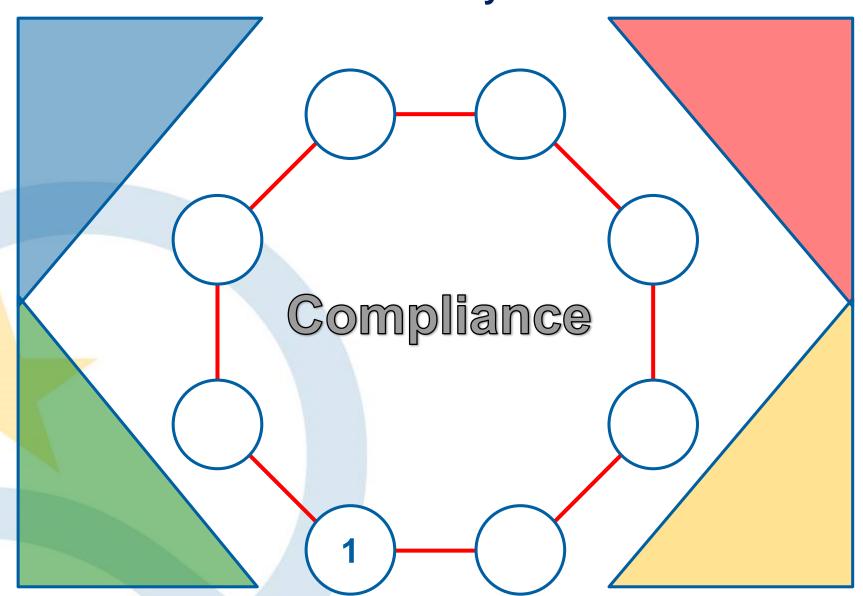
Social Service Providers ensure the full participation and active inclusion of Persons Served and representation at all levels of the organisation and within the community. They involve Persons Served as active participants in decision-making in the service team. In pursuit of more equal participation and inclusion, social service providers support the empowerment of the Persons Served. They support advocacy to promote equal opportunities and participation for the Person Served

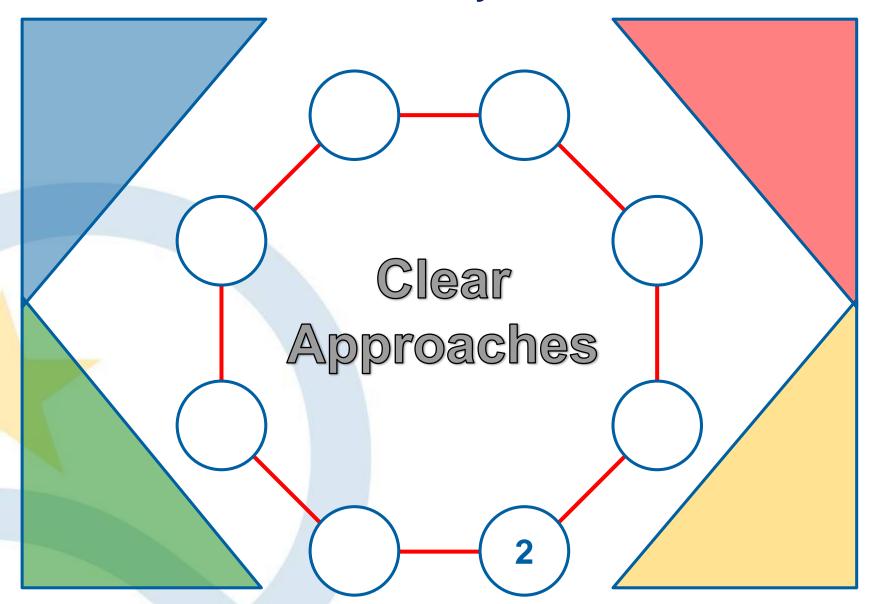
#### **Person Centred Approach**

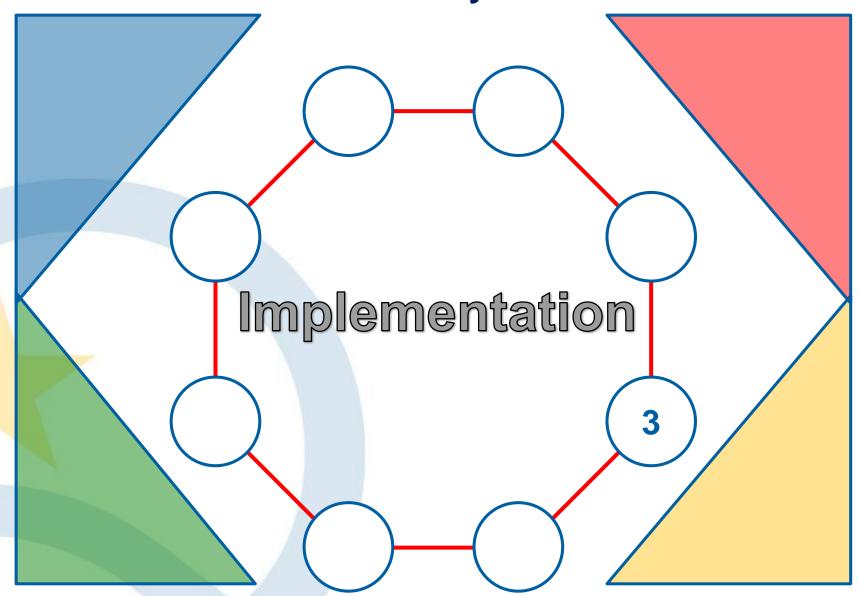
 Social Service Providers provide services that are driven by the needs, expectations and capacity of Persons Served. Services delivered take into account the physical and social environment of the Persons Served. These services aim to improve the quality of life of the Persons Served. Social service providers respect the individuals' contribution by involving the Persons Served in self-assessment, planning, service delivery, feedback and evaluation

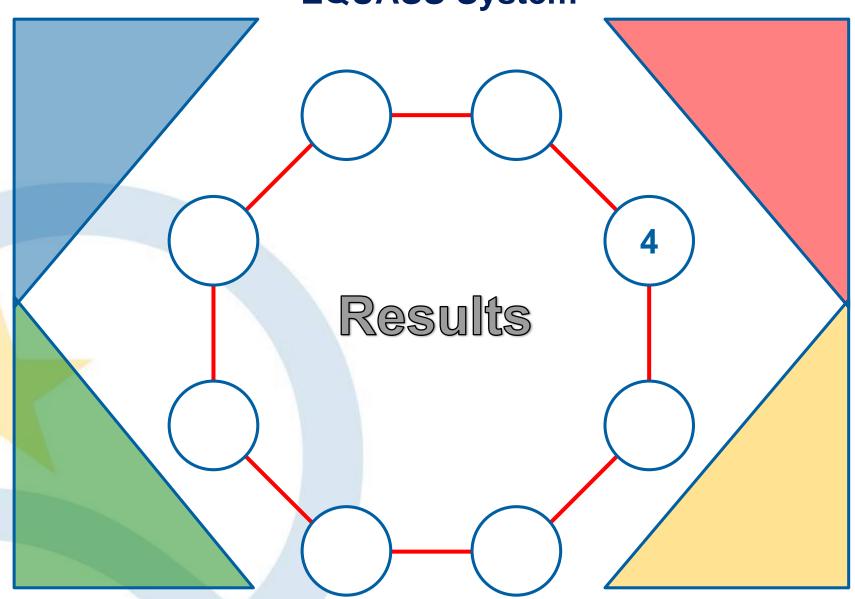
#### **Continuous Improvement**

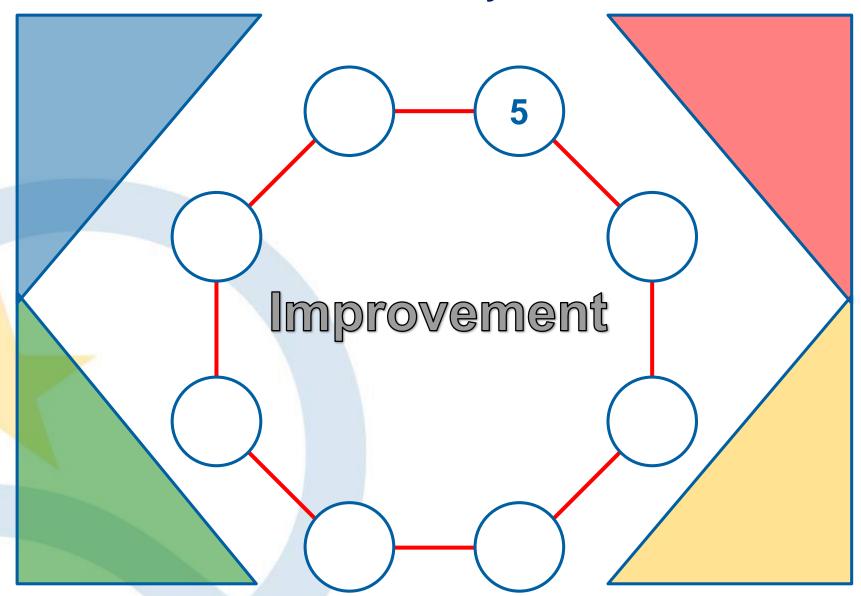
 Social Service Providers are committed to continuous learning and continuously improving their services and their results. They are proactive in meeting future needs of Persons Served, Staff, Funders and Stakeholders using evidence-based information for developing and improving delivered social services. They operate systems to compare service performance and continuous improvement

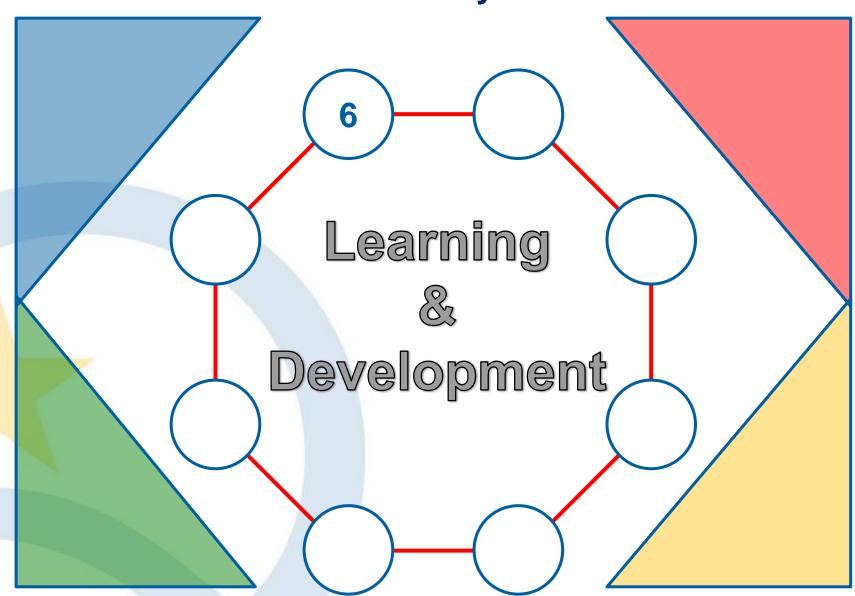


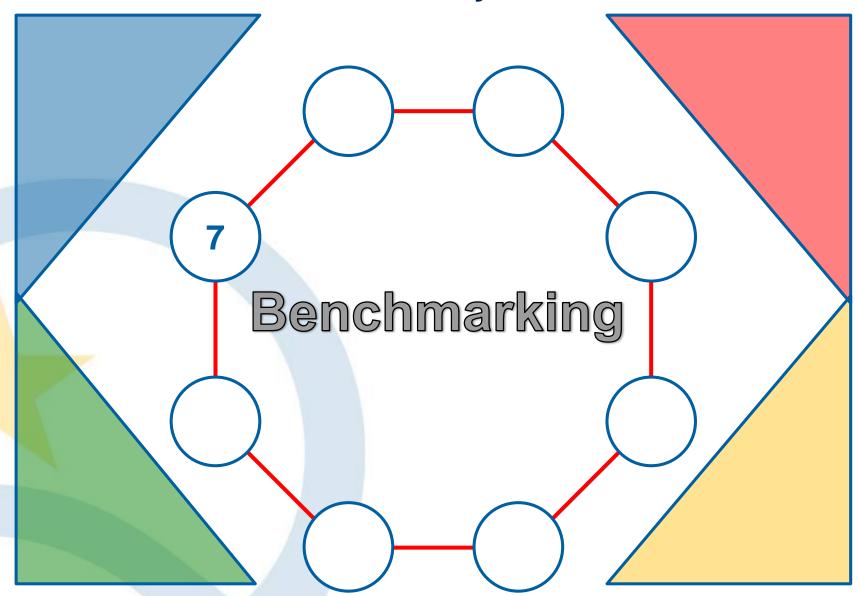


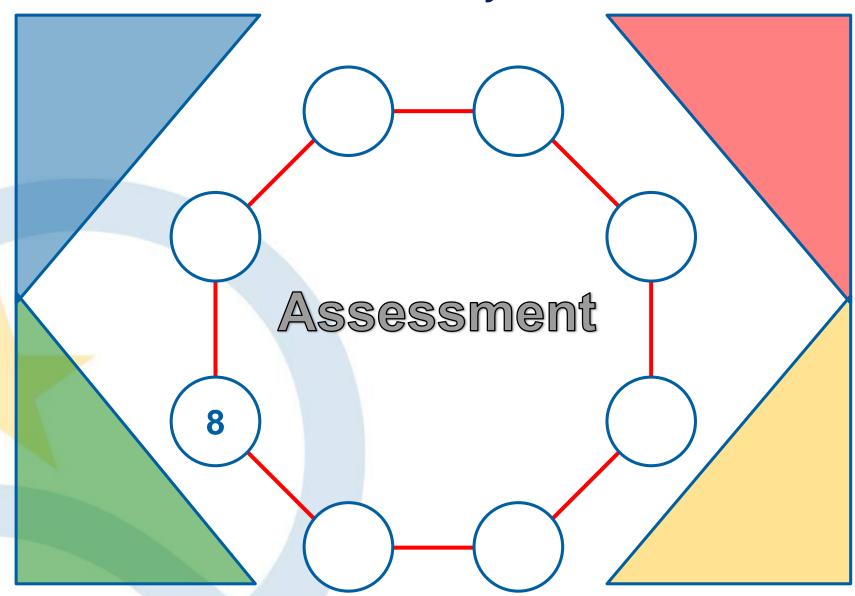


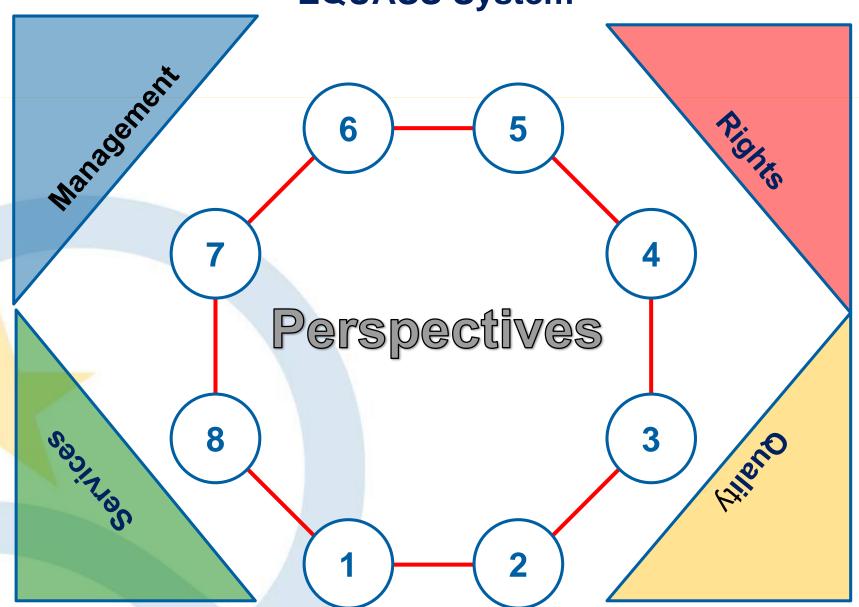


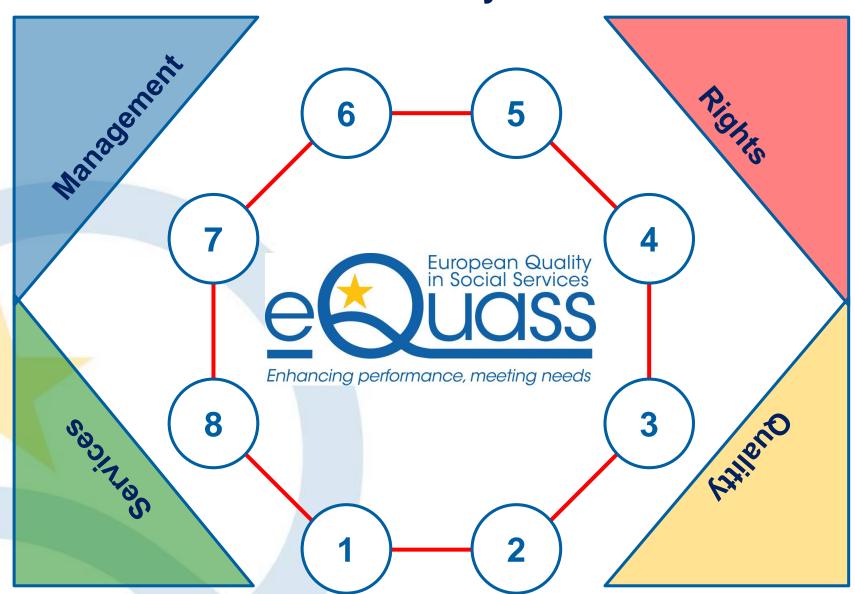




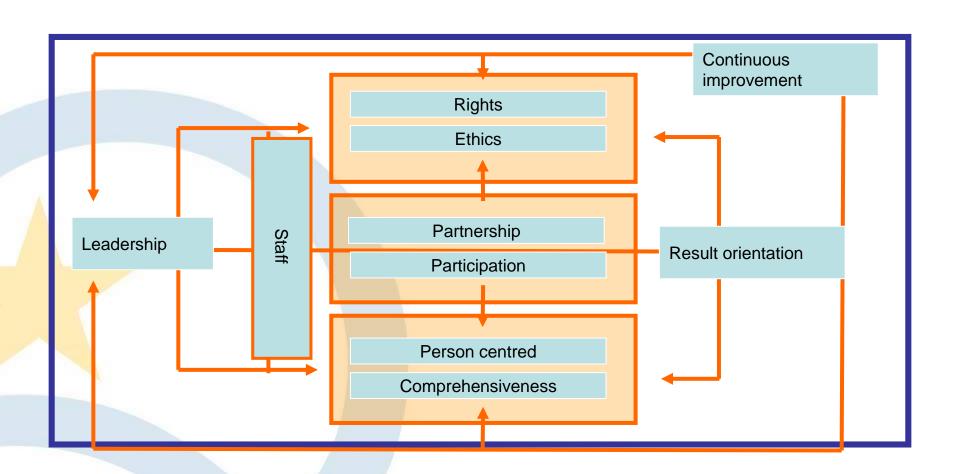








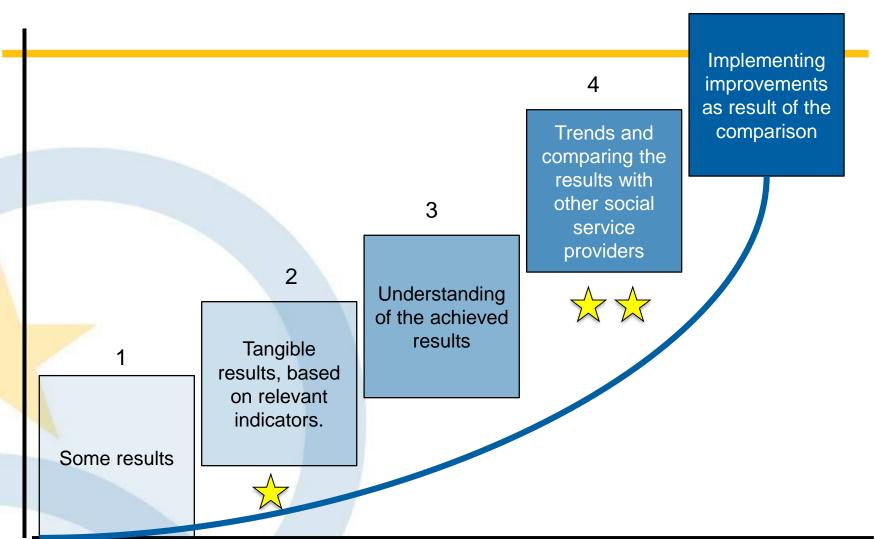
## **EQUASS Framework**



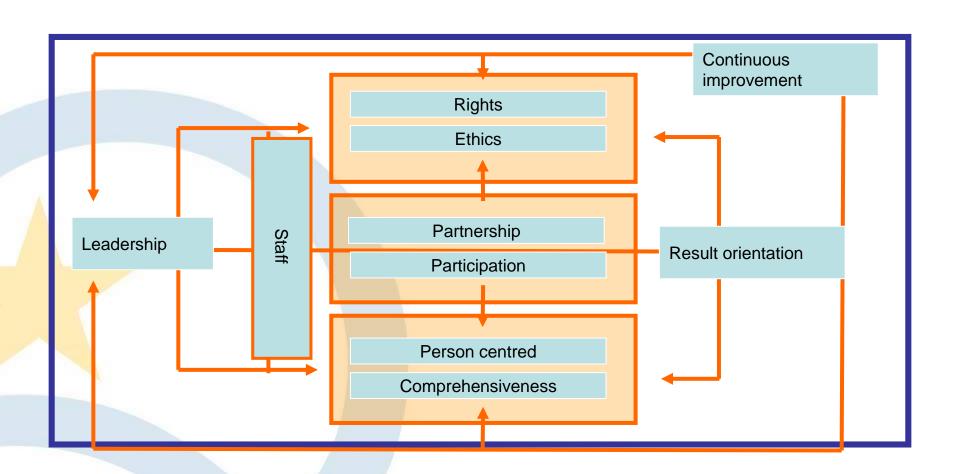
# Implementation of Approaches

The organisation implements innovative improvements successfully within the scope of the criteria as result of learning The social service activities. provider initiates learning activities to explore innovative ways of working for improving approaches 3 and implementation within the scope of the The social service criterion. provider understands how successfully the approach has been implemented, based The social service on information and provider has data. implemented the approach within all relevant areas of the organisation. The social service provider has a clear and sound approach

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## **EQUASS Framework**



# Thank you!

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#### **GENERAL CHALLENGES**

- > Pressure on costs following financial crisis
  - Particular pressure on staffing
- Emphasis on efficiency, achievement
- Demands to become more accountable
- More national regulations and expectations
- Personalised budgets more at risk for cuts?
- Deliver more, more comprehensively and better...with less!



#### SERVICE SPECIFIC CHALLENGES

- Omnipresence of quality, diverging ways to define and control it inside and between countries and social sectors
- Many important changes in service provision that relate to quality
  - Sometimes insufficient support to adapt to changes
- Little funding for innovation or risk taking
- Lack of funding for investments
- Staff shortages



#### FOCUS ON PUBLIC PROCUREMENT / TENDERING

- > EU rules from 2014 put more emphasis on quality, being implemented
- Still problem contracts awarded based on cost
- Lack of understanding of sector and particularly of quality
- Low capacity to contract well or fear of breaking rules
- > But...many ongoing activities supported by Commission and recommendations



#### **CHOOSING TO INVEST IN QUALITY**

- > Choosing external/optional certifications
  - Focus on organizational development
  - Raise profile
  - Can support benchmark for learning and measurement of performance and impact
  - Some have a "soft" quality dimension
  - Some tailor made for the sector specific insights

# QUALITY DIMENSIONS PROVIDERS APPRECIATE





#### EDUCATION

- Quality and inclusive education, training and life-long learning
- Transition to inclusive education not backed up with the needed resources

#### LONG-TERM CARE

- Affordable long-term care services of good quality in particular home-care and community-based services
- Lack of funds for person-centred approach
- Lack of support for home care
- Developments in technology as support
- > European Commission addressing it



#### **EMPLOYMENT**

- Timely and tailor-made assistance; personalised, continuous and consistent support
- Lack of funding for long-term support
- > Business case for diversity?
- > People considered unable to work = no access to services / low expectations
- Ensure choice of options and career progression



#### INCLUSION OF PEOPLE WITH A DISABILITY

- Income support...dignity...services that to participate in labour market and society, work environment adapted to needs.
- Need to build an inclusive society as well

#### **GROUP DISCUSSIONS**

- What are the trends in quality services in your country? (e.g. more regulation, more input from service users?)
  Do you recognize the trends presented?
- Do you hear more discussions about social rights in recent years?
- What are your main challenges in providing services that support social rights?





# PANEL DISCUSSION

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