Conclusion of the analysis on current approaches on Quality in Social Services.

1. All identified organisations (at European Level) emphasised the importance of having Common Guidelines and/or Principles for Quality in the provision of social services.
2. All identified organisations recognised that the Guidelines and/or Principles should be ‘value based’.
3. All identified organisations also emphasised the need for quality criteria cq. quality indicators for the identified Common Guidelines for Quality.
4. Most of the identified organisations prefer having non-prescriptive and non-compulsory Quality Guidelines / Principles and open criteria (which could be addressed in various ways) for the provision of social services included in a European Quality Framework.
5. The identified quality Guidelines / criteria / indicators refer and could be categorized into four dimensions (and the interaction between the four dimensions):
   1. The organization (service provider)
   2. The professional
   3. The person served
   4. The provided serves

Based on the analysis of the described developments on quality in the social sector the following communalities can be identified:

DIMENSION: THE ORGANISATION:

1. Good Governance
   
   (Organisations should be managed in a transparent way and are accountable on the financial performance. They should provide easily accessible and understandable information to users on the quality of the service. They provide independent complaint procedures)

Aspects which should be addressed are:
   a. Good management
   b. Transparency
c. Accountability
   d. Annual planning
   e. Compliant management

2. **Partnership**
   (Organisations offer quality services are pro-active reduction of barriers to access services provided in partnership with communities and other public and private actors ensuring the delivery of local proximity services. Services are responsive to local needs and which build social cohesion through the active engagement of local communities in service development and delivery)

   Aspects which should be addressed are:
   a. Cooperation with communities
   b. Cooperation with other actors

**DIMENSION: THE PROFESSIONAL**

3. **Competences of staff**
   (Organisations offer quality services provided by skilled and competent professionals working under approved employment and working conditions. They are committed to staff development and learning for the benefits of person served and other stakeholders)

   Aspects which should be addressed are:
   a. Skilled professionals
   b. Working conditions
   c. Training and development of staff

4. **Ethics**
   (Organisations respect the dignity of the person served and their families or carers that protects them from undue risk while respecting their physical and mental integrity, that specifies the requirements for competence within the organisation.)

   Aspects which should be addressed are:
   a. Ethical code for professionals
   b. Respect to human dignity
   c. Ensuring confidentiality
   d. Ensuring safety and security

**DIMENSION: THE PERSON SERVED**

5. **Rights**
   (Organisations respect fundamental rights persons served by promoting the rights of the person served in terms of equal opportunities, equal treatment and freedom of choice, self-determination and equal participation and implementing rights of services users)

   Aspects which should be addressed are:
   a. Charter of rights
   b. Non-discrimination
   c. Equal opportunities
   d. Freedom of choice
   e. Self-determination

6. **Participation of person served**
   (Organisations are committed to participation and empowerment of person served to take decisions on their own by encouraging person served to be actively involved in defining their personal needs and capacities, in the provision of services and their evaluation. Organisations
involve person served as active members of the service team and they facilitate the empowerment of the person served.)

Aspects which should be addressed are:
   a. Persons served actively involved in decision-making and evaluation,
   b. Empowerment of persons served

DIMENSION: THE SERVICE

7. Person centred
   (Organisations offer tailor-made services to each individual aiming to improve the quality of life and equality of opportunities. The services are driven by the needs of both the person served and potential beneficiaries.)
   Aspects which should be addressed are:
      a. Individualised services
      b. Tailor made
      c. based on personal needs and expectations
      d. individual service plan
      e. Proximity

8. Comprehensiveness
   (Organisations offer Quality services which are holistic and continuous by achieving coherence between different service and promoting the quality of life of person served while avoiding the negative impact of disruption of services)
   Aspects which should be addressed are:
      a. holistic approach
      b. promotion of quality of life
      c. seamless provision of services.

9. Result orientation
   (Organisations offer quality services which are achieving results by focusing on the benefits for the person served, their family / carers, employers, other stakeholders and their communities)
   Aspects which should be addressed are:
      a. Benefits for service users
      b. Collection of feedback
      c. Records on outcomes
      d. Reviewing results
      e. Transparency of results

All stakeholders recognised the importance of Systematic Quality Improvement and/or Quality Management. Some of the stakeholders see Quality Improvement / Quality Management as an essential element of the Quality Guidelines in assuring quality in the provision of the services. Other stakeholders see Quality Improvement as a condition for delivery quality services and Quality Management as an element of Good Governance (Business Management). In all cases it is emphasised that quality improvement and quality management should be carried out systematically.