



# EQUASS Newsflash

Welcome to the new issue of the EQUASS newsflash! This publication is an initiative of the European Quality in Social Services to provide you with regular updates regarding the most recent developments and achievements of the EQUASS System.

## Quality: Vision impossible?



"Quality: Vision impossible" is the title of the final symposium of the BEST Quality Project.

The BEST Quality project is one of the eight selected projects that have been supported by the European Community Programme for Employment and Social Solidarity (2007-2013). The final symposium will take place on 22 September 2010 at the University of Dortmund (Germany), and will answer questions such as: Which quality management systems are available for social service providers in Europe? What do they specialise in? What can be standardised throughout the continent?

Which quality management systems fulfil the needs of service providers and service users, as well as standards set by the European Commission? The participants will have the opportunity to discuss the project results from different perspectives: service providers, service users, policy makers, economists as well as other relevant stakeholders. Guus van Beek, EQUASS Executive manager, is invited to participate in the panel discussion.



## EQUASS certification for Centro Hospitalar Lisboa Norte in Portugal

The Serviço Social e Gabinete do Utente (SSGU) of the Centro Hospitalar Lisboa Norte was certified with EQUASS Assurance in June 2010. The certification of SSGU is the first certification resulting from the cooperation of EQUASS and the Associação Portuguesa para a Qualidade (APQ) acting as EQUASS Local License Holder in Portugal, and the second

Portuguese social service provider that achieved EQUASS certification. (Centro de Reabilitação Profissional de Gaia received EQUASS Excellence in 2003).

Working closely with clinical departments, the SSGU has implemented an integrated programme that is very highly recognised. The Serviço Social e Gabinete do Utente works

within a multidisciplinary team that includes stakeholders internal to the organisation (i.e. administration, clinical departments) and external (i.e. social workers, education specialists, therapists, social and institutional organisations) to provide a holistic care setting.



CENTRO HOSPITALAR LISBOA NORTE, EPE  HOSPITAL DE SANTAMARIA  Hospital PalidoValente

New EQUASS Assurance Certified Organisations	
☆ASVO Nøtterøy AS	☆Scandinavian Motor Centre - AB SMC
☆Vestvågøy ASVO AS	☆Røyken Produkter AS
☆Innherred produkter AS	☆Fossheim Verksteder AS
☆Ime Verksted AS	☆Vev-AI-Plast
☆Varanger ASVO	☆Sogneprodukter AS

## EQUASS in Practice Manual

On 19, 20 and 21 May 2010, the EQUASS project partners met in Valakupiai Rehabilitation Centre in Vilnius (Lithuania). The partners discussed the format and the contribution for the EQUASS manual, one of the outcomes of the EQUASS in Practice project. This manual will be a practical tool with a glossary of terms, answers to frequently asked questions and an explanation of the intentions behind the EQUASS indicators. The EQUASS manual will be made available to other VET-providers and social service providers at the end of the project and is sure to become a widely used tool for any organisation striving for EQUASS Assurance recognition.



## 1st EQUASS Certification in Automotive Industry: AB Scandinavian Motorcenter



Scandinavian Motorcenter

AB Scandinavian Motorcenter (SMC) is a service and manufacturing company in the automotive industry and produces licence plates for cars and other motor vehicles. The main objective of SMC is to ensure that employees remain in their work and that they consider SMC as a safe and healthy work environment. SMC provides job training in the production of licence plates, stock and distribution works, and ensures that employees and contractors receive adequate training,

supervision and opportunities for individual adaptations to their own work situation.

According to an agreement with the Norwegian Public Roads Administration, 70% or more of the working hours are carried out by persons with function limitations, disabilities or long term unemployment.

The AB Scandinavian Motorcenter is the first EQUASS certified organisation in this category of social services, showing that the EQUASS quality system can truly apply to a variety of sectors.

### Upcoming EQUASS events and contributions

- **19 July 2010:** Project meeting EQUASS in Practice, Brussels, Belgium
- **2—3 September 2010:** Project meeting EQUASS in Practice, Dublin, Ireland
- **13 September 2010:** PROMETHEUS Partner meeting, Brussels, Belgium
- **13 September 2010:** Final meeting of the CEN Workshop 51 (Prometheus project), Brussels, Belgium
- **29—30 September 2010:** EQUASS Assurance Auditor Training, Bigge Olsberg, Germany
- **27 October 2010:** Closing conference EQUASS in Practice, Oslo Norway
- **9—10 November 2010:** European Conference on Rehabilitation 2010, Copenhagen, Denmark
- **17—18 November 2010:** PROMETHEUS European Awareness Conference, Brussels, Belgium
- **Autumn 2010:** EQUASS Assurance Auditor training, Porto, Portugal

### EQUASS Consultants Trainings Held

On 19 and 20 May 2010, 16 Portuguese quality experts attended the EQUASS consultancy training in Oporto (Portugal). The training was organised by the Portuguese Association for Quality (APQ), the EQUASS Local Licence Holder in Portugal.

On 14 June 2010, 10 German quality experts attended the EQUASS consultancy training in Bigge (Germany). The training was organised by Josefheim Bigge on behalf of the Brusseler Kreis, the EQUASS Local Licence Holder in Germany.

The EQUASS consultants received training in the method of supporting to be followed through the EQUASS Assurance process. The training programme covered the area of quality certifications, the fundamentals of the EQUASS approach and a practical exercise of self-evaluation.

### EQUASS in Estonia

#### A project to enhance the quality of rehabilitation services



(Re)Integrating people with disabilities into the labour market and into society is a policy priority at EU level as well as in Estonia. A critical success factor for enhancing employment for people with disabilities is the availability of effective vocational rehabilitation services that bridge the gap to the open labour market.

The current ESF project aims to pilot the EQUASS Assurance system to six rehabilitation service providers in Estonia and to improve the quality and effectiveness of rehabilitation services with the view to enhance employability and inclusion in society of people with disabilities. The project intends to raise

awareness on quality of rehabilitation services to a wider sample of sectoral stakeholders, and to build capacity for a further roll-out of EQUASS throughout Estonia in case of a positive evaluation.

The beginning of the project saw the translation in Estonian of the EQUASS core literature (including the EQUASS brochure), as well as the organisation of a kick-off meeting on 25 March 2010, to which Jan Spooren and Guus van Beek contributed.

This opening event was followed by an introduction and information seminar on 26 and 27 April 2010, attended by 36 participants (EQUASS stakeholders and representatives of project pilots). The training covered the EQUASS quality certifications criteria, the fundamentals of the EQUASS approach, and a practical

exercise of self-evaluation. The training was highly appreciated by the participants.

In addition, all rehabilitation service providers carried out a self-evaluation on current performance against the EQUASS Assurance criteria. Two EQUASS experts - Michael Crowley (Rehab, Ireland) and Birgit Grimbergen (Pluryn, the Netherlands) - facilitated the consensus meetings of the service providers. Based on the outcome of these meetings, implementation plans for each pilot site will be designed and worked on. The evaluation of the self-evaluation process shows that it has been beneficial for the service providers and that they highly appreciated the input and support of the EQUASS experts.