



EQUASS Newsflash Special Edition

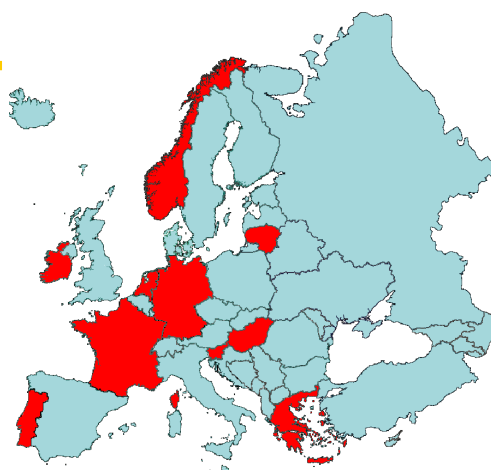
Welcome to the first Special Edition of the EQUASS Newsflash! This publication is an initiative of the European Quality in Social Services to provide you with an overview of the performances and achievements of EQUASS during the year 2009.

Mission statement

EQUASS aims to enhance the social service sector by engaging social service providers in quality and continuous improvement, and by guaranteeing service-users quality of services throughout Europe. EQUASS wants to contribute to the creation of a European market and the modernisation of social services of general interest where social service providers can distinguish themselves and use the quality of their service provision as a competitive advantage.

EQUASS Certifications in 2009

Certifications	2009	Countries
Organisations	57	10
Sites	118	10
Auditors	75	15
Consultants	57	13



Norway
The Netherlands
Germany
Ireland
France
Portugal
Greece
Hungary
Lithuania
Slovenia

EQUASS Certifications in 2009				
	Criteria	Overall	Assurance	Excellence
1	Overall quality of the site visit	4.6	4.5	5.0
2	Communication about the programme of the site visit	4.4	4.4	4.0
3	Relevance of the interviews with stakeholders	4.3	4.4	4.0
4	Performance of the auditor(s)	4.4	4.4	4.0
5	Site-visit preparation form	4.1	4.2	4.0
6	Content (feedback) of the audit report	4.4	4.3	5.0
7	Information about the EQUASS audit procedure	4.2	4.2	4.0
8	Communication with the Local Licence Holder	4.5	4.5	-
9	Communication with the EQUASS unit in Brussels	4.5	4.4	5.0
10	Were there issues that should have been included in the site visit?	NO	NO	NO

1= very poor, 2= poor, 3= satisfactory, 4= good, 5= excellent



EQUASS training programmes in 2009

EQUASS organises different types of trainings, primarily designed to support the EQUASS approach on quality :

- EQUASS seminars, on all aspects of the EQUASS approach on quality
- Training of auditors, who are accredited after successful completion of the training and can afterwards work in the system
- Training of consultants, who are recognised and can provide support in implementing the EQUASS system

EQUASS trainings in 2009				
	Criteria	Auditor trainings	Consultancy trainings	General EQUASS trainings
1	Overall quality of the training	4.3	4.2	4.2
2	Content of the training	4.3	4.0	4.1
3	Relevance of the training to your job	4.6	4.5	3.9
4	Quality of the trainer / facilitator	4.9	4.8	4.7
5	Documentation (papers, PowerPoint presentations etc.)	4.3	4.5	4.2
6	Location of the EQUASS training	4.2	4.5	3.8
7	Organisation of the training	-	4.8	-
8	Information about the EQUASS procedures	4.4	-	-

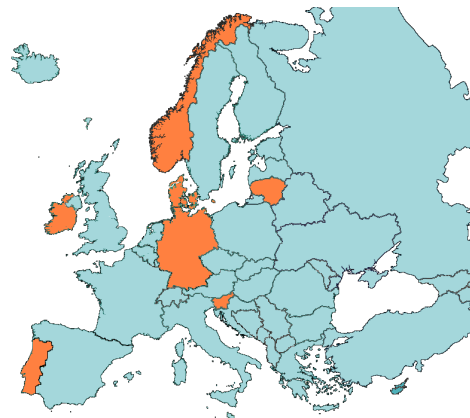
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EQUASS Local License Holders

EQUASS License Holders are essential in the dissemination of the EQUASS concept on Quality. The EQUASS License Holders are responsible for marketing and promoting the EQUASS concept on quality and for operating the EQUASS Assurance Certification programme.

EQUASS has currently five Local License Holders: the **Association of Vocational Rehabilitation Enterprises** (AVRE) in Norway, the **Quality secretariat - Akkreditering** (LOS/CAKU) in Denmark, the **Excellence Ireland Quality Association** (EIQA) in Ireland, the **Portuguese Association for Quality** (APQ) in Portugal and the **Brusseler Kreis** in Germany. The current LLHs each have a different profile:

- AVRE: national network of service providers in vocational rehabilitation
- LOS: national network of social service providers



Norway (2007)
 Denmark (2007)
 Ireland (2008)
 Portugal (2009)
 Germany (2009)
 Lithuania (2010)
 Slovenia (2010)

- APQ: non-profit organisation working in the field of Quality Management
- EIQA: association of organisations working in the field of Quality Management and Consultancy
- Brusseler Kreis: consortium of leading social service providers

Local License Holders have been identified in Slovenia and Lithuania. Licence agreements are expected to be signed in 2010.