

EQUASS Mission, Vision, Values

Mission:

EQUASS enhances the Social Sector by engaging Social Service Providers in continuous improvement, learning and development, in order to guarantee Service Users quality of services throughout Europe.

Vision:

EQUASS contributes to a European Social Service Sector where high-quality services ensure and promote Social Inclusion and a high Quality of Life for the Service Users.

Values:

- **Commitment to Social Inclusion:**
EQUASS believes that social services should contribute to self-determination, autonomy, inclusion and quality of life of Social Service Users. In supporting social service providers in delivering the best quality of services to their Service users, we wish to contribute to our vision of a high quality of life for everyone.
- **Customer focus:**
EQUASS believes in providing a responsive and high-quality service, by being competent, flexible and friendly with our customers, and responsive to complaints. EQUASS has in place its Customer Charter of Rights.
- **Partnership approach:**
We value our relationship with our Key Partners, Contractors and Stakeholders, and wish to create a sense of community, by increasing their ownership in major strategic decisions and by seeking a win-win outcome in all our negotiations.
- **Transparency / Openness:**
EQUASS ensures that Stakeholders, Partners and Customers understand how EQUASS functions, what EQUASS focus on, how EQUASS makes decisions and approves awards.
- **Professionalism / Competence:**
EQUASS believes that it works with responsible, motivated and competent professionals delivering professional services, and EQUASS wants all Staff and other representatives to act according this Principle.

- **Ethical Approach/ Impartiality / Confidentiality:**
EQUASS ensures an impartial outcome for the awarding decisions, and expect all those who work with EQUASS to act in accordance. EQUASS ensures the confidentiality of all sensitive or personal information that is sent to EQUASS in the context of its activities, and ask that Partners, Contractors and Auditors will do the same.
- **Responsibilities:**
EQUASS is responsive to Feedback and Complaints its Customers and all who have interest in its services. Responsiveness to complaints are managed according described procedures and communicated in a transparent way.

EQUASS Core Activities:

EQUASS promotes quality in the Social Sector by contributing to 4 EQUASS Core Activities:

- **1. Quality Recognition / Certification**
EQUASS offers a quality recognition programme in Social Services. These programmes enable Social Service Providers to engage in an external independent assessment process by which they assure quality of their services to Service Users and other Stakeholders. All EQUASS recognition programmes are based on a Quality Framework (a set of Quality Principles), Quality Criteria and performance Indicators that are customised for the Social Sector. An international Awarding Committee oversees the EQUASS Certification process.
- **2. Development and delivery of training actions**
EQUASS offers trainings for Social Service Providers, Auditors and Consultants in the EQUASS system. It offers to Service Providers the opportunity to attend Seminars on the EQUASS system, on quality in Social Services and to participate in learning events where performance on services are compared and exchanged.
- **3. Consultancy and support in projects**
EQUASS offers Consultancy, tailor made advice or research on quality issues to Individual Service Providers and others, including in the context of short- or long-term National, Regional or European projects.
- **4. Awareness raising: events, research and publications**
EQUASS promotes continuous quality improvement, learning and development on issues around quality in Social Sector service provision; the place of Service Users and their social services in society; the importance of a quality approach in social service provision, the positive impact of good services and the damaging social cost of (poorly-run) inefficient services. EQUASS frequently organises dissemination actions on these issues.