

# **EQUASS**

## **ASSURANCE APPLICATION FORM**

## Introduction

EQUASS (European Quality in Social Services) is an initiative of the European Platform for Rehabilitation (EPR). It aims to contribute to a European Social Service Sector where high-quality services are ensured and promotes inclusion, as well as a high quality of life for the Person Served.

The EQUASS system for quality is customised for the Social Sector and offers a comprehensive approach, based on specific quality Principles, Criteria, performance Indicators and formal External Assessment and Audit procedures.

This Application Form has been designed for EQUASS Assurance Applicants, who wish to receive an External Audit from an independent Auditor. The Application Form is submitted at least 6 weeks before the Audit scheduled date. If the Applicant does not have an Audit scheduled, you are request to contact your local EQUASS LLH / ENR or the EQUASS Secretariat Brussels first.

For information on how to provide the required information and documentation, please read the document “Guidelines for EQUASS Application”.

The Application Form has the following Sections:

- Section 1: General information about your organisation and the type of EQUASS Audit you are planning for. If the audit takes place over more than 1 Service delivery location, provide information on the other site(s) in 1b.
- Section 2: Additional information that EQUASS can use to promote your certification, in case of a successful EQUASS Assurance Audit.
- Section 3: Additional detailed background information about your organisation and some statements you will have to confirm.
- Section 4: List of documentation on Approaches (Executive Summaries in National Language) that must be sent together with the EQUASS Application.
- Section 5: List of documentation on Approaches (in National Language) that must be available during the Site Visit Audit.
- Section 6: List of documentation on Results that must be sent together with the Application.

## Section 1

### General information on the Application and Applicant Information

Information about the Application and Applicant:	
Type of Application:	EQUASS Assurance
Country:	
Audit coordination office:	
Audit coordinator Name :	
Audit coordinator Email:	
Organisation name:	
Business address:	
Postal address: (if different from your business address):	
Telephone:	
General E-mail:	
Website organisation:	
Name of CEO / Director:	
Number of locations / sites:	

Applicant Contact Person:	
Name:	
Function:	
Email:	
Direct Phone n°:	

Size and scope of the Service(s) to be audited:	
Number of Persons Served:	
Number of Full Time Staff Equivalents (FTE):	
Total number of Staff :	
Types of Services provided:	
Experience:	
Audit Scope (will come on certificate):	

## Section 1b

### Overview of sites in a Multi-Site Application

Site #2:	
Name of site 2:	
Address:	
Telephone:	
E-mail:	
Contact Person Name:	
Function of Contact Person:	
Services:	
Number of Persons Served:	
Number of Staff:	

## Section 2

**Additional information** (to be published on the EQUASS.be website, in the event of a successful audit)

Additional Applicant information:	
Description of the organisation in English:	
Description of the organisation in the National language (if applicable):	
Twitter (if applicable):	
Facebook page (if applicable):	
YouTube Channel (if applicable):	

## Section 3

### National and/or International Certifications / Recognition for Quality

Please specify which other National and/or International Certifications / recognition for quality have been achieved by the Applicant organisation:

National & International Certification / recognition for quality:	
Name of the Certification/recognition n°1:	
Certification Expiration date:	
Name of the Certification/recognition n°2:	
Certification Expiration date:	
Name of the Certification/recognition n°3:	
Certification Expiration date:	
Name of the Certification/recognition n°4:	
Certification Expiration date:	

Please confirm the statements below:

	<i>I declare that the organisation, as described above, meets all National Legislative Requirements for operating Social Services in its jurisdiction.</i>
	<i>I have understood the requirements for implementation of the EQUASS Criteria as stated in the EQUASS core document for the level of EQUASS Certification recognition.</i>
	<i>I am attaching an overview of Services / Programs within the scope of this EQUASS Application (<b>Annex A</b>)</i>
	<i>I am attaching a list of Management / Staff functions within the scope of this EQUASS Application (<b>Annex B</b>)</i>
	<i>I am attaching an organogram / description of the organisational structure of the scope of this Application (<b>Annex C</b>)</i>
	<i>I am including a high-resolution logo of our organisation to the annex folder of our Application.</i>

Please provide annexes A, B and C through the same download link as with the documentation section annexes. Please make sure to clearly label the files in your Annex folder.

## Section 4

### Documentation on Approaches

Please confirm that the following **Executive Summaries** of documented Approaches (in National Language) of the Applicant's organisation are uploaded with the Application Form:

Executive Summaries:		
	Criteria	
	No. 01	Organisation's Vision, Mission and Values (Annex D)
	No. 03	Organisation's Quality Policy (Annex E)
	No. 13	Organisation's Charter of Rights (Annex F)
	No. 19	Organisation's Staff Code of Ethics (Annex G)
	No. 27	Organisation's policy and procedures for including Persons Served in the design, delivery and evaluation of services (Annex H)
	No. 29	Organisation's concept of Empowerment of Persons Served (Annex I)
	No. 32	Organisation's concept of Quality of Life for Persons Served (Annex J)
	No. 35	Organisation's procedures for involving Persons Served in the design of their Individual Plan (Annex K)
	No. 38	Organisation's key Service Delivery Activities (Annex L)
	No. 48	Organisation's system for continuous improvement and learning (Annex M)

Optional:

	Results of Self-Evaluation / Internal Audit that shows the success of implementing the EQUASS Criteria
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**Note I:** Please **DO NOT** to upload complete documents. (Exception when the document has max 1 page A4. Only Executive Summaries of max 1 pages (A4) will be accepted)

**Note II:** When you have carried out Self-Evaluation and/or Internal Audits on EQUASS Criteria, it is strongly recommended to make an **Executive Summary** of the results of this Self-Evaluation / Internal and **upload this Executive Summary with the Application**. Based on this information the Auditor may have a good understanding that you have understood the success of your implementation of the EQUASS Criteria (Stage 3 of the Assessment Grid). Please read the EQUASS document "Guidelines for EQUASS Assurance Application" to know how to present the **Executive Summary** of the Self-Evaluation / Internal Audit.

## Section 5

### Documentation on Approaches

Please confirm that the following documentation on Approaches (in National Language) of the Applicant organisation will be **available at the Site Visit** for the Auditor to review:

Documented Approaches:		
	Criteria	
	No. 01	The description of your Vision, Mission and Values
	No. 03	The description of your Quality Policy
	No. 04	The current Annual Plan
	No. 07	The Staff Recruitment and Staff Retention Policy
	No. 09	The current Plan for Staff development and learning
	No. 10	A description of current roles and responsibilities of Staff
	No. 13	The Charter of Rights that reflects fundamental rights of Persons Served
	No. 17	A description of the Complaint Management system
	No. 18	The Policy on Ethics and Wellbeing for all
	No. 19	The organisations' Code of Ethics for Staff
	No. 21	The Health and Safety Plan for Staff and Persons Served
	No. 22	The Procedures on prevention of physical, mental and financial abuse of Persons Served
	No. 23	The Procedures to assure confidentiality of sensitive information, the accuracy of records, privacy, dignity and physical integrity of Persons Served
	No. 27	The Policy and Procedures for including Persons Served in the design, delivery and evaluation of Services
	No. 29	The defined concept of Empowerment of Persons Served
	No. 32	The defined concept of Quality of Life of Persons Served
	No. 33	The Individual Plan for Persons Served (4 Plan examples)



### Documented Approaches:

	No. 35	The procedures for involving Persons Served in their Individual Planning Process
	No. 38	The key Service Delivery Activities
	No. 42	Business and Service Results
	No. 42	Independent review of Organisation's Results
	No. 48	The Continuous Improvement and Learning System

### Optional:

	Results of Self-Evaluation/Internal Audit that shows the success of implementing the EQUASS Criteria
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## Section 6

### Documentation on Results

For the **EQUASS Assurance Application**, you have to **upload** the following Results:

**Note:** Please ensure that Results are relevant and valid outcomes. They must be based on indicators that reflect the content of the criteria. Please mind that Efforts are not relevant Results.

Documented Results:		
	Criteria	
	No. 09	Results of Staff development activities
	No. 16	Results of evaluation: to what extent are the rights of Person Served respected in your daily work
	No. 25	Results of organisations' Partnerships
	No. 27	Results of including Person Served in service planning, delivery and evaluation
	No. 29	Results on empowering Persons Served
	No. 32	Results of improving the Quality of Life of Persons Served
	No. 35	Results of involving Persons Served in their Individual Plans
	No. 36	Results of evaluation: to what extent does the Social Service Provider ensure a continuum of Services
	No. 43	Results on outcomes and benefits of the provided Services on individual and collective basis
	No. 45	Results that show satisfaction of Persons Served and other relevant Stakeholders
	No. 46	Results of evaluation: to what extent are the Business Results understood by Persons Served, Staff and other relevant Stakeholders
	No. 50	Results of comparing performance, outcomes and activities

Please read the document "Guidelines for EQUASS Application" to know how to present the Results of the topics mentioned above.