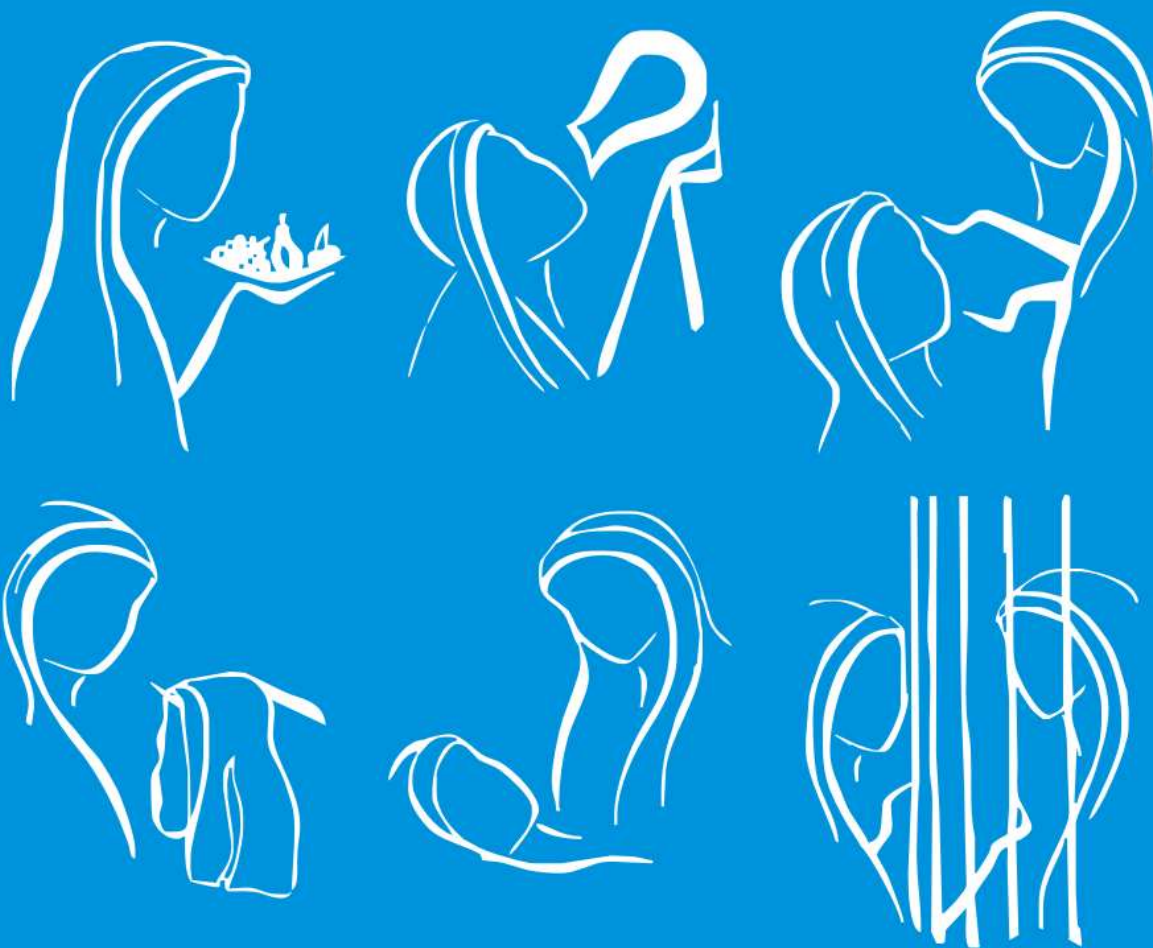


# Slezská diakonie



# The quality of social services in the Czech Republic and Silesian Diacony

Skopje 2010



# The quality of social services in the Czech Republic

- it was not monitored
- criteria were not established
- 2002 – Ministry of Labour and Social Affairs issued publications
  - Social Services Quality Standards
  - Implementation of quality standards into practice

# Quality of Life

Quality of life is where there are respected essential human values

- privacy
- independence
- dignity
- right to choose

# Quality – social services

Quality social service enables people in difficult living conditions to remain equal members of society and to live in contact with the natural social environment.

# Law on social services and quality standards of social services in the CZ

- Law on social services no.108/2006 was after many years of preparations approved and adopted 4.3.2006.
- Quality standards are stated in Annex no.2 of the implementing legislation no. 505/2006.

# Social services quality standards

- Were created in cooperation with users and providers of social services
- They include general models of quality assessment
- Benefit from the experience of European countries (UK)
- Generally define a good social service, and describe "good practice"

# Social services quality standards

- Standardy platí pro všechny typy a druhy služeb služeb

# 4 pillars of the working social services

1. **Clear rules for providing the social service** (specific for each service), shared by providers, users and stakeholders.
2. The system of control and quality development - regarding the evaluation of quality of service, for determining whether the services meet users' personal goals, whether it helps their integration - **the system of registration and inspection of social service providers.**
3. Setting the conditions for 'normal functioning' of social services - **financing system and lifelong learning system** in social services.
4. Ensuring the **availability of social services** for those in need of help or support - community service planning.

# The quality of social services in the CZ and transformation

- Silesian Diacony joined the process of implementing quality of service in 2002 and has continued systematically in this effort since then (with the support of external experts)
- Silesian Diacony and the transformation of social services
  - outer and inner transformation

# Profits and obstacles of quality implementation process and transformation process

## Profits

- change of the social services philosophy
- establishment of new types of social services
- support from EU projects and professionals from abroad
- pursuit of equal access to all providers
- systematic training of staff

## obstacles

- little experience
- time-consuming
- need in change of long-term workers' thinking - unwillingness to 'change'
- unsystematic financing of social services

THANKS  
FOR YOUR  
ATTENTION

 **Slezská diakonie**