

User Involvement & Needs Assessment

Workshop 4 – Klaus Candussi atempo

User Involvement is the key-issue within the realisation of article 26 of the UN-Convention. Empowerment of service users throughout their involvement in the definition and evaluation of the quality of services is also one of the main goals of the Service Directive of the European Commission. And last but not least many of the Mission Statements of service organisations firmly declare the importance of giving a stronger say to the customers.

So far so good, but paper doesn't blush. And all these high aims require practical solutions to develop their intentions in everyday life. The Austrian Nueva-Model developed by the organisation atempo has made its way from an ambitious idea towards a widely tested and field-proven instrument.

People with learning difficulties and disabilities in the Nueva-Modell are highly involved in all stages of the process: the definition of service quality, the design of the questionnaire for the evaluation and the evaluation process itself.

Throughout its very concrete results the Nueva-Modell leads towards a tripple win situation with benefits for users, service providers and authorities.

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