



**Business Plan for a CEN Workshop on
Common Quality Framework for Social Services of General Interest
CEN WS 51**

1 Background of the Workshop

After a series of activities related to quality of social services in Europe, the Platform of European Social NGOs (Social Platform) adopted a common position paper on quality social and health services in June 2008. The European Platform for Rehabilitation (EPR) has been contributing to the discussion, and to the document. The position paper aims at safeguarding the provision of quality social and health services and intends to reach highest quality levels and create equal opportunities and independent participation in society. The position paper of the Social Platform defines quality principles that are compliant with the quality requirements for Social Services of General Interest for people with a disability of the High Level Group on Disability (October 2007) and the EQUASS (European Quality in Social Services) Principles for Quality (November 2007).

The EQUASS approach, which is an initiative of the European Platform for Rehabilitation is customised to the social sector. The Principles for Quality that underpin the EQUASS approach are emphasising the 'user-centred' ethos and are designed to provide a framework within which organisations can evaluate their performance and plan their developments. The EQUASS Principles for Quality, the underlying criteria, the processes, the procedures the materials for the certification schemes EQUASS Assurance and EQUASS Excellence : were tested in real-time.

The CEN workshop will be carried out in the framework of the Prometheus project which is supported by the European Community Programme for Employment and Social Solidarity 2007-2013 (PROGRESS) managed by the Directorate-General for Employment, Social Affairs and Equal Opportunities of the European Commission. The Prometheus project has been selected for financing together with seven other projects, following a Call for Proposals (VP/2008/004 - Promoting quality of Social Services of General Interest) which aimed at supporting bottom-up initiatives having a trans-national character and developing mechanisms for the definition, measurement, assessment and improvement of quality of social services of general interest (SSGI).

The project addresses the various aspects of quality: Definition of quality (Quality framework and criteria), measurement (indicators), assessment (processes, procedures for (self)-assessment), and improvement of quality of SSGI (development of action plans for improvement of quality). The Common Quality Framework and core criteria for quality assurance are defined results of the Prometheus project.

2 Status of this Business Plan

The revised draft business plan V9 was approved, as no comments did arrive at the secretary until February 28th.

3 Workshop proponents or participants (companies, organisations, etc.)

The following organisation has put forth the proposal to launch the CEN Workshop:

European Platform for Rehabilitation

Address: Rue de Spa 15
B-1000 Brussels
Belgium
Phone: +32 2 736 54 44
Fax: +32 2 736 86 22
E-mail: equass@equass.be
Contact person 1: Mr. Guus van Beek
Function: Executive manager EQUASS
E-mail: equass@xs4all.nl
Contact person 2: Mr. Jan Spooren
Function: General Secretary
E-mail: Jan.Spooren@epr.eu

The CEN workshop will be carried out in the framework of the Prometheus project. (PROGRESS: VP 008/04) The creation of the CEN Workshop and the current business plan for the CEN Workshop will be approved by the registered members of the Workshop.

4 Scope of the workshop

In order to be able to work and agree on meaningful quality criteria of Social Services of General Interest it is indispensable to have a certain common understanding on the basic nature and the principal objectives of this kind of services, irrespectively of their different forms, providers and variety of clientele groups.

Social services of general interest are a particular manifestation of the relationship between society and its members concentrating on the social needs of individuals and specific groups in respect to their integration into and participation in society through the full recognition of the guiding principle of human dignity. They aim at the implementation of fundamental social, economic and participatory rights of the person on the basis of the concepts of equality, equal opportunities and social justice. Social services of general interest are a concrete form of societal solidarity and contribute substantially to the social cohesion of and the implementation of the values of European society.

According to the Communication of the Commission on Social Services of General Interest (SSGI) (COM2006 177 final of the 26 April 2006), in addition to health services, two main categories of social services have been identified:

1. "– statutory and complementary social security schemes, organised in various ways (mutual or occupational organisations), covering the main risks of life,

such as those linked to health, ageing, occupational accidents, unemployment, retirement and disability;

2. Other essential services provided directly to the person. These services that play a preventive and social cohesion role consist of customised assistance to facilitate social inclusion and safeguard fundamental rights. They comprise, first of all, assistance for persons faced by personal challenges or crises (such as debt, unemployment, drug addition or family breakdown). Secondly, they include activities to ensure that the persons concerned are able to completely reintegrate into society (rehabilitation, language training for immigrants) and, in particular, the labour market (occupational training and reintegration). These services complement and support the role of families in caring for the youngest and oldest members of society in particular. Thirdly, these services include activities to integrate persons with long-term health or disability problems. Fourthly, they also include social housing, providing housing for disadvantaged citizens or socially less advantaged groups. Certain services can obviously include all of these four dimensions..

Objectives and principles of organisation of social services

Social services are often meant to achieve a number of specific aims:

1. They are person-oriented services, designed to respond to vital human needs, in particular the needs of users in vulnerable position; they provide protection from general as well as specific risks of life and assist in personal challenges or crises; they are also provided to families in a context of changing family patterns, support their role in caring for both young and old family members, as well as for people with disabilities, and compensate possible failings within the families; they are key instruments for the safeguard of fundamental human rights and human dignity;
2. They play a preventive and socially cohesive role, which is addressed to the whole population, independently of wealth or income;
3. They contribute to non-discrimination, to gender equality, to human health protection, to improving living standards and quality of life and to ensuring the creation of equal opportunities for all, therefore enhancing the capacity of individuals to fully participate in the society.

These aims are reflected in the ways in which these services are organised, delivered and financed:

- a. In order to address the multiple needs of people as individuals, social services must be comprehensive and personalised, conceived and delivered in an integrated manner; they often involve a personal relationship between the recipient and the service provider;
- b. The definition and delivery of a service must take into account the diversity of users;
- c. When responding to the needs of vulnerable users, social services are often characterised by an asymmetric relationship between providers and beneficiaries which is different from a commercial supplier / consumer relationship;

- d. As these services are often rooted in (local) cultural traditions, tailor-made solutions taking into account the particularities of the local situation are chosen, guaranteeing proximity between the service provider and the user while ensuring equal access to services across the territory;
- e. Service providers often need a large autonomy to address the variety and the evolving nature of social needs;
- f. These services are generally driven by the principle of solidarity and are highly dependent on public financing, so as to ensure equality of access, independent of wealth or income;
- g. Non-profit providers as well as voluntary workers often play an important role in the delivery of social services, thereby expressing citizenship capacity and contributing to social inclusion, the social cohesion of local communities and to intergenerational solidarity.

The new protocol on Services of General Interest of the Lisbon Treaty identifies among the shared values of the Union in respect of services of general economic interest a high level of quality, safety and affordability, equal treatment and the promotion of universal access and of user rights.

5 Workshop objectives

The CEN Workshop activities are aimed consulting the stakeholders of the social sector in achieving consensus in defining a Common Quality Framework (CQF) and core criteria for quality assurance for Social Services of General Interest. In defining the CQF and its core criteria for quality assurance special attention will be given to the identification of the (pre)conditions for quality in providing Social Services of General Interest. The consensus on the CWA will be achieved through consultation with national and international stakeholders in the social sector during physical meetings or via the internet. The draft document will be based on the input from existing written contributions of the European Commission (EC), Council of Europe (COE), European Platform for Rehabilitation (EPR), The High Level Group on Disability, Platform of European Social NGO's, European Association of Service Providers for Persons with Disabilities (EASPD), the European Union of Supported Employment (EUSE) and Inclusion Europe and Federal Association of Non-Statutory Welfare (BAGFW)

The objectives of the CEN Workshop can be identified as:

1. To develop a Common Quality Framework (CQF) for SSGI by consensus taking into account fully the diversity of needs of users of social services and based on expertise and documentation concerning quality of social services from key stakeholders from the social sector representing the wide variety of SSGI.
2. to determine core criteria for quality assurance in SSGI through a consultation process with international and national stakeholders from the social sector representing the wide variety of SSGI.
3. dissemination of the Common Quality Framework for SSGI, its principles for quality and the core criteria for quality assurance in the social sector. It is **NOT** the objective of the workshop to build up a quality management system for implementation of the principles.

6 Workshop Work Programme

The CEN Workshop Programme will be planned according to the following scheme:

Time	Result / Activity
February 9 th , 2009:	Kick-off meeting of the WS; approval of Business Plan, of secretariat and chairperson
February 9 th , 2008:	First draft of CWA , open for comments by workshop participants
April 9 th , 2008	End of consultation
April 27 th , 2009:	Workshop plenary meeting to review comments; Revised proposed description of key Principles for Quality and core criteria for quality
May 5 th , 2009:	Second draft CWA
May/June 2009	Draft CWA on web for public commenting period
July/August 2009	End of public commenting period
September 7 th , 2009:	Workshop plenary meeting; approval of final draft
September/October 2009:	CEN Work Shop Agreement to be published

The CEN Workshop Agreement will be published in English as reference document. For information, translations into French and German will be facilitated by EPR.

7 Workshop Organization

This chapter describes the organizational structure of the Workshop and information on the Workshop officers.

CEN Workshop Secretariat:

The German Member of CEN, the Deutsches Institut für Normung (DIN) is proposed to take responsibility for the Workshop Secretariat. The Workshop Secretariat is responsible for a set of services, which are agreed in the contract. The Workshop Secretariat is also involved in the preparation of the CW Business plan. These services and tasks of the CEN Workshop are reflected in an annex to the Business Plan. (See: Annex 1)

CEN Workshop Chairmanship:

The responsibility of the Workshop Chair is:

- to preside at Workshop plenary meetings

- to ensure that the Workshop delivers in line with its Business Plan
- to manage the consensus building process
- to interface with the CEN/CMC regarding strategic directions, problems arising, external relationships, etc.

The regulatory bodies who may have interest in the deliverable of the CEN workshop are:

- a) European Commission (DG Employment and Social Affairs)
- b) Council of Europe (COE)
- c) Disability Unit of the European Commission
- d) The Disability Intergroup of the European Parliament
- e) Accreditation bodies of social services (national level)
- f) Ministries of Education of EU / EFTA member states
- g) Ministries of Labour and Employment of EU / EFTA member states
- h) Ministries of Health Care of EU / EFTA member states
- i) The European Centre for the Development of Vocational Training (CEDEFOP)

Organisations interested in participating in the CEN workshop are:

- a) the European Platform for Rehabilitation (EPR)
- b) the European Association of Service Providers to People with Disabilities (EASPD)
- c) European Network of Social Authorities (ENSA)
- d) Platform of European Social NGOs (Social Platform)
- e) European Disability Forum (EDF)
- f) High Level Group of the European Commission
- g) World Health Organisation (WHO)
- h) Association Internationale de la Mutualité (AIM) (Belgium)
- i) European Union of Supported Employment (EUSE)
- j) Rehabilitation International (Europe)
- k) European Social Insurance Platform (ESIP)
- l) International Labour Organisation (ILO)
- m) Mental Health Europe (MHE)
- n) European Federation of National Organisations Working with the Homeless (FEANTSA)
- o) European Federation of Older Persons (EURAG)
- p) Centre for Accreditation and Quality Developments (CAKU), Denmark
- q) Red Cross, EU-Office
- r) Ile-de-France Europe
- s) EC – DG Employment
- t) Regione del Veneto, Italy
- u) CEDAG, Belgium
- v) Wonen Limburg, Netherlands
- w) Heliomare, Netherlands
- x) Verband Österreichischer Sozialversicherungsträger, Austria
- y) European Anti-poverty Network, Belgium
- z) Union Sociale pour L'abitat, Brussels
- aa) HOPE, Belgium
- bb) The Casa Ioana Association, Bucharest
- cc) Inclusion Europe, Brussels
- dd) European Federation of Public Service Unions (EPSU), Brussels
- ee) Conseil Regional Nord Pas De Calais, Lille

- ff) Josefsheim gGmbH, Germany
- gg) Durapart, Norway
- hh) Eurodiacona, Brussels
- ii) Ville de Nantes, Nantes
- jj) Solidar, Belgium
- kk) AGE The European Older People's Platform
- ll) CRPG, Portugal
- mm) Centre de Readaption de Mulhouse, France
- nn) Valencian Regional Office, Brussels
- oo) BAGFW, Brussels
- pp) Cecodhas, Brussels

8 Resources

The participation to the workshop is free of charge. Participants have to provide for their own travel expenses.

9 Contact points

Workshop chairmanship

Chairman:

Guus van Beek (EQUASS Executive manager)

Address: Rue de Spa 15
1000 - Brussels, Belgium

E-mail: equass@xs4all.nl

Phone: +32 2 235 6666 +31 6 53 77 0121 (direct)

Fax: +32 2 736 86 22

Vice Chairman:

Mr. Jan Spooren (General Secretary EPR)

Address: Rue de Spa 15
1000 - Brussels, Belgium

E-mail: Jan.Spooren@epr.eu

Phone: +32 2 763 54 44

Fax.: +32 2 736 86 22

Workshop Secretariat:

Norbert Siegel

DIN Deutsches Institut für Normung

Address: Burggrafenstr.6
10787 Berlin, Germany

Phone: +49 30 2601 23 43

Fax: +49 30 2601 4 23 43

E-mail: norbert.siegel@din.de

Coordination:

Jana Kukuckova (EQUASS Coordinator)

Address: Rue de Spa 15
1000 - Brussels, Belgium
E-mail: jana.kukuckova@equass.be
Phone: +32 2 235 6666
Fax: +32 2 736 86 22

CEN Management Centre

Contact person:

Ms Gaïd Le Gall (Programme Manager New Opportunities and Pre-Standards)

Address: Rue de Stassart, 36
B-1050 Brussels

E-mail: gaid.legall@cen.eu
Phone: +32 2 550 09 39
Fax: +32 2 550 08 19

(The task for CMC is described in annex 3)

Annex 1: Activities of the CEN Workshop secretariat related to the Implementation of a CWA in the Social Sector

Preparation phase

- assistance in the drafting of the BP

Meetings

- Coordinating with CMC, Chairperson, project leaders
- Updating the business plan after the kick-off meeting
- Attending meetings (face-to-face and electronic), sending documents, planning for future meetings

Project management

- Project, decisions and actions follow-up, chasing action items of concerned members
- Updating the Business Plan and programme of work
- Editing the CEN Workshop Agreement and rewriting prior to submission to CMC for publication

Validation of CWA

- Consultations for CWA adoption
- Disposition of comments received from consultations - registration of support to endorsement of the CWA
- Organisation of external inquiry
- Disposition of comments received during the external consultation

Information flow

- Contact point for Workshop members
- Provision of documents via Livelink and all related activities

Annex 2: Description of the electronic involvement of participants in the CWA approval process.

DIN is offering its document management and communication tool (Livelink) to participants.

Annex 3: **Role of the CEN Management Centre (CMC)**

CMC operating as the Secretariat of CEN as the following tasks

- executing all measures required to ensure the legal protection of CEN certification marks and certificates of conformity;
- taking into account the decisions of CCB;
- collecting the fees, if any, for the right to use CEN certification marks and certificates of conformity;
- ensuring that CEN certification marks and certificates of conformity do not conflict with the provisions of the CEN Statutes;
- compiling and monitoring the updating, with the support of the empowered certification bodies, of the lists of certified products which it shall publish on a regular basis;
- ensuring the necessary liaisons with the other European and international standardization bodies and other various organizations and reporting to CCB;
- providing, in the countries where no CEN certification service is available, the appropriate information on the CEN National Members and certification bodies where such services are available;
- presenting the annual report by the Secretary General of CEN to CCB, reviewing conformity assessment matters at the level of CMC.

Annex 4 **Disclaimer**

The present workshop is carried out in the framework of the Prometheus project which is supported by the European Community Programme for Employment and Social Solidarity 2007-2013 (PROGRESS) managed by the Directorate-General for Employment, Social Affairs and Equal Opportunities of the European Commission.

The Prometheus project has been selected for financing together with seven other projects, following a Call for Proposals (VP/2008/004 - Promoting quality of Social Services of General Interest) which aimed at supporting bottom-up initiatives having a trans-national character and developing mechanisms for the definition, measurement, assessment and improvement of quality of social services of general interest (SSGI).

This Call for Proposals is part of a larger Commission strategy for supporting the quality of SSGI across the EU, announced in the Commission Communication "Services of general interest, including social services of general interest: a new European commitment" (COM(2007) 725) which also encompasses (i) the development, within the Social Protection Committee, of an EU voluntary quality framework providing guidelines on the methodology to set, monitor and evaluate quality standards for SSGI and (ii) the financing of training initiatives of public authorities on the application of Community rules to SSGI, aimed notably at ensuring that quality concerns can be fully reflected in case of outsourcing of social services. Neither the Commission strategy as such nor, more specifically, the present workshop aim at developing European standards on SSGI.

The information contained in this webpage does not necessarily reflect the position or opinion of the European Commission.

The PROGRESS programme was established to financially support the implementation of the objectives of the European Union in the employment and social affairs area, as set out in the Social Agenda, and thereby contribute to the achievement of the Lisbon Strategy goals in these fields.

The seven-year Programme targets all stakeholders who can help shape the development of appropriate and effective employment and social legislation and policies, across the EU-27, EFTA-EEA and EU candidate and pre-candidate countries.

PROGRESS mission is to strengthen the EU contribution in support of Member States' commitments and efforts to create more and better jobs and to build a more cohesive society. To that effect, PROGRESS will be instrumental in:

- providing analysis and policy advice on PROGRESS policy areas;
- monitoring and reporting on the implementation of EU legislation and policies in PROGRESS policy areas;
- promoting policy transfer, learning and support among Member States on EU objectives and priorities; and
- relaying the views of the stakeholders and society at large

For more information see:

http://ec.europa.eu/employment_social/progress/index_en.html.