

EQUASS Assurance Audit Report

**Jonava District Social Services Centre
Kristina Maciūtė-Stukanė**

17-18 of June, 2021

Information of the Social Service Provider

Name of the Social Service Provider	Jonava District Social Services Centre
Address:	Chemikų str. 136, Jonava
Post box:	
Person responsible (CEO):	Valentina Demidenko
Applicant Contact Person:	Agnė Krajašienė
Phone:	+37034954722, +37034920514
E-mail:	soc.centras@jonava.lt
Website:	https://www.jonavosspc.lt/
Name of Auditor:	Kristina Maciūtė-Stukanė
Dates of Audit:	17-18 of June, 2021
Person Served:	Number of Person Served:77 As of (date): 26 04 2021
Staff:	Number of Staff: 8
Services:	Care Centre's services
Background information on the Social Service Provider	Jonava District Social Services Centre (hereinafter referred to as the Centre) is a budgetary institution of Jonava district municipality, the purpose of which is to provide high-quality, accessible social services to all residents of the municipality belonging to social risk or/or exclusion groups, ensuring

their full participation in public life. The Centre's mission is to restore the ability of individuals to take care of themselves and integrate into society. As of 1 July 2018, a unit of the Care Centre was established in the Centre. The Care Centre is one of 66 organizations operating throughout Lithuania, which helps children of Jonava district to find guardians or adoptive parents and provides professional counseling, psychosocial and other assistance to people planning to take care of the decision or who have already taken care.

Audit Programme

17 06 2021	Day 1
Time	Activity
09.00	Opening meeting and site-visit
10.15	Meeting with the specialists (care coordinators, psychologist, certified specialists)
11.30	Interview with the persons served (up to 5 persons)
12.30	Lunch
13.30	Meeting with the deputy director and the head of Care Centre
15.00	Interview with the CEO
16.30	End of the day
18 06 2021	Day 1
Time	Activity
09.00	Review of the documentation (I)
10.00	Interview with the founder (online)
11.00	Interview with social partners (online)
12.00	Lunch
13.00	Review of the documentation (II)
14.00	Time for auditor
15.30	Closing meeting (online)
16.30	End of the audit

Detailed feedback on performance in EQUASS Audit Report

For each Criterion the Auditor gives feedback according to the following structure:

1. Information on the stage of performance, of implementation and of Approach
2. Information on stage of performance of the Results (if relevant)
3. Written clarification and confirmation on performance
4. Suggestions for Improvement & Development

Criterion 1: The Social Service Provider defines and implements its Vision, its Mission and corporate Values in the delivered services by establishing ambitious organisation and service goals.					
Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			
Information on Performance					
<p>Approach and Implementation. The Organisation delivers a wide range of services, one of which is the service for families with a child under the care. The main goal of social service provider is to strengthen the autonomy of all its service users. This goal correlates with the vision, mission and corporate values of social service provider. The Organisation's vision, mission and corporate values are well described in the documentation and implemented in daily practice. The quality goals are set also. The employees show their understanding about the goals, vision, mission and values and work according to them.</p>					
Suggestions for Improvement & Developments					
<p>Recommendation for meeting the criteria in a better way: it is recommended to publish its vision and corporate values on the Organisation's website.</p> <p><i>Recommendations in Lithuanian:</i></p>					

Rekomendacija dėl geresnio kriterijaus išpildymo: rekomenduojama informaciją apie Įstaigos viziją bei vertybes pateikti ir Centro internetinėje svetainėje.

Criterion 2: The Social Service Provider defines and implements a system for management that promotes a Quality Culture.

Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			
Information on Performance					
<p>Approach and Implementation. Social service provider has set a systemic approach to assure the quality of its services. The quality goals and areas of priorities are set, the ways for measuring the quality are described and implemented. The quality of the services is being evaluated regularly by using different methods and forms of getting necessary information. The approach is set in line with the vision, mission and corporate values of the Organisation and described in the document of the Quality Policy. The ways of working are in line with the quality requirements and used by the employees in their daily practice.</p>					
Suggestions for Improvement & Developments					

Criterion 3: The Social Service Provider demonstrates its commitment to long-term quality goals, continuous learning, innovation and new technology.

Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			
Information on Performance					
<p>Approach and Implementation. Social service provider has the documentation on its Quality Policy. The main goal of the Organisation, quality goals and priorities are defined and described in this Policy. When evaluating the quality of its services the</p>					

Organisation pays attention to several aspects: the opinion and suggestions of persons served, the effectiveness of the services and resources used, the staff's competences, positive microclimate, implemented new working methods, etc. The evaluation is carried out by analysing the results of different surveys, changes in the effects of its activities, the results of cooperation, etc. Quality goals and requirements for quality are clear for the employees.

Suggestions for Improvement & Developments

Recommendation for meeting the criteria in a better way: it is recommended to set a time-frame for long-term quality goals.

Recommendation in Lithuanian:

Rekomendacija geresniam kriterijaus išpildymui: rekomenduojama įsivardinti, kokiam laikotarpiui yra nustatomi ilgalaikiai kokybės tikslai.

Criterion 4: The Social Service Provider defines and implements an Annual Planning and review process reflecting the organisations objectives and service activities delivered.

Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			

Information on Performance

Approach and Implementation. The Organisation has implemented the process of annual planning. Main tasks, measures, time-frame for implementing the measures and expected results are described in the Annual Plan. The Annual Plan is reviewed regularly once every three months. The review is being organised during the meetings mostly. The Organisation's Annual plan applies to the scope of the application. Employees are involved in planning process and contribute to the implementation of annual planning in their daily practice.

Suggestions for Improvement & Developments

Recommendation for meeting the criteria in a better way: it is recommended to include main annual goals and to clarify their connections with the strategic goals in the

Annual Plan of the Organisation.

Recommendation in Lithuanian:

Rekomendacija geresniam kriterijaus išpildymui: rekomenduojama į Įstaigos Metinį veiklos planą įtraukti metinius tikslus bei susieti juos su strateginiais tikslais.

Criterion 5: The Social Service Provider demonstrates its commitment to social justice and active inclusion of Persons Served into the society.

Remark from the Auditor:

1	2	3	4	5
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<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>

	X			
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Information on Performance

Approach and Implementation. The Organisation provides specialised services to families with a child/children under the care. Social service provider is oriented to strengthen these families by taking into account their opportunities and needs. Special attention is paid to the needs of the child. The families' needs (including the needs of the child) is evaluated in the beginning of service delivery. The specialists use various methods, communication techniques and cooperation with other service providers in order to provide help in most suitable and engaging way. Different specialists participate in the process in order to guarantee necessary help. There are all conditions assured for families to participate in different processes of the Organisation as well as in the community actively. If not the restrictions due COVID-19 pandemic, a lot of activities are being organised outside the Organisation (camping, meetings, events, etc.). Social service provider shares its good practice with other specialists in social service sector. The commitment to social justice and inclusion is relevant for all areas of the Organisation.

Suggestions for Improvement & Developments

Criterion 6: The Social Service Provider demonstrates Corporate Social Responsibility through its commitment to sustainable activities contributing to society.

Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			
Information on Performance					
<p>Approach and Implementation. The Organisation provides some activities as a commitment to Corporate Social Responsibility. These activities are carried out in a systematic way. There are main areas, where social responsibility is demonstrated: social sphere (for example, taking care of the Organisation's employees), the management of the Organisation, environmental protection (document management system, recycling, paper saving) and publicity. Corporate Social Responsibility is being demonstrated in all areas of the Organisation. Employees are involved actively in these activities.</p>					
Suggestions for Improvement & Developments					

Criterion 7: The Social Service Provider defines and implements a Staff recruitment and retention policy that promotes the selection of qualified Staff based on required knowledge, skills and competences.					
Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			
Information on Performance					
<p>Approach and Implementation. Social service provider has defined its policy and procedures on the employees' recruitment and retention in the document „The Policy of Recruitment and Retention of the Staff“. The document of recruitment policy and procedures contains the main parts: goals and principles, recruitment of the employees (vacancy announcement and selection of the employee), adaptational and motivational measures. Employees are aware of the policy and procedures on staff's recruitment and retention.</p>					
Suggestions for Improvement & Developments					

Recommendation for meeting the criteria in a better way: it is recommended to determine how the requirements for the job position are set.

Recommendations in Lithuanian:

Rekomendacija dėl geresnio kriterijaus išpildymo: rekomenduojama detaliau apibrėžti, kaip nustatomi reikalavimai pretendentui į laisvą darbo vietą.

Criterion 8: The Social Service Provider operates its service in compliance with mandatory National Legislation for Health and Safety, providing appropriate working conditions, adequate and agreed Staff levels and Staff ratios, and measures for rewarding Staff and volunteers.

Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			

Information on Performance

Approach and Implementation. The Organisation provides its services in compliance with national legislation and according to the requirements for health and safety and appropriate working conditions. The special health check and safety procedures are planned for the employees. The Organisation assures an adequate number of the staff. Social service provider has implemented motivational measures for the employees. Social service provider pays a strong attention to and meets all safety requirements due to COVID-19 pandemic also. The Staff is aware of national requirements for health and safety and agrees that these requirements are implemented in practice.

Suggestions for Improvement & Developments

Recommendation for meeting the criteria in a better way: it is recommended to create an annual plan for health and safety for all (including persons served also) with very concrete activities and responsibilities. It would be necessary to include specific measures that are applied due to Covid-19 pandemic. Also it is suggested to describe and implement specific measures for the recognition of the volunteers.

Recommendations in Lithuanian:

Rekomendacija geresniam kriterijaus išpildymui: rekomenduojama sudaryti metinį

sveikatos ir saugos planą, taikomą visiems (įtraukiant ir paslaugų gavėjus). Svarbu į šį planą įtraukti konkrečias saugos priemones, susijusias su Covid-19 pandemija. Siekiant užtikrinti aiškesnę savanorių darbo pripažinimo tvarką, rekomenduojama detalizuoti ir įgyvendinti priemones, skirtas savanoriams atlyginti.

Criterion 9: The Social Service Provider implements measures for Staff development based on a plan for personal growth, continuous learning and development.

Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			
<The Results of the Social Service Provider meet this Criterion of the EQUASS Assessment grid on Stage >			X		

Information on Performance

Approach and Implementation. The Organisation's staff development is based on annual assessment of the employees' performance. Social service provider evaluates the needs of the staff for new knowledge and competences, analyses these needs and sets priorities. The training activities are planned according to the needs of the staff and the Organisation. The Development Plan includes such an information: items of training activities, time schedule, participants, responsible persons and evaluation if the activity is successfully finished. The members of the staff are aware of the Organisation's plan for staff development.

Results. The Organisation has results on personal growth, continuous learning and development. The indicator is clear and relevant for measuring employees' development. The indicator shows the comparison of the number of the employees who participated in training activities and have applied the knowledge in their practice. The assessment is carried out annually. The Organisation compares the results of several years and makes conclusions which trainings are most effective and important for the staff.

Suggestions for Improvement & Developments

Criterion 10: The Social Service Provider defines and implements requirements for competence in the identified roles and functions of Staff and evaluates them on an annual basis.

Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			
Information on Performance					
<p>Approach and Implementation. Each employee of the Organisation carries out the job according to the job description. Functions of the staff and competence requirements for identified roles are written in the job descriptions. The competence requirements and functions are clear for the members of the staff.</p>					
Suggestions for Improvement & Developments					
<p>Recommendation for meeting the criteria in a better way: in order to ensure continuous evaluation, it is recommended to evaluate competence requirements, roles and responsibilities of the staff on annual basis, by including this action to Annual Plan of the Organisation.</p> <p><i>Recommendations in Lithuanian:</i></p> <p>Rekomendacija geresniam kriterijaus išpildymui: siekiant užtikrinti nuolatinį reikalavimų personalo kompetencijoms, pareigų ir atsakomybių vertinimą, siūloma vykdyti visų pareigybių aprašymų peržiūrą kasmet, įtraukiant šį veiksma į Metinį Įstaigos veiklos planą.</p>					

Criterion 11: The Social Service Provider recognises Staff as a resource for feedback and engages Staff in planning, in the development of services and in quality improvement.

Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			
Information on Performance					

Approach and Implementation. The employees are engaged in the processes of planning, development of the services and quality improvement. They participate in these processes by giving their remarks and proposals actively. The opinion of the staff is respected in the Organisation. Important remarks by the staff can be given in these ways: during general meetings, individual annual conversations, regular surveys or directly to the administration. The employees admit that the atmosphere is more informal in the Organisation and that there are no barriers for open expression of their opinion. The employees are aware of the opportunities to be involved in the processes of service planning, development and quality improvement.

Suggestions for Improvement & Developments

Criterion 12: The Social Service Provider operates specific measures that enhance the motivation of Staff.

Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			

Information on Performance

Approach and Implementation. Specific measures are implemented for motivating and satisfying the employees of the Organisation. Social service provider applies special motivational measures for the staff: personal financial incentives, bonuses, payment for trainings, career opportunities, flexible work schedule, inclusion in the processes of planning and decision making, recognition program. These measures are known to the employees and applied to everyone.

Suggestions for Improvement & Developments

Criterion 13: The Social Service Provider guarantees the rights of Persons Served and these rights are outlined in a Charter of Rights that is based on international human rights conventions.

Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			
Information on Performance					
<p>Approach and Implementation. The Organisation has defined and documented the rights and responsibilities of persons served in the Charter of Rights that is based on the Charter of Fundamental Rights and other international human rights conventions. Social service provider guarantees and promotes the rights of persons served: the right to get qualified support, the right to be not discriminated, the right to get the information on services provided, the right to express the opinion, the right to participate in the process of service planning and other. Persons served are informed about their rights and responsibilities during individual interviews and meetings. Also the information on rights and responsibilities is available in the Organisation's website. Persons served and the employees understand the rights promoted by the Organisation.</p>					
Suggestions for Improvement & Developments					

Criterion 14: The Social Service Provider informs and supports the Persons Served in understanding their Rights in an accessible way.					
Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			
Information on Performance					
<p>Approach and Implementation. Persons served are informed about their rights and responsibilities during the meetings, individual interviews with care coordinator usually. Persons served ensure that they know their rights and have all the possibilities to practice them: persons served express their opinions during individual process of service delivery, participate in service planning and review, can get all the information they need, they feel safe and treated as equal, etc. The</p>					

information is prepared for the children also.

Suggestions for Improvement & Developments

Criterion 15: The Social Service Provider respects that Persons Served freely pursue personal goals and aspirations in line with their choices, needs and abilities.

Remark from the Auditor:

1	2	3	4	5
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<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>

	X			
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Information on Performance

Approach and Implementation. Individual needs and choices of the families are respected in the Organisation. Social service provider pays attention to concrete needs of the child under the care and the family. Before the support planning individual needs of the child and family are identified. Individual plans help to manage the process of support. Families have all the possibilities to express their wishes, opinions and choices.

Suggestions for Improvement & Developments

Criterion 16: The Social Service Provider evaluates its performance in promoting and practicing the Rights of Persons Served in all areas of the organisation.

Remark from the Auditor:

1	2	3	4	5
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<The Results of the Social Service Provider meet this Criterion of the EQUASS Assessment grid on Stage >

		X		
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Information on Performance

Results. The Organisation evaluates its performance in promoting and respecting the rights of person served. The indicators show: the percentage of persons served

who agree that they know their rights; the percentage of persons served who agree that their right to confidentiality is guaranteed and the percentage of persons served who have a possibility to complain and know the ways how to do this. The Organisation makes analyses of reached results and plans actions for improvements.

Suggestions for Improvement & Developments

Recommendation for meeting the criteria in a better way: it is necessary to pay attention and interview a larger number of respondents.

Recommendations in Lithuanian:

Rekomendacija geresniam kriterijaus išpildymui: svarbu atkreipti dėmesį, kad respondentų imtis turėtų būti didesnė.

Criterion 17: The Social Service Provider has an accessible complaint management system that registers and responds to complaints from Persons Served, purchasers and other relevant Stakeholders.

Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			

Information on Performance

Approach and Implementation. The processes of registration and response to the complaints are described in the document „The Rules for Processing the Requests and Complaints“. This document includes general attitudes, submission of requests and complaints, response and personal service quality evaluation. The requests and complaints can be submitted written or verbally. The founder and social partners contact the administration or the staff directly in case of having some suggestions or complaints. Guardians are more likely to express their wishes and complaints directly to the staff. The requests and complaints' box is available also. The approach and procedures are implemented in daily practice. Guardians, the staff and other relevant stakeholders are aware of the complaint procedures and assure that their complaints are responded to.

Suggestions for Improvement & Developments

Recommendation for meeting the criteria in a better way: it is suggested to clarify the procedures for response to the complaints submitted verbally or anonymously. Also it is recommended to describe the ways most suitable for the child under the care to provide his/her suggestions or complaints.

Recommendations in Lithuanian:

Rekomendacija geresniam kriterijaus išpildymui: siūloma patikslinti procedūras, kaip atsakoma į skundus, pateiktus žodžiu ar anonimiškai. Taip pat rekomenduojama apibrėžti būdus, tinkamiausius globojamam vaikui pareikšti savo siūlymus ar nusiskundimus.

Criterion 18: The Social Service Provider promotes ethical behaviour and wellbeing for Staff, Persons Served and their families or Care Givers.

Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			

Information on Performance

Approach and Implementation. Social service provider promotes ethical behaviour and wellbeing for the staff and persons served according to the Policy on Ethics and Welfare. General attitudes, main principles and requirements for the employees' and manager's behaviour are included in this Policy. The staff and other relevant stakeholders are aware of this Policy and show the understanding of it.

Suggestions for Improvement & Developments

Recommendation for meeting the criteria in a better way: it is recommended to describe the requirements for the behaviour of persons served and the responsibilities if persons served do not act according to this Policy. It is necessary to inform and discuss this approach with persons served.

Recommendations in Lithuanian:

Rekomendacija geresniam kriterijaus išpildymui: rekomenduojama apibrėžti reikalavimus ir paslaugų gavėjų elgesiui bei jų atsakomybėms, politikos nuostatų nesilaikant. Būtina informuoti ir aptarti šį požiūrį su paslaugų gavėjais.

Criterion 19: The Social Service Provider defines and implements its guidelines on ethics, which ensures that the dignity of the Persons Served is respected.

Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			
Information on Performance					
<p>Approach and Implementation. The Organisation has defined and described its guidelines on ethics in the document “the Code of Ethics”. The Organisation’s Code of Ethics includes general attitudes and main ethical principles, ethical responsibility to the persons, interpersonal communication, main competences and professional behaviour of the staff. Persons served and the staff are aware and understand main principles of ethics of social service provider.</p>					
Suggestions for Improvement & Developments					

Criterion 20: The Social Service Provider facilitates access to services and resources in a non-discriminatory and transparent manner.

Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			
Information on Performance					
<p>Approach and Implementation. Social service provider delivers services to families with a child under the care. The Organisation ensures equal opportunities to access the services which are needed (supporting persons, healthcare specialists, other specialists or support in the community). The staff searches for the opportunities, makes contacts and assists children if needed (for example, the specialists help to deal with various situations that arise at school). The staff and persons served are aware of the approach and understand it.</p>					

Suggestions for Improvement & Developments

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Criterion 21: The Social Service Provider ensures services that operate in a safe working environment to ensure the physical security of Persons Served, their families and Care Givers.

Remark from the Auditor:

1	2	3	4	5
	X			

<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>

Information on Performance

Approach and Implementation. The Organisation has implemented its Health and Safety Policy for the employees. The Plan includes specific measures and activities for ensuring the staff's health and safety under the national regulation. The Plan is understood by many in the Organisation.

Suggestions for Improvement & Developments

Recommendation for meeting the criteria in a better way: it is recommended to include into the Plan special activities related to health and safety of persons served and also specific measures that are applied during Covid-19 pandemic.

Recommendations in Lithuanian:

Rekomendacija geresniam kriterijaus išpildymui: rekomenduojama papildyti Įstaigos planą specialiomis veiklomis, susijusiomis su paslaugų gavėjų sveikata ir saugumu, bei įtraukti priemones, skirtas saugumo užtikrinimui Covid-19 pandemijos metu.

Criterion 22: The Social Service Provider operates mechanisms that prevent the physical, mental and financial abuse of the Persons Served.

Remark from the Auditor:

1	2	3	4	5
	X			

<The services of the Social Service Providers meet this Criterion of the

<i>EQUASS Assessment grid on Stage></i>					
Information on Performance					
<p>Approach and Implementation. Social service provider has defined and implemented the procedures that prevent the physical, mental and financial abuse of persons served. These procedures are described in the documentation. There are described abuse prevention procedures and concrete actions of intervention, when physical or psychological abuse occurs. The procedures are understood by many in the Organisation. Persons served and the staff ensure they feel secure while getting the services of the Centre.</p>					
Suggestions for Improvement & Developments					
<p>Recommendation for meeting the criteria in a better way: it is recommended to describe the intervention procedures in case of financial abuse. Also it is suggested to prepare the information on these procedures that would be understandable for the child under the care. As this policy and procedures are reviewed once a year, it is necessary to include this action into the Annual Plan of the Organisation.</p> <p><i>Recommendations in Lithuanian:</i></p> <p>Rekomendacija geresniam kriterijaus išpildymui: rekomenduojama aprašyti intervencijos procedūras, taikomas paaiškėjus finansinio piktnaudžiavimo atvejui. Taip pat siūloma parengti informaciją apie šias procedūras, kuri būtų suprantama globojamam vaikui. Kadangi ši politika ir procedūros peržiūrimos kartą per metus, būtina šį veiksma įtraukti į Įstaigos Metinį veiklos planą.</p>					

<p>Criterion 23: The Social Service Provider defines, monitors and evaluates a set of principles, values and procedures that govern behaviour in service delivery containing aspects of confidentiality, accuracy, privacy and integrity.</p>					
Remark from the Auditor:	1	2	3	4	5
< <i>The services of the Social Service Providers meet this Criteria of the EQUASS Assessment grid on Stage></i>		X			
Information on Performance					
<p>Approach and Implementation. Social service provider has clear procedures for</p>					

confidentiality and accuracy when processes the data of persons served and the employees. These procedures are written in the documentation (data protection rules). The Organisation has clearly described how the data is collected, what confidential information is and what procedures are taken in case of not respecting the principle of confidentiality. The approach is known by the staff members and implemented in daily practice.

Suggestions for Improvement & Developments

Recommendation for meeting the criteria in a better way: the reviewing of the procedures for the confidentiality must be done regularly, so this action should be included into the Annual Plan of the Organisation. Also it is suggested to describe the requirements for the Organisation's behaviour in aspects of privacy and dignity of persons served.

Recommendations in Lithuanian:

Rekomendacija geresniam kriterijaus išpildymui: rekomenduojama įtraukti konfidencialumo procedūrų peržiūrą į Įstaigos Metinį veiklos planą, nes šios procedūros turi būti peržiūrimos kasmet. Taip pat sūloma aprašyti, kokie reikalavimai keliami Organizacijos elgsenai, siekiant užtikrinti paslaugų gavėjų orumą ir privatumą.

Criterion 24: The Social Service Provider works in partnership with relevant Stakeholders to ensure a continuum of comprehensive services and inclusion of Persons Served.

Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			

Information on Performance

Approach and Implementation. The Organisation works in close partnership with its social partners. These partnerships help to respond better to families' needs, to ensure a continuum of the services and social inclusion of persons served. There is a strong cooperation with social partners in areas of education, culture, social and medical care, local authorities, State child rights protection service and other. Social partners also acknowledge mutual benefit from these partnerships. All

relevant parts of the Organisation are engaged in partnerships.

Suggestions for Improvement & Developments

Criterion 25: The Social Service Provider evaluates the Results and benefits of its partnership for the Persons Served and for the organisation.

Remark from the Auditor:

1	2	3	4	5
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<The Results of the Social Service Provider meet this Criterion of the EQUASS Assessment grid on Stage>

	X			
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Information on Performance

Results. The Organisation has the information on results and benefits of its partnerships (the opinion of persons served). The indicator for measuring these results is clear and relevant. The indicator shows the opinion of persons served about the impact of social partnerships on their personal growth, communication with others, meaningful time and emotional support. The Organisation analyses reached results and makes some conclusions.

Suggestions for Improvement & Developments

Recommendation for meeting the criteria in a better way and that refers to the next stage for results: it is recommended to evaluate the results and benefits of the partnerships for the Organisation also. It is suggested to clarify the definition of chosen indicator. It is necessary to pay attention and interview a larger number of respondents. For reaching next stage - it is recommended to plan concrete improvement actions based on the analysis of reached results.

Recommendations in Lithuanian:

Rekomendacija geresniam kriterijaus išpildymui bei dėl rezultatų atitikimo aukštesnio etapo reikalavimams: rekomenduojama pamatuoti partnerysčių naudą ne tik paslaugų gavėjams, bet ir Organizacijai. Taip pat siūloma patikslinti pasirinkto rodiklio apibrėžimą. Svarbu atkreipti dėmesį, kad respondentų imtis turėtų būti didesnė. Sekančiam etapui - rekomenduojama planuoti konkrečius gerinimo veiksmus, remiantis pasiektų rezultatų analize.

Criterion 26: The Social Service Provider is responsive to and supports the Persons Served in expressing individual contributions, opinions and views.

Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			
Information on Performance					
<p>Approach and Implementation. Social service provider enables families to express their opinions, views and individual needs. The attention is paid to the needs of the child under care especially. Before planning necessary support, individual needs of the child under the care are evaluated. Persons served feel safe and supported to speak openly about their wishes and give proposals. Persons served have a possibility to say their opinions during the meetings with care coordinators and directly to other specialists or administration. Also annual survey is carried out during which persons served have a possibility to express their opinions anonymously. The suggestions and complaints' box is available to use. The approach is understood and implemented in all areas of the Organisation.</p>					
Suggestions for Improvement & Developments					

Criterion 27: The Social Service Provider includes Persons Served as active participants in service planning, service delivery and evaluation of the services.

Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			
<The Results of the Social Service Provider meet this Criterion of the EQUASS Assessment grid on Stage>			X		
Information on Performance					
<p>Approach and Implementation. The approach and procedures for including families into the processes of service planning, delivery and evaluation are</p>					

described in the documentation and implemented in daily practice. Persons served participate in the processes of service planning, delivery and evaluation individually and collectively. Concrete activities of involvement are described. Persons served participate actively by expressing their needs and wishes, giving the opinions and suggestions on individual plans and delivered services, evaluating the quality of provided help, etc. The approach and procedures for inclusion are understood by persons served and employees.

Results. The Organisation provides the information on results about including persons served in service planning, delivery and evaluation. The indicator for measuring these results is clear and relevant. It shows the opinion of persons served about their participation in the processes of service planning, delivery and evaluation. Also the Organisation has the results about different aspects of participation: assessment of individual needs of the child, family support planning, making proposals for the improvement of services, campaigns and events for families. The Organisation analyses reached results and plans actions for improvements.

Suggestions for Improvement & Developments

Recommendation for meeting the criteria in a better way for the approach and implementation: it is recommended to clarify the role of the child under the care in the process of service planning, delivery and evaluation. Also it is suggested to include into the document the indicator for measuring the results of persons served involvement in service planning, delivery and evaluation.

Recommendation for meeting the criteria in a better way: it is necessary to pay attention and interview a larger number of respondents.

Recommendations in Lithuanian:

Rekomendacija geresniam kriterijaus išpildymui dėl požiūrio įgyvendinimo: rekomenduojama patikslinti globojamo vaiko vaidmenį paslaugų planavimo, teikimo ir vertinimo procesuose. Taip pat siūloma įtraukti į dokumentą rodiklį, kaip įstaigoje matuojamas paslaugų gavėjų dalyvavimas paslaugų planavimo, teikimo ir vertinimo procesuose.

Rekomendacija geresniam kriterijaus išpildymui: svarbu atkreipti dėmesį, kad respondentų imtis turėtų būti didesnė.

Criterion 28: The Social Service Provider reviews and reflects annually on the participation of Persons Served, based on their input.

Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			
Information on Performance					
<p>Approach and Implementation. Social service provider evaluates the participation of persons served by analysing their proposals, complaints and information got during individual conversations, family visits, annual surveys, by using proposals and complaints' box or in other ways. The evaluation of the involvement of persons served is carried out during the meetings regularly. Social service provider tries to improve the participation of persons served according to this evaluation.</p>					
Suggestions for Improvement & Developments					

Criterion 29: The Social Service Provider implements specific measures for Staff and Person Served to understand, enhance and improve the empowerment of Person Served.

Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			
<The Results of the Social Service Provider meet this Criterion of the EQUASS Assessment grid on Stage>			X		
Information on Performance					
<p>Approach and Implementation. The Organisation has written Concept of Empowerment for persons served (families with a child under the care). This document includes such components: general attitudes, the process of empowerment of persons served on an individual basis, the main signs that show the success of empowerment, the benefits and results of empowerment. Persons served and employees are aware of the Organisation's Concept of Empowerment.</p>					

Results. The Organisation has the information on the results about empowerment of persons served. The indicator for measuring the results is clear and relevant. The indicator shows the percentage of persons served who agree that they have become more autonomuos in problem solving because of service provided. Also social service provider measures the opinion of persons served which of the services/methods help in gaining new skills mostly. The Organisation makes an analysis of reached results, identifies areas for improvements and plans the actions.

Suggestions for Improvement & Developments

Recommendation for meeting the criteria in a better way for the approach and implementation: it is suggested to clarify whether any measures of empowerment are used directly to the child. Also it would be necessary to include the information what is the main indicator for measuring the results of empowerment and how the information got during the evaluation is being used in the process of service delivery.

Recommendation for meeting the criteria in a better way for the results: it is suggested to pay attention to the number of the participants in the survey (sample-at least 60 percent of persons served).

Recommendations in Lithuanian:

Rekomendacija geresniam kriterijaus išpildymui dėl požiūrio įgyvendinimo: siūloma patikslinti, ar ir kokios taikomos įgalinimo priemonės tiesiogiai vaikui. Taip pat tikslinga įtraukti informaciją, koks yra pagrindinis įgalinimo rezultatų matavimo rodiklis bei kaip informacija, gauta įvertinimo metu, panaudojama paslaugų teikimo procese.

Rekomendacija geresniam kriterijaus išpildymui dėl rezultatų: rekomenduojama labiau atkreipti dėmesį į dalyvavusiųjų apklausoje skaičių (imtis – bent 60 procentų paslaugų gavėjų).

Criterion 30: The Social Service Provider implements specific measures for Staff and Persons Served to understand and establish an empowering environment.

Remark from the Auditor:

1	2	3	4	5
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<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			
Information on Performance					
<p>Approach and Implementation. The Organisation creates empowering environment by establishing a positive relations with families. An attention is paid to the inclusion of persons served to the processes of service planning, delivery and evaluation. The specialists strive to listen and to understand the needs of the child and the family. Social service provider ensures safe environment, that encourages persons served to make decisions themselves. If necessary, other specialists are invited to provide help for guardians and children. The Centre organises regular meetings with the families with the aim to enhance their opportunities to express the opinions, wishes and needs. The self-help is encouraged. Persons served and employees understand the conditions which facilitate empowerment.</p>					
Suggestions for Improvement & Developments					

<p>Criterion 31: The Social Service Provider delivers services that are responsive to individual choices, needs and abilities of the Persons Served and that are in line with the organisation's Mission, Vision and Values.</p>					
Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			
Information on Performance					
<p>Approach and Implementation. Families have all the possibilities to express their wishes, needs and opinions. If some difficulties arise, specialists react and provide necessary help. The staff evaluates the empowerment and quality of life of persons served and delivers services according to this evaluation. Each family has individual plan adapted to the needs and wishes for help. Persons served confirm that their opinion is respected. The approach is understood by persons served, staff and other relevant stakeholders and implemented in practice.</p>					
Suggestions for Improvement & Developments					

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Criterion 32: The Social Service Provider has a clear concept of Quality of Life for Persons Served and implements activities, which are based on a needs assessment of the Persons Served, with the aim of improving their quality of life.

Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			
<The Results of the Social Service Provider meet this Criterion of the EQUASS Assessment grid on Stage >			X		

Information on Performance

Approach and Implementation. Social service provider has written Concept of Quality of Life of persons served. The approach and model of quality of life are described clearly, subjective and objective evaluation's measures are distinguished. There are 6 main areas of life in which the Organisation seeks to influence changes: financial welfare, job/occupational activities, social/family relations, safety, social life and emotional welfare. The evaluation is carrying out by using the scale of quality of life criteria. Needs assessment is carried out regularly. The services are provided according to the needs. Persons served, employees and other stakeholders are aware of the Organisation's approach and procedures for improving quality of life.

Results. The Organisation has the information on the results about promoting quality of life of persons served. The indicators for measuring the results are clear and relevant. They show the changes in the areas of social and psychological welfare. The social service provider understands the results, analyses the changes in different categories (relationships with a child, emotional well-being, self-confidence, etc.) and makes conclusions.

Suggestions for Improvement & Developments

Recommendation for meeting the criteria in a better way for the approach and implementation: It is recommended to clarify in what way the Concept is implemented and the evaluation of the changes of quality of life is carried out from the perspective of the child. It is necessary to include the information on when initial assessment is carried

out. Also it is suggested to review the questions of subjective evaluation of quality of life (for example, in the area of social life) – it would be more informative to ask not the satisfaction of provided services but with the area itself.

Recommendation for meeting the criteria in a better way for the results: it is recommended to measure the changes in quality of life from the perspective of a child under the care also. It is suggested to pay attention to the number of the participants in the survey (sample- at least 60 percent of persons served).

Recommendations in Lithuanian:

Rekomendacija geresniam kriterijaus išpildymui dėl požiūrio įgyvendinimo: rekomenduojama patikslinti, kaip koncepcija įgyvendinama bei gyvenimo kokybės pokyčiai vertinami iš globojamo vaiko perspektyvos. Svarbu įtraukti informaciją, kada atliekamas pirminis įvertinimas. Taip pat siūloma peržiūrėti subjektyviam įvertinimui naudojamus klausimus (pvz., visuomeninio gyvenimo srityje) – būtų informatyviau, jei būtų klausama ne apie pasitenkinimą paslaugomis, bet pačia sritimi.

Rekomendacija geresniam kriterijaus išpildymui dėl rezultatų: rekomenduojama matuoti gyvenimo kokybės pokyčius ir iš globojamo vaiko perspektyvos. Taip pat siūloma labiau atkreipti dėmesį į dalyvavusiųjų apklausoje skaičių (imtis – bent 60 procentų paslaugų gavėjų).

Criterion 33: The Social Service Provider documents and reviews the planning and delivery of services based on the identification of individual needs, expectations and changing circumstances of Persons Served in an Individual Plan.

Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			

Information on Performance

Approach and Implementation. The information got during the evaluation of the needs of the child under the care and families is used during the process of creating individual family support plans. During the evaluation the attention is paid to the situation of the child and family (biological and foster), the child's psychological and emotional state, peculiarities of development, social and daily

living, communication skills, hobbies, talents, weaknesses, strengths and expectations. The plan includes: the overall goal and responsibilities of guardians and specialists. Individual plans are reviewed regularly once a year or more often if need. During the review the attention is paid to the changes in the child's welfare. The approach is implemented in all areas of the Organisation.

Suggestions for Improvement & Developments

Recommendation for meeting the criteria in a better way: it is suggested to include the information into the plan what concrete activities are planned, time-frame, date of review and section of conclusions. It is recommended to link individual plan more clearly to the evaluation of the child's needs.

Recommendations in Lithuanian:

Rekomendacija geresniam kriterijaus išpildymui: siūloma planą papildyti informacija apie konkrečias planuojamas veiklas, nustatyti joms laiko terminą, įvardinti peržiūros datą bei įtraukti bendras išvadas po peržiūros. Rekomenduojama individualų planą labiau susieti su individualiu vaiko poreikių vertinimu.

Criterion 34: The Social Service Provider takes into account the physical and social environment of the Persons Served when developing, delivering and evaluating the services provided to the Persons Served.

Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			

Information on Performance

Approach and Implementation. The Organisation provides very individualised services for the families according to the needs of the guardians and the child under the care. Regular individual meetings are held by care coordinators, psychologist and other specialists, if needed. The children under the care have a possibility to attend a day center. Continuous psychotherapeutic camps are being organised. Due to Covid-19 pandemic regular meetings are being held online mostly. Social service provider pays attention to make and maintain a good contact with the family, to include family members to the process of support, encourage them, promote self-help, etc. The approach is implemented in all areas of the

Organisation.

Suggestions for Improvement & Developments

Criterion 35: The Social Service Provider involves the Persons Served in the design and reviewing of the Individual Plan to ensure his / her individual contribution is part of the plan.

Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			
<The Results of the Social Service Provider meet this Criterion of the EQUASS Assessment grid on Stage>		X			

Information on Performance

Approach and Implementation. The Organisation ensures individual contribution of families during the processes of creating and reviewing individual support plans. There are written and implemented procedures for involvement of persons served. The plans are based on individual needs of the child in care and also the needs of guardians. Before creating individual family support plan, the Organisation tries to identify the needs and wishes of family members, to find out problematic situations and expectations. Specialists provide their own observations and suggestions also. Persons served participate in reviewing individual plans and evaluating the achievements regularly. Annual survey is carried out once a year with the aim to find out the opinion of persons served about their participation. The approach for involvement of persons served is clear and implemented in all areas of the Organisation.

Results. The Organisation has the information on the results about persons served involvement in creating individual plans. The indicator for measuring the results is clear and relevant. The indicator shows the percentage of persons served who agree they participate in the process of planning (provision of suggestions and participation in needs' evaluation) and implementation of the plan (sharing the experience during the meetings, provision of suggestions for implementation of new measures).

Suggestions for Improvement & Developments

Recommendation for meeting the criteria in a better way and that refers to the next stage for results: It is suggested to clarify the definition of chosen indicator. It is necessary to pay attention and interview a larger number of respondents. For reaching next stage - it is recommended to analyse reached results, make conclusions and plan concrete actions for improvements.

Recommendations in Lithuanian:

Rekomendacija geresniam kriterijaus išpildymui bei dėl rezultatų atitikimo aukštesnio etapo reikalavimams: siūloma patikslinti pasirinkto rodiklio apibrėžimą. Svarbu atkreipti dėmesį, kad respondentų imtis turėtų būti didesnė. Kiltam etapui - rekomenduojama analizuoti pasiektus rezultatus, daryti išvadas bei planuoti konkrečius gerinimo veiksmus.

Criterion 36: The Social Service Provider ensures that the Persons Served can access a continuum of services that span from early intervention to support and follow up, responding to changing requirements over time.

Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			
<The Results of the Social Service Provider meet this Criterion of the EQUASS Assessment grid on Stage>		X			

Information on Performance

Approach and Implementation. Social service provider ensures a continuum of services for families with a child under the care. The guardians before taking a child under the care have a specific training. If a family is not prepared yet to take care of a child or the start of taking care requires more time, trained guardians get professional counseling or assistance anyway. In this way the Organisation ensures the possibilities to take care of the child as soon as possible when he/she is taken from a biological family. The measures for ensuring a continuum of services are implemented within all areas of the Organisation.

Results. The Organisation has information on the results about the evaluation of a continuum of services. The indicator for measuring the results is clear and relevant.

The indicator shows percentage of families who have got continuous services before taking a child under the care.

Suggestions for Improvement & Developments

Criterion 37: The Social Service Provider operates services from a holistic approach based on the needs and expectations of the Person Served, family or Care Givers.

Remark from the Auditor:

1	2	3	4	5
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<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>

	X			
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Information on Performance

Approach and Implementation. The Organisation evaluates the needs of families in various aspects, especially taking into account the needs and welfare of the child under the care. The evaluations are carried out by specialists certified by the Child Rights Service, care coordinators, psychologist and, if needed, other specialists or institutions. The assessment of the family needs, opinions and wishes is based on a holistic approach and carried out during individual conversations. According to these assessments the Organisation aims to provide a necessary support. The information got during the interviews confirms that the approach is being understood by many and implemented in the Organisation.

Suggestions for Improvement & Developments

Criterion 38: The Social Service Provider identifies and reviews the service delivery activities, and monitors and maintains control over their quality.

Remark from the Auditor:

1	2	3	4	5
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<The services of the Social Service Providers meet this criterion of the EQUASS Assessment grid on Stage>

	X			
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Information on Performance

Approach and Implementation. The Organisation has described its key services and the system for coordinating these services. Employees are able to explain them. Key services activities are reviewed regularly. The monitoring is carried out during the meetings, also by measuring the results of the Organisation's performance efficiency.

Suggestions for Improvement & Developments

Recommendation for meeting the criteria in a better way: it is recommended to add the information about key service delivery process from the perspective of persons served (for example, the intake procedure, assessment, service planning, delivery, ending of the service, etc.). Key service delivery activities must be reviewed once a year, so it is suggested to add this action into the Annual plan of the Organisation.

Recommendations in Lithuanian:

Rekomendacija geresniam kriterijaus išpildymui: rekomenduojama įtraukti į dokumentą informaciją apie patį paslaugų teikimo procesą iš paslaugų gavėjų perspektyvos (pvz., priėmimo procedūra, vertinimas, paslaugų planavimas, teikimas, paslaugos užbaigimas ir pan.). Pagrindiniai paslaugų teikimo procesai turi būti peržiūrimi kasmet, todėl siūloma šią veiklą įtraukti į įstaigos Metinį veiklos planą.

Criterion 39: The Social Service Provider delivers services to the Persons Served in a community based setting and in line with the provider's vision and mission.

Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this criterion of the EQUASS Assessment grid on Stage>		X			

Information on Performance

Approach and Implementation. The range of the services offered by the Organisation, the process of service delivery itself and the approach to persons served are in line with the vision, mission and values of the Organisation. The services are linked to the main goals of social service provider and to very specific and different needs of the families with a child under the care. The members of the families are involved in various activities with the aim to strengthen their

knowledge, skills and self-confidence. The specialists also keep contact with the members of biological family of the child under the care. The Organisation is located in residential area and services are delivered in a community based setting.

Suggestions for Improvement & Developments

Criterion 40: The Social Service Provider delivers services to the Persons Served in a coordinated way.

Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this criterion of the EQUASS Assessment grid on Stage>		X			

Information on Performance

Approach and Implementation. The Organisation delivers social services in a coordinated manner. The structure of the Organisation allows for the staff to participate actively in all the processes, to share the information, to solve any questions as soon as possible. Regular meetings are held. The employees carry out their activities according to the job descriptions. Social service provider measures and reports on the results of service delivery.

Suggestions for Improvement & Developments

Criterion 41: The Social Service Provider delivers services to the Persons Served in a Multi-Disciplinary or Multi-Agency setting.

Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this criterion of the EQUASS Assessment grid on Stage>		X			

Information on Performance

Approach and Implementation. The Organisation provides a support to the families with a child under the care by implementing multidisciplinary approach for the service delivery. Multidisciplinary team which directly works with the families consists of: specialists certified by the Child Rights Service, care coordinators, psychologist and other specialists, if needed. The work is organised in a close partnership with various institutions and specialists in the community. All specialists participate in the processes of individual planning, service delivery and review. The approach is understood by all employees.

Suggestions for Improvement & Developments

Criterion 42: The Social Service Provider identifies its Business and Service Results and has formal periodic and independent reviews.

Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this criterion of the EQUASS Assessment grid on Stage>		X			

Information on Performance

Approach and Implementation. Social service provider has identified and recorded its business (financial) and service results. Financial and service results are presented to the founder (the Municipality of Jonava). The report on financial results is approved by the external financier annually. The report about service results is approved by the Municipality Council. The results presented in the report show the number of families, the number of children under the care, also the number of trainings provided to the guardians, availability of services needed (for example, the psychiatrist's consultations), etc. All relevant stakeholders are informed about social service provider's business and service results.

Suggestions for Improvement & Developments

Recommendation for meeting the criteria in a better way: it is suggested to include some results that show the efficiency of services provided (for example, empowerment of families, changes in the quality of life, etc.) to the Annual Report of the Organisation.

Recommendations in Lithuanian:

Rekomendacija geresniam kriterijaus išpildymui: siūloma į Įstaigos metinę veiklos ataskaitą įtraukti rezultatus, rodančius teikiamų paslaugų efektyvumą (pvz., šeimų įgalinimas, pokyčiai gyvenimo kokybėje ir pan.).

Criterion 43: The Social Service Provider records results, outcomes and benefits of services for Persons Served on individual and collective bases.

Remark from the Auditor:

1	2	3	4	5
	X			

<The results of the Social Service Provider meet this Criterion of the EQUASS assessment grid on stage>

Information on Performance

Results. The Organisation has the results on benefits of the provided services on an collective basis. The indicator is clear and relevant and shows the percentage of guardians who recognize that by getting services their relationships with the child, emotional state and self-confidence are improved.

Suggestions for Improvement & Developments

Recommendation for meeting the criteria in a better way: it is recommended to measure and present the outcomes and benefits of the services to families on an individual basis also (for example, individual changes in quality of life). It is necessary to pay attention and interview a larger number of respondents.

Recommendations in Lithuanian:

Rekomendacija geresniam kriterijaus išpildymui: būtina matuoti bei pateikti paslaugų naudą šeimoms ir individualiu lygiu (pavyzdžiui, individualūs gyvenimo kokybės pokyčiai). Svarbu atkreipti dėmesį, kad respondentų imtis turėtų būti didesnė.

Criterion 44: The Social Service Provider evaluates results and benefits for Persons Served, in line with its mission, in order to determine ways to improve and give best value for Persons Served, Funders and other relevant Stakeholders.

Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			
Information on Performance					
<p>Approach and Implementation. Social service provider seeks to improve the services and the processes regularly. The approach for continuous improvement is clear and implemented in daily practice. The Organisation evaluates results and implements actions for improvement in a systematic way. Social service provider monitors provided services, measures its performance results, makes conclusions about the effectiveness of the services and implements improvements. Regular meetings are held to discuss reached results and to plan and implement necessary changes/innovations. The improvement actions are implemented in all areas of the Organisation.</p>					
Suggestions for Improvement & Developments					

Criterion 45: The Social Service Provider measures the satisfaction of Persons Served and all relevant Stakeholders by Internal and/or External Evaluation.					
Remark from the Auditor:	1	2	3	4	5
<The results of the Social Service Provider meet this Criterion of the EQUASS Assessment grid on Stage>		X			
Information on Performance					
<p>Results. The Organisation has the information on the results about the satisfaction of persons served. The indicator is clear and relevant. The indicator shows the percentage of respondents who are satisfied with provided services in areas of communication culture, decision making and completeness of information provided.</p>					
Suggestions for Improvement & Developments					
Recommendation for meeting the criteria in a better way: in order to have fuller information about service and its delivery process it is recommended to assess the					

level of the satisfaction of the staff, social partners and the founder. It is necessary to pay attention and interview a larger number of respondents.

Recommendation in Lithuanian:

Rekomendacija geresniam kriterijaus išpildymui: siekiant tiksliau išsiaiškinti teikiamų paslaugų poveikį bei naudą, rekomenduojama matuoti ir kitų suinteresuotųjų šalių (personalo, steigėjo, socialinių partnerių) pasitenkinimą paslaugomis bei paslaugų teikimo procesu. Svarbu atkreipti dėmesį, kad respondentų imtis turėtų būti didesnė.

Criterion 46: The Social Service Provider provides accessible and easily understandable information on records of results, outcomes, including results of surveys.

Remark from the Auditor:	1	2	3	4	5
<The Results of the Social Service Provider meet this criterion of the EQUASS Assessment grid on Stage>		X			

Information on Performance

Results. Social service provider evaluates the results how the staff is informed about the Organisation’s performance. The indicator for measuring the results is clear and relevant. It shows the percentage of the staff who agrees that the report on the Organisation’s performance results is clear and presented in understandable way.

Suggestions for Improvement & Developments

Recommendation for meeting the criteria in a better way: in order to have fuller information it is recommended to assess if the results are understood by persons served and other relevant stakeholders.

Recommendation in Lithuanian:

Rekomendacija geresniam kriterijaus išpildymui: siekiant surinkti pilnesnę informaciją, rekomenduojama įvertinti, ar rezultatai yra suprantami paslaugų gavėjams ir kitoms suinteresuotosioms šalims.

Criterion 47: The Social Service Provider actively disseminates organisation performance on Business and Service Results among its Staff, Persons Served and all relevant Stakeholders.					
Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			
Information on Performance					
<p>Approach and Implementation. The Organisation disseminates its performance on business and service results in a systematic way. Social service provider organizes regular meetings for the employees, where they can discuss all the questions about service delivery process as well as the results of the Organisation. The information also is available in the Organisation's website. Persons served agree that they get all the information they need. The founder and social partners are being informed directly or by e-mail. The approach is implemented in all areas of the Organisation.</p>					
Suggestions for Improvement & Developments					

Criterion 48: The Social Service Provider defines and implements a system of continuous improvement of results of services, ways of working and learning.					
Remark from the Auditor:	1	2	3	4	5
<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>		X			
Information on Performance					
<p>Approach and Implementation. The Organisation has implemented a system of continuous improvement and learning. The system covers the improvement of the services and processes in the Organisation. The system for continuous improvement consists of service planning, implementation, evaluation of the results and planning of the improvement actions. The Organisation has implemented a number of innovations (intervisions, document management system, fairy cards, etc.), that helps to improve their work. Social service provider evaluates the</p>					

changes based on the analysis of the results regularly. The system of continuous improvement is implemented in all areas of the Organisation.

Suggestions for Improvement & Developments

Criterion 49: The Social Service Provider operates mechanisms, which provide information to understand the needs of Persons Served, Staff, Funders and Stakeholders.

Remark from the Auditor:

1	2	3	4	5
	X			

<The services of the Social Service Providers meet this Criterion of the EQUASS Assessment grid on Stage>

Information on Performance

Approach and Implementation. The Organisation delivers its services in close relationship with the founder, social partners and other relevant stakeholders. There is a clear system how persons served, social partners and the founder can make suggestions or give some critical remarks to the Organisation. Social service provider assesses the needs of all and also satisfaction's level of persons served in order to identify areas for improvements. All suggestions or critical remarks are taken into account by the social service provider. This approach is implemented in all areas of the Organisation.

Suggestions for Improvement & Developments

Criterion 50: The Social Service Provider initiates improvement initiatives by comparing and exchanging performances on approaches, results of services, activities and outcomes of Persons Served.

Remark from the Auditor:

1	2	3	4	5

<p><The Results of the Social Service Provider meet this Criterion of the EQUASS Assessment grid on Stage></p>		X			
<p>Information on Performance</p>					
<p>Results. Social service provider initiates improvements by comparing and exchanging the results on persons' served empowerment (the capacity to solve problems autonomously) with the other organisation. Social service provider has presented the information on comparison results. The Organisation analyses the results of this comparison and makes conclusions for necessary improvements. Based on the comparison social service provider identifies that individual empowerment of persons served and adaptation to the environment requires more attention. It shows that the Organisation initiates some changes in the approach of empowerment of persons served.</p>					
<p>Suggestions for Improvement & Developments</p>					
<p>Recommendation that refers to the next stage of development in results: it is suggested to implement concrete improvements and to measure the impact of these improvements to the persons' served autonomy in problem solving.</p> <p><i>Recommendations in Lithuanian:</i></p> <p>Rekomendacija dėl rezultatų atitikimo aukštesnio etapo reikalavimams: siūloma įgyvendinti konkrečius patobulinimus ir įvertinti šių patobulinimų poveikį paslaugų gavėjų savarankiškumui, sprendžiant problemas.</p>					

Overview Audit Results

The scores reflect **Jonava District Social Services Centre's** current position in the Social Services in **Lithuania**.

The scores are based on the assessment of the Social Service Provider in the EQUASS system. **<The scores are expressed in two decimal places>**

EQUASS Principle for Quality	Score
Leadership	4,00
Staff	4,29
Rights	4,40
Ethics	4,00
Partnership	4,00
Participation	4,57
Persons Centred Approach	4,29
Comprehensiveness	4,00
Result Orientation	4,00
Continuous Improvement	4,00
Total	41,55

Closing Remarks

Jonava District Social Services Centre, 17-18 of June, 2021, Kristina Maciūtė-Stukanė

Social Services Centre is one of the leaders in Jonava district in providing services to various groups of people. The Organisation is innovative and trustworthy, actively participates in the process of social problems solving in the district. The Organisation is nationally known also (participates in consideration of the projects, prepares suggestions for the Association of Municipalities, shares its good practice). The Organisation implements the Equass standard in the service of children's care and demonstrates meeting all the requirements developed by the standard. The services are provided along with the Organisation's vision, mission and corporate values. The processes of annual planning, delivery and evaluation are implemented and carried out in daily practice. These processes are based on the needs that arise from individual work with the families (guardians and children under the care).

The Organisation pays strong attention to the qualification and personal qualities of its employees. The needs for trainings are evaluated by combining the wishes of the employees and the opinion of the administration, which is based on the staff's competences' assessment. Social service provider encourages team work. This type of working guarantees meeting the needs of the families in the most effective way. If needed, other specialists from the community participate in the process of service delivery.

The Organisation implements individual approach when providing its services. Social service provider adapts working methods and environment and works according to the principles which allow to create safe and meaningful relationships with the guardians and children under the care. Also the contact with the child's biological family is maintained. Social services are provided in a respectful and ethical manner. Confidentiality, privacy and safety of persons served is guaranteed. Persons served assure that they know their rights and have all the possibilities to practice them.

The Organisation evaluates the needs of the guardians and individual needs of the child under the care. Based on this evaluation individual family support plans are created. Persons served participate in the planning process, also in the review of individual achievements.

The Organisation provides its services in close partnership with other service providers. Social partners agree that the Organisation participates actively in their activities and by doing this helps to reach their goals. At the same time social partnerships assure the wider range of activities and possibilities for the Organisation's persons served and also continuity of the services.

Social service provider measures performance results and benefits for persons served and other relevant stakeholders regularly. The Organisation analyses reached results and searches for possibilities to improve the services and to meet the needs of persons served and other stakeholders more efficiently (even during the quarantine period, a number of innovations were implemented that allowed to improve the work).

The process of the audit. The preparation for the site-visit was done by communicating with social service provider on such issues: the audit program, necessary to provide documentation on the Organisation's approaches and results. The audit was carried out as it was planned in the audit program. The Organisation provided all the documentation before and during the audit. Persons served, staff, the founder and social partners participated in the interviews according to the audit plan. The interviews with social partners and the founder were carried out online due to Covid-19 pandemic. During the interviews the auditor had all the possibilities to check if the Organisation's approaches and procedures are implemented in daily practice in correlation with the principles of the EQUASS quality system.

Improvements required. In order to meet the criteria of the EQUASS in a better way and to reach the next stage of development of EQUASS quality system social service provider should plan and implement actions for improvements. Main areas that require improvements are:

- The Quality Policy;
- The Health and Safety Plan;
- The Annual Plan of the Organisation;
- The Policy of Complaint Management (include more clear procedures from the perspective of a child under the care);
- The Concepts of Quality of Life and Empowerment of persons served;
- Individual Family Support Plan.

According to the performance of the Organisation during the audit and scores achieved, I recommend the certification on EQUASS Assurance. Proposed recommendations are intended to help the Organisation to reflect on its performance, understand the success of the implementations and achieve even a higher level on implementation of EQUASS requirements. This would contribute to the development and growth of the Organisation in delivering social services for families with the child under the care.

Closing remarks in Lithuanian:

Įstaigos atitikimas EQUASS kokybės vadybos sistemos reikalavimams.

Socialinių paslaugų centras lyderiauja paslaugų įvairioms tikslinėms grupėms teikime Jonavos rajone. Organizacija žinoma ir nacionaliniu lygiu (dalyvauja projektų svarstyme, teikia siūlymus Savivaldybių Asociacijai, dalinasi savo gerąja patirtimi). Organizacija inovatyvi, patikima, aktyviai dalyvaujanti socialinių problemų sprendime. Įstaiga demonstruoja atitikimą Equass kokybės sistemos standarto, diegiamo vaikų globos paslaugoje, reikalavimams. Paslaugos teikiamos atsižvelgiant į Įstaigos viziją, misiją bei vertybes. Metinio planavimo, vykdymo ir vertinimo procesai yra įdiegti bei įgyvendinami kasdienėje praktikoje. Šie procesai paremti reikmėmis, kylančiomis iš individualaus darbo su šeimomis (globėjais ir globojamais vaikais).

Organizacija skiria ypatingą dėmesį darbuotojų kvalifikacijai bei asmeninėms savybėms. Poreikis mokymams įvertinamas apjungiant darbuotojų norus bei administracijos nuomonę, paremtą personalo kompetencijų vertinimu. Skatinamas komandinis darbas, siekiant geriau atliepti paslaugų gavėjų poreikius. Esant būtinybei, į paslaugų teikimo procesą įtraukiami ir kiti specialistai iš bendruomenės.

Teikiant paslaugas, Organizacijoje vadovaujama individualiu požiūriu. Socialinių paslaugų teikėjas pritaiko darbo metodus bei aplinką, taip pat užtikrina principų, padedančių sukurti saugų ir reikšmingą santykį su globėjais bei globojamais vaikais, laikymąsi. Palaikomas kontaktas ir su biologine vaiko šeima. Paslaugos teikiamos etiškai ir pagarbiai. Užtikrinamas konfidencialumas, paslaugų gavėjų privatumas bei saugumas. Paslaugų gavėjai patvirtina, kad žino savo teises bei turi visas galimybes jas praktikuoti.

Organizacija vertina globėjų bei individualius globojamų vaikų poreikius. Remiantis šiuo įvertinimu, sudaromi individualūs pagalbos šeimai planai. Paslaugų gavėjai dalyvauja tiek planavimo, tiek pasiekimų peržiūros procesuose.

Paslaugos teikiamos glaudžiai bendradarbiaujant su kitais paslaugų teikėjais. Socialiniai partneriai pritaria, kad Organizacija aktyviai dalyvauja jų veiklose bei padeda siekti jų išsikeltų tikslų. Tuo tarpu pačiai Įstaigai turimos socialinės partnerystės padeda užtikrinti platų veiklų spektrą, didesnes paslaugų gavėjų galimybes bei paslaugų tęstinumą.

Socialinių paslaugų teikėjas reguliariai matuoja savo veiklos rezultatus bei naudą paslaugų gavėjams ir kitoms suinteresuotosioms šalims. Organizacija analizuoja pasiektus rezultatus ir ieško galimybių gerinti teikiamas paslaugas bei labiau atliepti paslaugų gavėjų ir kitų suinteresuotųjų šalių poreikius (netgi karantino laikotarpiu įdiegta nemažai inovacijų, prisidedančių prie veiklos gerinimo).

Audito eiga. Auditui buvo ruošiamasi iš anksto suderinant su paslaugų teikėju šias detales: audito programą, būtiną pateikti dokumentaciją apie Įstaigos požiūrius ir rezultatus. Auditas vyko taip, kaip buvo numatyta audito programoje. Organizacija pateikė visą reikalingą dokumentaciją prieš ir audito metu. Paslaugų gavėjai, personalas, steigėjas, socialiniai partneriai pokalbiuose dalyvavo pagal audito planą. Dėl Covid-19 pandemijos interviu su socialiniais partneriais ir steigėju buvo suorganizuoti nuotolini būdu. Susitikimų metu auditorė turėjo visas galimybes patikrinti, kaip požiūriai ir procedūros įgyvendinami kasdienėje praktikoje ir kaip jie dera su EQUASS kokybės sistemos principais.

Sritis tobulinimui. Siekiant geresnio kriterijų išpildymo ir aukštesnio EQUASS kokybės sistemos etapo pasiekimo, socialinių paslaugų teikėjas turėtų suplanuoti tam tikrus gerinimo veiksmus šiose srityse:

- Įstaigos metinis veiklos planas;
- Kokybės politika;
- Sveikatos ir saugos užtikrinimo planas;
- Skundų valdymo politika (įtraukiant aiškesnes procedūras iš vaiko perspektyvos);
- Gyvenimo kokybės ir įgalinimo koncepcijos;
- Individualus pagalbos šeimai planas.

Remdamasi Įstaigoje atlikto audito rezultatais, rekomenduoju pripažinti Įstaigą kaip atitinkančią reikalavimus EQUASS Assurance lygiu. Pasiūlytos rekomendacijos dėl EQUASS kokybės sistemos diegimo skirtos skatinti Įstaigą analizuoti savo veiklą, geriau suprasti savo požiūrių įdiegimo bei rezultatų sėkmę ir siekti veiklos

įvertinimo aukštesniu EQUASS lygiu. Kartu tai skatins įstaigos tobulėjimą ir augimą socialinių paslaugų teikime šeimoms, globojančioms vaikus.