**Annex 9: Format EQUASS audit report**

Site visit: <dates>

<Name of the applicant>

<Name of the auditor>

**Information of the social service provider**

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| Name of the social service provider |  |
| Address: |  |
| Post box: |  |
| Person responsible (CEO): |  |
| Contact person: |  |
| Phone: |  |
| Fax: |  |
| E-mail: |  |
| Website: |  |
| Name of Auditor: |  |
| Dates of audit: |  |
| Clients: | Number of person served:  As of (date): |
| Staff: | Number of staff: |
| Services: |  |
| Background information on the social service provider |  |

**Audit programme**

<Insert detailed program of the site visit >

**Detailed feedback on performance**

For each criterion the auditor gives feedback according to the following structure:

1. Information on the stage of performance, of implementation, 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

Format

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| 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*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
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| 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*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
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| 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*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
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| 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*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
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| 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 |
| <*The services of the social service providers meet this criterion of the EQUASS assessment grid on stage*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
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| 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*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
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| Criterion 7: The social service provider defines and implements a staff recruitment and retention policy that promotes the selection of qualified personnel 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*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
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| 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 employees 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*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
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| 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*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
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| 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*> |  |  |  |  |  |
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| 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*> |  |  |  |  |  |
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| 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*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
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| 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*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
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| Criterion 14: The social service provider informs and supports 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*> |  |  |  |  |  |
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| 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 |
| <*The services of the social service providers meet this criterion of the EQUASS assessment grid on stage*> |  |  |  |  |  |
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| 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 |
| <*The services of the social service providers meet this criterion of the EQUASS assessment grid on stage*> |  |  |  |  |  |
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| 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*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
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| Criterion 18: The social service provider promotes ethical behaviour and wellbeing for staff, persons served and their families or caregivers. | | | | | |
| 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*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
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| 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*> |  |  |  |  |  |
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| 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*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
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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 caretakers. | | | | | |
| 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*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
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| 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 |
| <*The services of the social service providers meet this criterion of the EQUASS assessment grid on stage*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
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| 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. | | | | | |
| 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*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
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| 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*> |  |  |  |  |  |
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| 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 |
| <*The services of the social service providers meet this criterion of the EQUASS assessment grid on stage*> |  |  |  |  |  |
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| 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*> |  |  |  |  |  |
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| 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*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
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| 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*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
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| Criterion 29: The social service provider implements specific measures for staff and service users 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*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
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| 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 |
| <*The services of the social service providers meet this criterion of the EQUASS assessment grid on stage*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
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| 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. | | | | | |
| 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*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
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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*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
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| 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*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
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| 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*> |  |  |  |  |  |
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| 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*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
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| 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*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
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| 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 |
| <*The services of the social service providers meet this criterion of the EQUASS assessment grid on stage*> |  |  |  |  |  |
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| 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 |
| <*The services of the social service providers meet this criterion of the EQUASS assessment grid on stage*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
| Information on performance | | | | | |
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| Suggestions for Improvement & developments | | | | | |
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| 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*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
| Information on performance | | | | | |
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| Suggestions for Improvement & developments | | | | | |
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| 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*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
| Information on performance | | | | | |
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| Suggestions for Improvement & developments | | | | | |
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| 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*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
| Information on performance | | | | | |
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| Suggestions for Improvement & developments | | | | | |
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| Criterion 42: 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*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
| Information on performance | | | | | |
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| Suggestions for Improvement & developments | | | | | |
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| 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 |
| <*The services of the social service providers meet this criterion of the EQUASS assessment grid on stage*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
| Information on performance | | | | | |
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| Suggestions for Improvement & developments | | | | | |
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| 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*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
| Information on performance | | | | | |
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| Suggestions for Improvement & developments | | | | | |
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| 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 services of the social service providers meet this criterion of the EQUASS assessment grid on stage*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
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| Suggestions for Improvement & developments | | | | | |
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| 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 services of the social service providers meet this criterion of the EQUASS assessment grid on stage*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
| Information on performance | | | | | |
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| Suggestions for Improvement & developments | | | | | |
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| 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*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
| Information on performance | | | | | |
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| Suggestions for Improvement & developments | | | | | |
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| 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*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
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| Suggestions for Improvement & developments | | | | | |
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| 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 |
| <*The services of the social service providers meet this criterion of the EQUASS assessment grid on stage*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
| Information on performance | | | | | |
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| Suggestions for Improvement & developments | | | | | |
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| 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 |
| <*The services of the social service providers meet this criterion of the EQUASS assessment grid on stage*> |  |  |  |  |  |
| *<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >* |  |  |  |  |  |
| Information on performance | | | | | |
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| Suggestions for Improvement & developments | | | | | |
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**Overview audit results**

The scores reflect <name of social service provider>’s current position in the Social Services in <country>.

The scores are based on the assessment of the social service provider in the EQUASS system. <The scores are expressed in tow decimal places>

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| --- | --- |
| EQUASS Principle for Quality | Score |
| Leadership |  |
| Staff |  |
| Rights |  |
| Ethics |  |
| Partnership |  |
| Participation |  |
| Persons Centred Approach |  |
| Comprehensiveness |  |
| Result Orientation |  |
| Continuous Improvement |  |
|  |  |
| Total |  |

**Closing remarks**

*<Place, date> and < Name of the auditor>*