



Independent Quality Assessment of the Activities of the Social Service Institutions: The Evolution of Legislation

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The system of independent quality assessment activities of a social service organization – this is the latest phase of a long-term work to bring all approaches and methods of assessing the quality of social services to a common denominator. Today we come to the period when out on the basis of indicators that comprehensively characterize the activity of all institutions, despite the fact that the subject of the evaluation must be independent organizations and experts. This trend has found its expression in the Russian Federation Government Decree No. 286 of 30 March 2013 "On the Formation of an Independent System of Quality Assessment of the Work of Organizations Providing Social Services", the order of the Ministry of Labour and Social Protection of the Russian Federation of 30 August 2013 "On Methodological Recommendations for Conducting an Independent Evaluation of the Quality of Organizations Providing Social Services in the Sphere of Social Services". The last act for the regulation of the independent evaluation of the quality of activities of a social service organization, has become the Order of the Ministry of Labour of Russia No. 995 of 8 December 2014 "On Approving the Indicators of the General Criteria for Assessing the Quality of Services Rendered by Social Service Organizations".

According to the Government Decree No. 286, to conduct an independent evaluation using five quality criteria, each of which are clarified in several indicators:

- 1) openness and accessibility of information about the organization;
- 2) comfort and accessibility receive social services, including for people with disabilities;
- 3) the waiting time in the queue when receiving social services;
- 4) kindness, courtesy and competence of the employees of the organization;
- 5) satisfaction with quality of service in the organization.

The entire set of 18 indicators of quality of activity of social service organizations, of which 11 are survey indicators, taking into account the opinion of the recipients of services.

In General, the Russian Government Decree No. 286 defines almost all methodological components of the quality assessment system. In addition to criteria and indicators, there are information sources for each indicator and research methods (analysis of statistical data, survey, observation, etc.); quantitative expression of the indicator (interest, points, etc.), as well as methods of information of all indicators to a common unit count; determines the significance of an indicator, expressed as the maximum number of points assigned to a specific indicator.

Order of the Ministry of Labour of Russia No. 995 of 8 December 2014 "On approving the indicators of the General criteria for assessing the quality of services rendered by the social service organization expands the list of indicators of quality and, importantly, elaborates on the research methodology. He leaves the same five quality criteria, however, for all methodological completeness 286-th Orders, this Order makes a lot as the structure of the indicators and the method of counting. Overall, the novelty is the following:

- 1) the total number of indicators according to five criteria increases with (from) 18 to 45;
- 2) introduces a two-tier system of performance – enhanced performance and actual performance, in some cases, the extended indicator is the only indicator in this area and it does not affect its specific weight in the calculation method;
- 3) the indicators presented in the Government Decree No. 286, significantly clarifies, and sometimes split into two or three indicators;
- 4) the numerical method of calculation remains, however, the specified transfer method percentages point and clarifies translated into scores of indicators that are valued by a Yes/No;
- 5) clarifies the need for the use of those indicators according to the forms of service – stationary, semi-mobile, at home;
- 6) 23 index of 45, that is, almost half, are survey and is aimed at the analysis of the views of recipients of services.

Among the indicators of quality of activity of a social service organization are fixed such as: openness and transparency of state and municipal institutions - the value of ranking on the official website for posting information about state and municipal institutions (www.bus.gov.ru) in a network "the Internet"; the existence of alternative versions of the official website of social service organizations in the network "Internet" for the visually impaired; the availability of remote interactions of the organization and the recipients of social services (information, appointments, etc.); performance of calls for remote interaction with the recipients of social services to obtain the necessary information; the proportion of recipients of social services are satisfied with the quality, completeness and accessibility of information on the work of social service organizations, including the list and the procedure of provision of social services, from total number of respondents; the equipment of the territory adjacent to social service organizations, subject to the requirements of accessibility for disabled beneficiaries; the proportion of recipients of services (including people with disabilities and other limited groups of beneficiaries, considering the conditions of rendering of services available, from total number of respondents; staffing organizations social service professionals engaged in the provision of social services; the share of recipients of social services, who expected a providing services in the delivery of social services more than the period specified in the appointment of this service, from total number of respondents; percentage of recipients of social services (or their relatives), who appreciate the kindness, courtesy and attentiveness of the employees social service, of the total number of respondents; percentage of employees (excluding administrative staff), received additional training/retraining courses in the profile of social work or other carried out in the organization of social service activities

for the last three years, the total number of workers; the share of recipients of social services, which positively assess the changes in quality of life as a result of receiving social services, social service organizations, the number of respondents; number registered in the organization of social services complaints the recipients of social services on the quality of services provided by the organization during the reporting period 100 recipients of social services (during the year); share of recipients of social services, who are willing to recommend the organization of social services family and others in need of social services, from total number of respondents.

Noteworthy is the presence of a number of indicators, reflecting not so much the quality of service delivery, and organizational development of the institution. This primarily refers to the indicators characterizing the staff development, the informational component of the institution, staffing of the state. In principle, any indicator of quality is a kind of signal for the management of the institution, indicating in which direction to develop the institution. We should not forget that it is not less effective in this case there is an internal control system and quality assessment, because it is the first line of the analysis of current weaknesses, which can later lead to the decline of the independent evaluation.

A new set of indicators more accurately reflects the quality of work on the provision of services takes into account the specifics of the forms of service that allows you to look to the relationship between a client and social services. In general it can be stated that the work on the establishment of independent assessment of the quality of activities of a social service organization is close to completion, especially in the direction that relates to the methodology and methods of research activities.