

Denmark in Europe.

- Some current political trends...
- and examples of an accreditation model for residential care units.

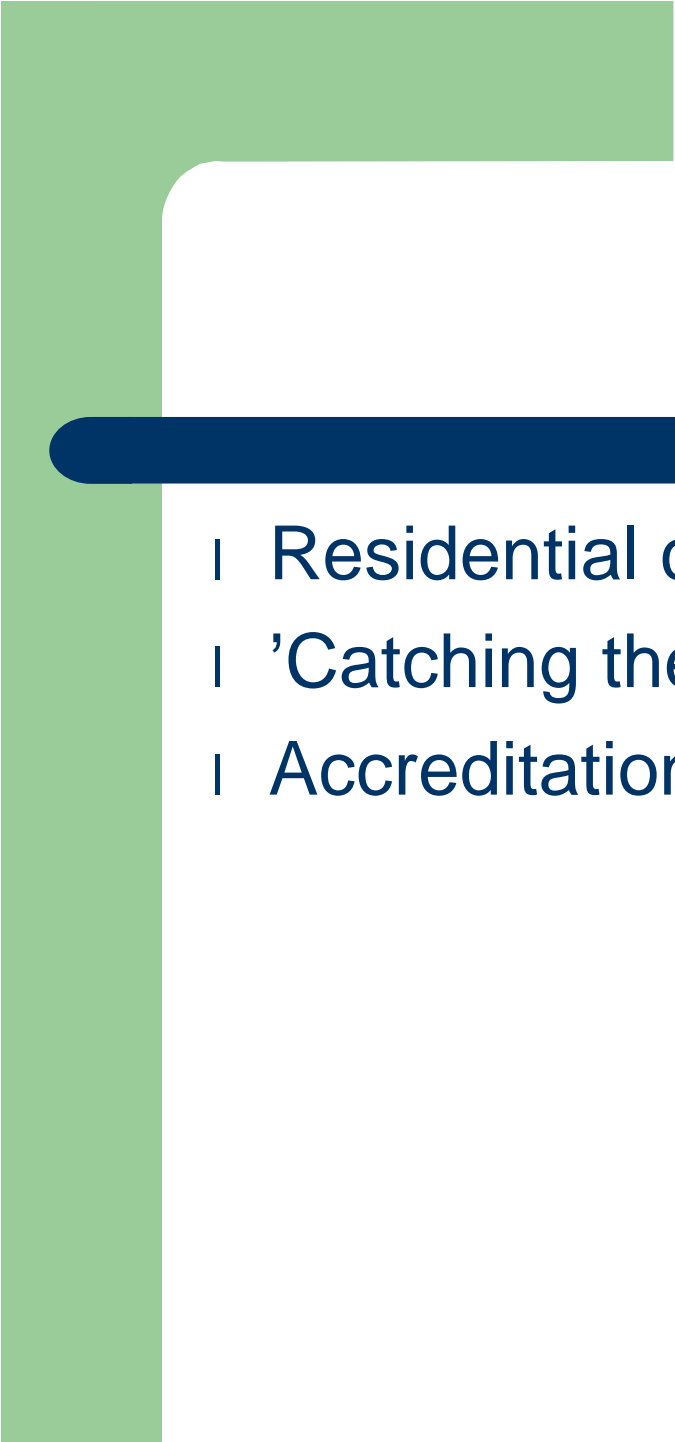



CV

- | Background, soc.pæd., dipl., MA.
- | Professional experience (care, counselling, LOS etc.)
- | Current occupation

Subjects today

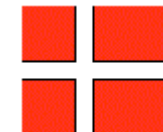
- | General presentation of Denmark
- | Welfare regime typologies
- | The Nordic welfare model at risk?
- | Rising demands for documentation, evidence based models etc.
- | Residential care – the newest field for ‘documentarism’
- | Reform following reforms

- 
- 
- | Residential care
 - | 'Catching the wind'
 - | Accreditation models

Denmark

Population: app. 5,3 mio. Valuta: DKr Areal: 43.090 Km² Capital: København

Population density: 122,9 indb./Km²



Denmark – A general view

- | Member of the EU since 1972
- | A representative monarchy, one of the oldest in the world, with Queen Margrethe on the throne
- | Welfare regime?

A social democratic welfare regime?

- | Wikipedia about Esping Andersens 'The three Worlds of Welfare Capitalism':

“In empirical studies, the three typologies often cannot be distinguished. More in general, it is difficult to characterize a complex mechanism such as a 'welfare state' in one of three categories (as Esping Andersen himself acknowledges). Many welfare states have components of all typologies in the system”

Staunching or chaos?

- | Before 1953 – perhaps the actual founding of the welfare state?
- | Strong S.D. governments
- | The Social Reform Act under Steincke in the 30-ties
- | Development of the Social Rights attitude – away from charity based allowances.

Who did build the Danish version of the welfare state?

- | Denmark and Sweden as “Social Democratic Heavens?”
- | A new constitution in 1953. Since then app. 30 years have been under coalition/S.D. ruled governments – another app. 24 years under the ruling of liberal-centrum-conservative governments

Present situation

- | Since 27.11.2001 a coalition government between V and C, led by Anders Fogh Rasmussen, Danmarks Liberale Parti Venstre.
- | Based - and depending - on Dansk Folkeparti and their leader Pia Kjaersgaard.
- | Re-elected 18.02.2005 and remained in power since 2. re-election 13.11.2007
- | Fogh and NATO???



Political Philosophy and the death of left and right?

- | New labour in UK
- | New liberalism in DK
- | A competition or a happy marriage in DK between blocks?
- | Giving up our national reservations in EU?

The (social democratic) welfare state at risk?

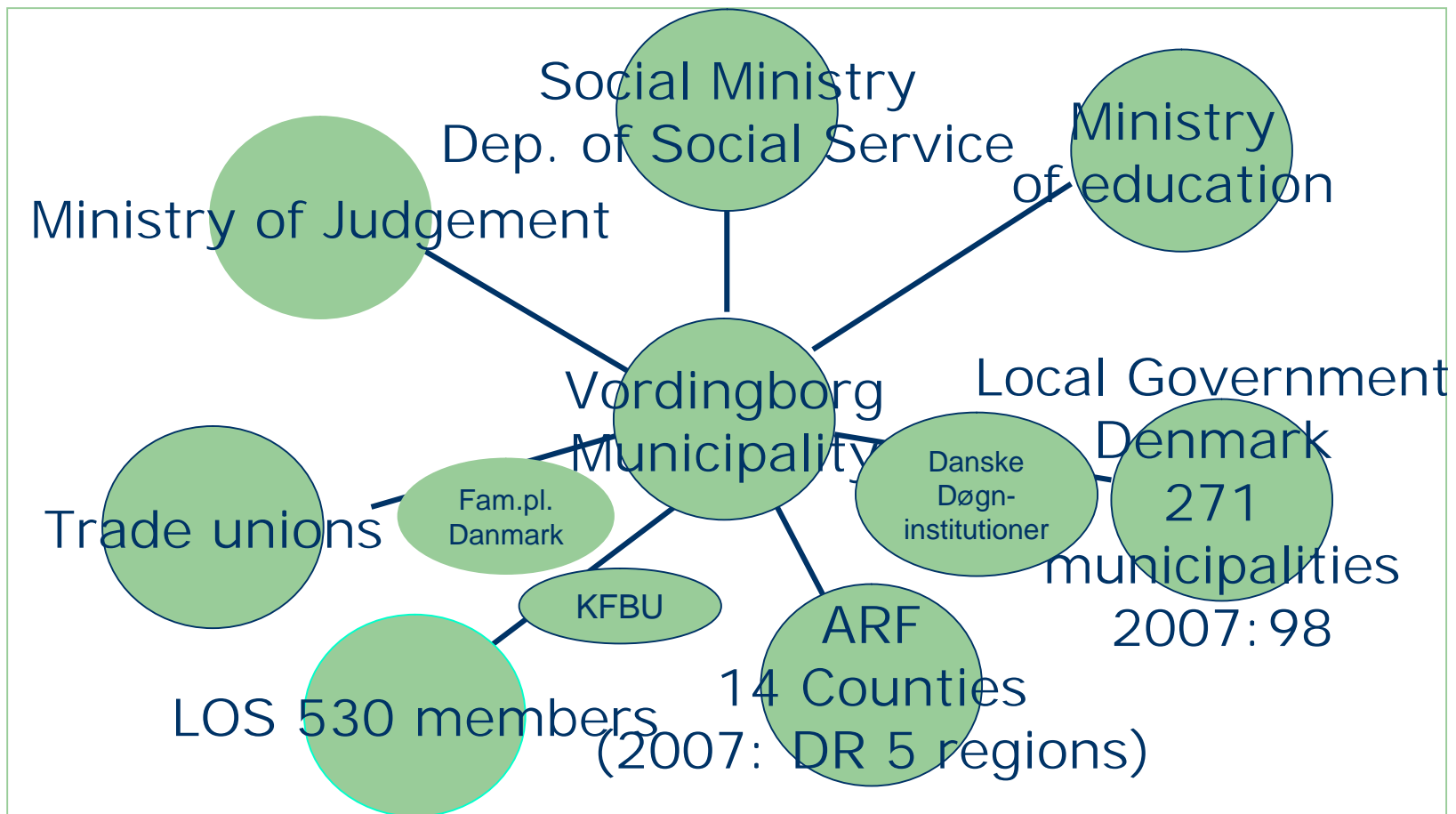
- | Contract politics
- | Focus on workfare instead of welfare
- | New Public management
- | Insurance schemes
- | Integration policy
- | Populism?
- | Reforms

Important research and recent reforms in Denmark

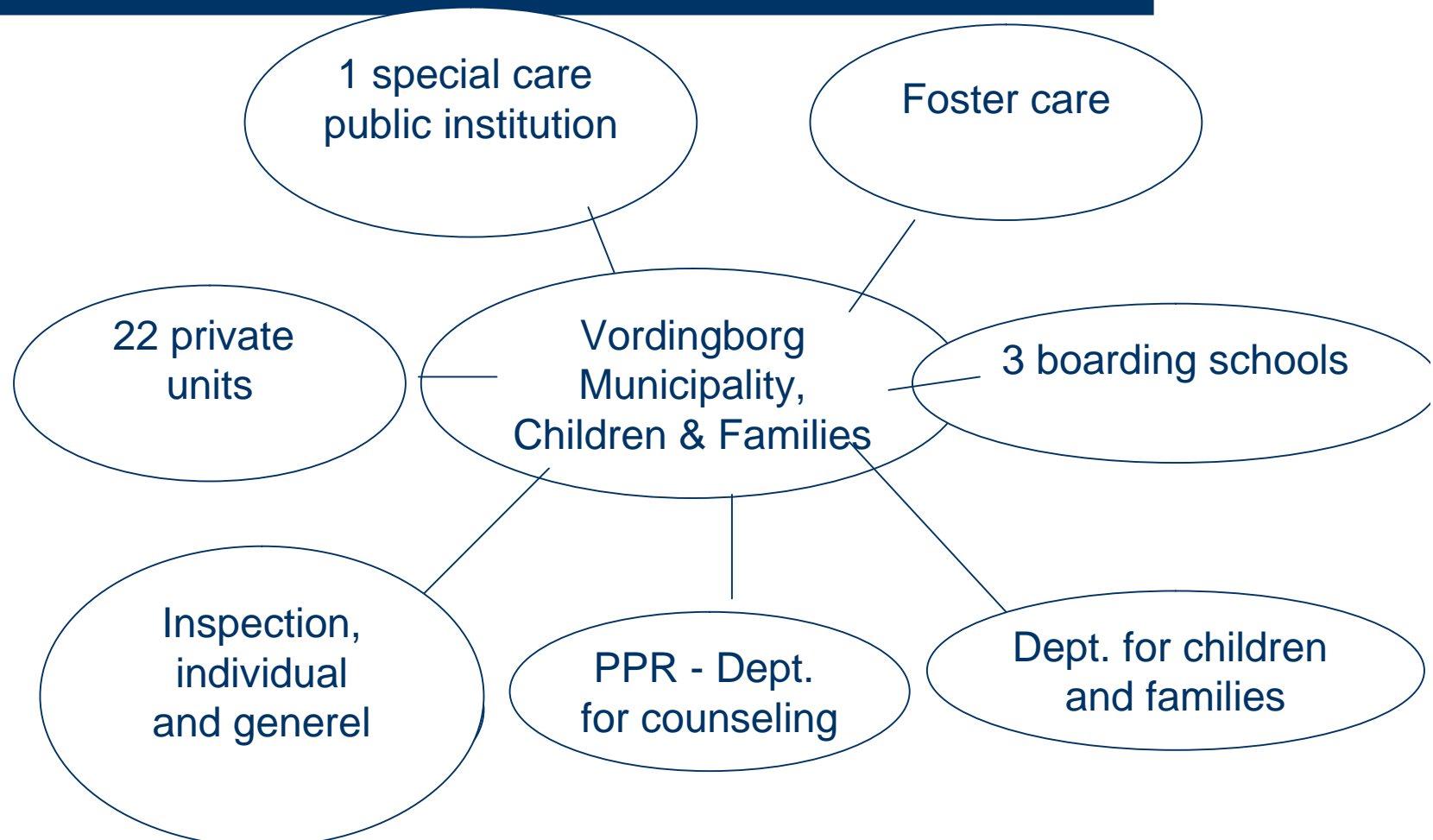
- | National board of social research – SFI.
- | Reform of residential care legislation 2006
- | Structural reform 1.1.2007
- | Tilbudsportalen 1.1.2007
- | VISO
- | Quality reform* 21.8.2007
 - Subject for parliament election 2007
- | The Childs reform 2009

*www.kvalitetsreformen.dk

The World Around Us, a new structure



Special assistance for children and families



Danish Residential Care

- | Public, private and in between
 - Institutions, foster care and all the rest
- | Historical:
 - from church, state, region to local
- | Different believes and New trends:
 - Documentation (do we get anything for our taxes?!)
 - Evidence (we want proof!)
 - Network placements etc. (Families are better after all)

Consolidation Act on Social Services

- | The objects of this Act
- | 1. To offer counseling and support so as to prevent social problems.
- | 2. To offer a number of general services designed to serve as preventive measures at the same time; and
- | 3. To satisfy needs resulting from impaired physical or mental function or special social problems.

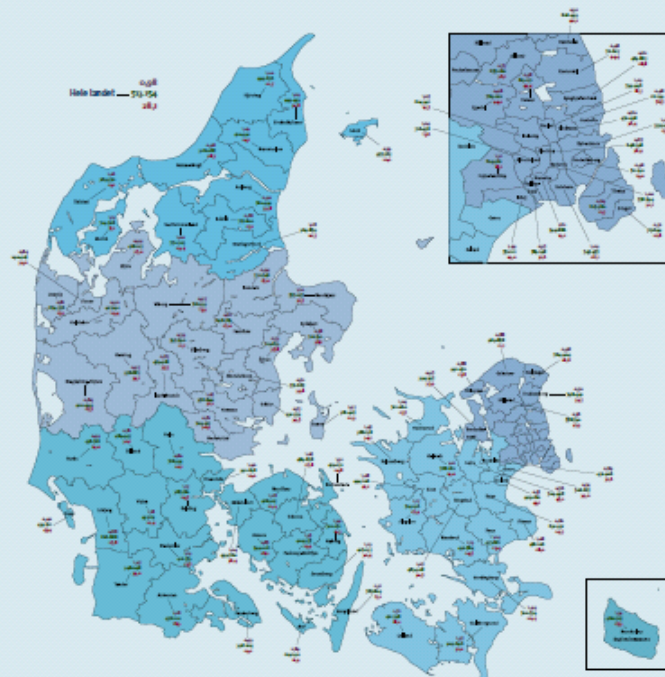
Forcible measures regulated by this legislation.

- | Part V Adults
 - Chapter 14 General measures
 - Chapter 15 Purpose
 - Chapter 16 Personal assistance, care and attendance and "care testaments"
 - Chapter 17 Payment of necessary extra costs
 - Chapter 18 Treatment
 - Chapter 19 Sheltered employment and social and other activities
 - Chapter 20 Accommodation facilities
- | **Part VI Technical aids etc.**
 - Chapter 21 Technical aids, layout and interior design, and transportation
 - Chapter 22 Care of closely connected persons with handicaps or suffering from serious diseases
 - Chapter 23 Care of terminal patients
- | **Part VII Forcible measures and other restrictions of the right of self-determination**
 - Chapter 24 Forcible measures

Some numbers

- | Residential placements going down...
 - Not in numbers but in percentage
 - Big variations from municipality to municipality (app. 0.67 % - 2,44)
 - Teenage placements problematic, 43 % fail.
 - Youth measurements for juvenile delinquents failed.

Børn og unge med særlige behov – 3 nøgletal



- Anbringelsesrekvensen i pct. (antallet af anbragte 0-22 årige set i forhold til antallet af 0-22 årige i kommunen)
 - Gennemsnitlige anbringelsesomkostninger pr. anbragt 0-22 årige i kr. (udgifterne til familiepleje, opholdsteder og døgninstitutioner set i forhold til antallet af anbragte 0-22 årige i kommunen)
 - Andelen af forebyggelsesomkostninger i forhold til de samlede udgifter til børn og unge med særlige behov i pct. (de samlede udgifter er lig familiepleje og opholdsteder, døgninstitutioner, særlige dagtilbud, sikrede institutioner og forebyggelse)
- Note: Anbringelsesbølgen er fra 2009. Døgninstitutionerne er netto driftsudgifter (netto) fra 2009 regnskabsår opgjort i 2009-pr. Statistikkens er indeholdt i opgørelsen

Control, inspection and guidance

- | Private area
- | Public area

Free choice of method

- | Organisation
- | Staff qualifications
- | Target group
- | Participation
- | Economy

Development of Quality Assuring Models

- | Getting the money!
- | Timing!
- | Skills!

Nothing new in power gaining methods- Lobbying and getting results

- | LOS and the accreditation project
- | FICE International in co-op with IFCO and SOS-Kinderdorf
- | EU – and an Austrian connection
- | Rumania – and a wife's friendship!
- | Israel – and friends in Europe, in Fice and in AIEJI

Some actors in the field

- | LOS and the accreditation project
- | Danske Regioner (Danish Regions)
- | Servicestyrelsen (ministerial department in DK)
- | Fice International in co-op with IFCO and SOS-Kinderdorf
- | EQUASS

Microsoft Internet Explorer window showing a PDF document titled "http://www.ensa-network.eu/news/august09/EQUASS%20Short%20Brochure.pdf".

Address Bar: http://www.ensa-network.eu/news/august09/EQUASS%20Short%20Brochure.pdf

Page Content:

EQUASS

A response to a European approach to quality


The modernisation of the Social Services sector in Europe creates a demand for quality assurance and effectiveness in service provision. It calls for international benchmarking, bench learning and continuous improvement.

The introduction of a market approach will lead to more competition between service providers and requires transparency and efficiency. National authorities and funders will include quality criteria in their tender specifications in order to ensure adequate and sustainable services.

The creation of an internal Market will increase cross border service provision. It calls for a quality label at European level to provide guarantees to users and to help them identifying "good" service providers.

The Communication of the European Commission on Social Services of General Interest (2007) calls for a non compulsory European quality framework for social services to set, to monitor and to evaluate quality standards.


The UN Convention on the rights of people with disabilities (2008) emphasises the underpinning human rights approach which requires empowerment as a pre-condition for participation. EQUASS can help public authorities as well as sectoral stakeholders with the practical implementation of the UN Convention.



The High Level Group on Disability (2007) presents quality principles and criteria which are agreed and rectified by all EU Member States and the European Commission. The principles are fully compliant with the EQUASS Principles for Quality.

The Disability Action Plan 2008-2016 of the Council of Europe (2008) identifies quality of services as a vital element of any implementation strategy at national level, and requires continuous improvement. A reference study validated that providers of VET services can meet the core criteria of the Common Quality Assurance Framework (CQAF) for Vocational Education and Training (VET) through EQUASS certification.

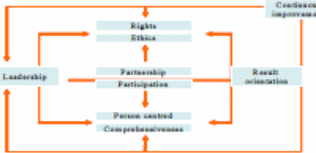
The need for a sector-specific approach



Quality systems should be based on key values characteristic for the Social services sector and take into account the specificities of the disadvantaged target group/cipients. At the same time, the standards should be multi-perspective in order to reflect and combine the viewpoints of the major stakeholder groups in the social sector.

Principles for Quality

A European quality system should be flexible enough so it can overcome legal, socio-economic and cultural differences in the different EU member states. Moreover, such flexibility should ensure that the European concept of quality can be compatible and complementary with existing national quality systems in the sector. These aims can be achieved by using the concept of principles for quality (key values) that are translated into criteria and indicators, rather than to come up with prescriptive standards.



What is EQUASS?

The European Quality in Social Services (EQUASS) is an initiative of the European Platform for Rehabilitation (EPR). EQUASS provides comprehensive services in the area of certification, training and consultancy services in the area of quality in the provision of social services. The certification programmes are complementary to existing quality certification programmes at the national level and are overseen by an Independent International Awarding Committee that includes representatives from key European Stakeholders.

The mission of EQUASS is to enhance the social services sector by engaging service providers in quality and continuous improvement, and by guaranteeing service-users quality of services throughout Europe.

Taskbar: Udført, Start, Indbakke - Micro..., eDoc Portal - Mi..., http://www.e..., Div. fagl. rap. o..., Microsoft Power..., 100%, 03:24

Quality4Children - Q4C Kongress 2005 - Microsoft Internet Explorer

Filer Rediger Vis Foretrukne Funktioner Hjælp

Tilbage Søg Foretrukne

Adresse http://www.quality4children.info/navigation/cms,id,4,nodeid,4,_language,de,_country,at.html

KONTAKT | NEWSLETTER | DOWNLOADS






English Deutsch

- Home
- Leitbild
- Projektüberblick
- Q4C Toolkit
- I: Good Practices
- II: Auswertung
- III: Qualitätsstandards
- IV: Implementierung
- Q4C Kongress 2005
- Über uns
- Sponsoren
- Links
- Newsletter
- Intranet (Passwort!)
- Impressum

Suche →

Auf Augenhöhe mit den Kindern

Bericht vom europäischen Kongress "Quality4Children"

02/06/2005 - Beim ersten europäischen Kongress "Quality4Children" zur Fremdunterbringung von Kindern, der vom 1.-2. Juni in Gmunden, Österreich, stattfand, waren sich alle Teilnehmer(innen) einig: Ohne die Beteiligung der betroffenen Kinder und Jugendlichen würde einem Projekt, das die Sicherung und Entwicklung von verbindlichen Qualitätsstandards zum Ziel hat, die Basis fehlen.

Gardiner und SOS-Kinderdorf-Präsident Helmut Kutin den Kongress eröffnet, stellt gleich zu Beginn der Tagung fest: "Wir wünschen uns, dass 'Quality4Children' für alle Kinder gilt."



Emmanuel Sherwin (IFCO-Vorstandsmitglied)



FICE-Präsident Binnendijk, SOS-Kinderdorf-Präsident Kutin und IFCO-Präsident Gardiner (v.l.n.r.)

Das bekräftigt auch der Sozialpädagoge Heinrich Kupfer und stellt eine provokante Frage: Warum fragen alle nach der Erziehungsqualität in der Fremdunterbringung und nicht in den Familien? In einigen Familien, so Kupfer, wäre es gut, wenn es

Auf dem Kongress in Gmunden, zu dem Teilnehmer(innen) aus 54 Ländern ange-

Start Indbakke - Micro... eDoc Portal - Mi... Quality4Childr... Div. fagl. rap. o... Microsoft Power... 100% 03:27

Microsoft Internet Explorer window showing the website "Dansk kvalitetsmodel på det sociale område". The browser title is "kvalitetsmodellen - Region Midtjylland - Microsoft Internet Explorer". The address bar shows "http://www.socialkvalitetsmodel.dk/". The page content includes a navigation menu, a search bar, and a main section titled "Initiativet" with a list of bullet points.

Browser title: kvalitetsmodellen - Region Midtjylland - Microsoft Internet Explorer

Address: http://www.socialkvalitetsmodel.dk/

Dansk kvalitetsmodel på det sociale område

Navigation: [kvalitetsmodellen](#) [Standarder](#) [Delprojekter](#) [Organisering](#) [Nyt fra regionerne](#) [Kontakt](#)

Her er du: [forside](#) > [kvalitetsmodellen](#)

- kvalitetsmodellen

- Præsentation af kvalitetsmodellen
- Aktivitetsplan
- Høringsproces

Initiativet

Regionerne har taget initiativ til at udvikle en kvalitetsmodel for det sociale område. Det er samtidig besluttet, at kvalitetsmodellen i første omgang skal udvikles og implementeres på de regionale sociale boformer.

Der er hermed taget et fælles initiativ i regionerne med henblik på:

- at sikre borgere og offentligheden en indsigt i boformernes kvalitet.
- at sikre rammer for en fortsat kvalitetsudvikling
- at skabe gode rammer og faglige miljøer for læring og udvikling.
- at sikre rammer og styrkelse af dialogen mellem brugere og pårørende
- at sikre en kvalitetssikring af de sociale ydelser
- at sikre ensartethed i sammenlignelige ydelser
- at sikre øget dokumentation for både processer og resultater

Center for Kvalitetsudvikling i Region Midtjylland er udpeget til at være sekretariat for arbejdet med kvalitetsmodellen.

På denne hjemmeside kan du finde materiale og information om

- Udskriv
- Mine favoritter
- Forstør tekst
- Formindsk tekst
- Læs tekst op
- Hjælp
- English

Taskbar: Udført, Start, Indbakke - Micro..., eDoc Portal - Mic..., kvalitetsmode..., Div. fagl. rap. o..., Microsoft Power..., DA, 100%, 03:56

'Ups! – we forgot something!'

- | COK – Center for Public Competence Development: Project "guide to licensing and inspection with private residential services.

Catching the wind

- | And reading the waves!
 - start of a 3 year national project

The organisation of LOS – in short

- | Founded in 1992
- | App. 570 members, of which app.:
 - | - Units for children and young people – 390
 - | - Units for adults – 130
 - | - Schools – 35

Project background

- | Group of Certification
- | Group of Accreditation
- | Consultations with members of the Social committee of the parliament (Folketinget)
- | Application to the SATS-pulje
- | Appropriation 7,5 mill. kr. 2005 – 2007 (1 mio. Euro – and again 2008-10)

The accreditation project

- | **Steering committee**

- | CAU – The central committee of accreditation
- | (Representatives of the executive committee, members, secretariat)

- | **Covering committee**

- | Baglandet – user group of people who have been into care
- | SIND – user group of psychiatry users
- | FBU – Union of parents to children into care
- | The National Board of Social Services
- | The Ministry of Education
- | LGDK - Local Government Denmark (KL)
- | Danish Regions
- | LOS – executive committee, CAU and the secretariat

Accreditation

| **Model of accreditation**

- | A quality control model, designed to set requirements, improve and develop the quality on the basis of a set of expressed requirements of quality. The requirements of quality is expressed in standards, that sets the guidelines of what an organisation shall document to the outside world to be accredited.

Elements of the accreditation model

| | |
|----------------------------|---|
| Standards of accreditation | Service Involvement and co-operation Organisation Evaluation |
| Self tests | Self test Enhanced documentation-self test |
| Board of accreditation | The assessor organization Supporting activities: courses, support, pre-assessment |
| General information | Website Information |

The assessor system

The assessor team:

- | Clarifies doubts
- | Sends questions and specifies who they want to talk to during the visit.
- | Makes an assessment to the institution
- | Writes a report to the board with a recommendation

The board:

- | Decides on a meeting whether the institution can be accredited

Standard of accreditation

- | A standard of accreditation is the overall description of the level of quality that is required.
- | A standard describes objectives/expectations to the quality of the service or practice and hereby sets the difference between the acceptable and unacceptable.
- | A standard must form the basis for an evaluation of whether the organisation does, what it says it does.

Standards of accreditation

| **Service**

- | 1. Service specifications
- | 2. Development plans
- | 3. Health
- | 4. Handling of medicine
- | 5. Induction and re-absorption
- | 6. Follow up – after care

Standards of accreditation

- | **Involvement and co-operation**
- | 1. Involvement of children/youngsters
- | 2. Parents and network
- | 3. Collaborators
- | 4. Visitation
- | 5. Supervision
- | 6. Local community

Standards of accreditation

- | **Organisation**

- | 1. Values
- | 2. Vision and strategy
- | 3. Management
- | 4. Qualifications
- | 5. Contingency plans

- | **Evaluation**

- | 1. Evaluation

The internal development of the institution

- | Through the process of describing and documenting the work of the institutions, the individual staff member will get a better understanding of the joint efforts of the institution and its effect on the children.
- | In contradiction to what many expects, the institutions doesn't experience accreditation as a heavy burden, but actually as an exciting project of development

The proces at the individuel institution

- | Management must take responsibility for the process, starting with a review of the documentation of the Institution.
- | The staff must be involved in the documentation of the work of the institution, both pedagogical and organisational.
- | Everyone must focus on the purpose: to develop the service to the benefit of the placed children and youngsters

Example of a standard

Main area: Involvement and co-operation

| Standard 1: Involvement of children/youngsters

Introduction

- | This accreditation standard goes about securing the involvement of the child/the youngster in daily life and according to a longer perspective of life, too. The institution must acknowledge the resources, needs, potentials and wishes of each individual child/youngster.
- | The accreditation standard demands from the institution, that each child - to as far as an extend as possible - is involved, according to gain influence on the child's/youngster's own life during the period in extra familiar/residential care.

Example of a standard

Accreditation standard

- | Children and youngsters must be secured possibilities for involvement in decision making, concerning daily life and the longer perspective of life in the institution/care unit, under which:
- | it is clearly pointed out in the plan for development for each child/youngster, as to how the involvement takes place, as well as agreements made between the unit and the child/youngster must be stated in writing.
- | The institution/care unit must evaluate how each individual experiences the involvement.

Example of a standard

Indicators

(Factors indicating, that the institution meets the accreditation standard)

- | Are agreements concerning involvement stated in the individual development plan?
- | Do clients in the institution/ care unit experience, that agreements about involvement are being obliged?

Example of a standard

Legislation/departmental orders and instructions

- | Law of Social Service, § 58 and 58 a.
- | Law of Legal Rights and Administration.
- | Reform of residential child care

Example of a standard

Inspiration/tools/methods

(Help to meet the demands in the accreditation standard)

- | Involvement in daily living can be participation in daily activities, such as planning and preparing meals, how to use own facilities – i.e. own room, common rooms and areas.

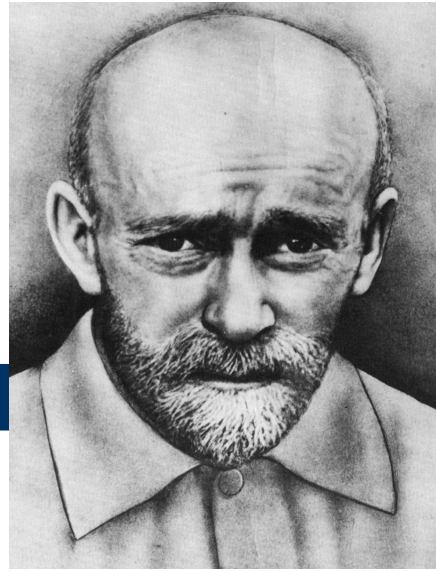
- | - “Inspiration for development plan for care units” shows an example as to how such plan can be designed. The development plan has to describe how the child/youngster is being involved. The example is to be found on the CD-Rom and LOS’ homepage.

Example of a standard

- | For documentation of the evaluation several documents can be used, i.e. minutes from house meetings, conversations etc., as well as revising of the intermediate aims as described in the development plan.

READ MORE

- | "Quality in residential care – the co-operation between municipalities and residential care units". KL and LOS, to be downloaded on www.akkreditering.dk - www.los.dk under 'publikationer'.
- | "Involvement" by Birgit Mortensen, UFC Børn og Unge, 2005



A child knows his environment; its moods,
habits and failings.

He knows it and, one should add, he
exploits it skillfully.

He can intuit kindness, detect deceit, and has a sense of the ridiculous.

He is able to read a face, in the same way
a farmer reads the sky to forecast the weather.

This is because he too has been observing
and investigating us for many years.

Janusz Korczak 1879-1942

Contacts

- | Karen Scott, residential unit consultant
- | ksco@vordingborg.dk + 45 55 36 2038
- | karenscott40@hotmail.com + 45 31389560