



ПЕРМСКИЙ
УНИВЕРСИТЕТ

Классика будущего

The participation of the Perm University Social Work and Conflict Studies Department in the Independent Quality Assessment of Social Services

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Legislative Basis

The Federal law "On the Foundation of Social Services of the Citizens in the Russian Federation" dated 28.12.2013 n 442-FL

The order of the Ministry of Labor and Social Protection of the Russian Federation "On the Approval of General Criteria Indicators for Assessing the Quality of Services by Social Service Organizations" dated 08.12.2014 N^o 995H

An independent assessment of the quality of services rendered by social service organizations is a form of social control. It is conducted in order to provide the recipients of social services with the information about the quality of services rendered by social service organizations, as well as to improve the quality of their work.

An independent evaluation is conducted in respect of any social service organizations that provide government or municipal social services.

It is done maximum once a year, minimum - once in 3 years.

The Federal law "On the Foundations of Social Services of Citizens in the Russian Federation" dated 28.12.2013 n 442-FL

Independent Criteria Assessment

Satisfaction with the
quality of services

Openness and
accessibility of the
information about the
organization of social
services

Comfortable
conditions of social
services provision
and accessibility of
receiving them

Kindness, politeness,
competence of social
service agencies
workers

The waiting time for
the provision of social
services

Indicators - I

I. The indicators characterizing the openness and accessibility of information about the organization of social services

Completeness and timeliness of information about the agency at the information stands on the premises and on the official website

An alternative version of the official website of the agency for the visually impaired

Distant means of the interaction between agencies and recipients of social services (receiving information or getting an appointment by phone, email or using the electronic services on the website)

The performance of applications when using distant communication methods with recipients of social services to obtain the necessary information (by phone, email or using the electronic services on the website)

The possibility of forwarding an application (the complaint), suggestions and feedback about the quality of social services in person, by phone, by e-mail

The availability of information about filing complaints on the quality of social services on the premises' stands, on the agency's website and on the website of the Ministry of Social Development of the Perm region

The proportion of social services' recipients satisfied with the quality, completeness and accessibility of information

Показатели - II

II. Indicators of comfortable conditions of social services provision and accessibility of receiving them

Barrier free access to facilities and services in agencies for the disabled (including disabled children) and other groups with mobility problems

The proportion of services recipients who consider the conditions of services provision to be available, from the total number of respondents

Special rooms for the provision of social services

Staffing agencies with professionals engaged in the provision of social services

The proportion of recipients of social services evaluating the improvement and maintenance of the agency and its premises as good from the total number of respondents

Показатели – III, IV

III. Indicators of waiting time for the provision of social services

The proportion of recipients of social services, who waited for the provision of services to be provided in the social services agency, for more than the period specified in the service appointment for the service, of the total number of respondents

The average waiting time to see the specialist in the social services agency upon personal request of citizens for the information about the work of the agency, the delivery of social services (among the surveyed social services consumers)

IV. Indicators of kindness, politeness, competence of employees of social service agencies

The proportion of recipients of social services (or their relatives) who highly evaluate the kindness, politeness and attentiveness of the agency employees

Доля получателей социальных услуг, которые высоко оценивают компетентность работников организации
The proportion of social services recipients who highly evaluate the competence of the employees of the agency

The proportion of workers (excluding administrative staff) who went through training/retraining within the social work profile (specialization) or any other activity implemented by social services agency over the past 3 years

Показатели - V

V. Indicators of satisfaction with the quality of services

The proportion of recipients of social services, who positively evaluate the change of the quality of life as a result of receiving social services in the agency

The proportion of social services recipients who are satisfied with the conditions of the provision of social services (living quarters, food, furniture, storage of personal belongings, privacy, the order of payment, etc.)

The proportion of social services recipients satisfied with quality of group activities (wellness, leisure)

The number of complaints registered by the agency about the quality of services provided

The proportion of social services recipients who are willing to recommend the agency to relatives and friends in need of social services

2015. Agreement between the Perm Region Ministry of Social Development and Perm University

The staff of the Department of Social Work and Conflict Studies and social work students carried out

- 1) examination of the premises and documents of 48 regional government institutions providing inpatient social services to senior citizens and persons with disabilities in the Perm Region:
homes for the elderly and disabled,
psycho-neurological boarding institutions,
a gerontology center,
a gerontology and psychiatric center
- 2) a survey of clients of these social services
- 3) a **sites analysis**



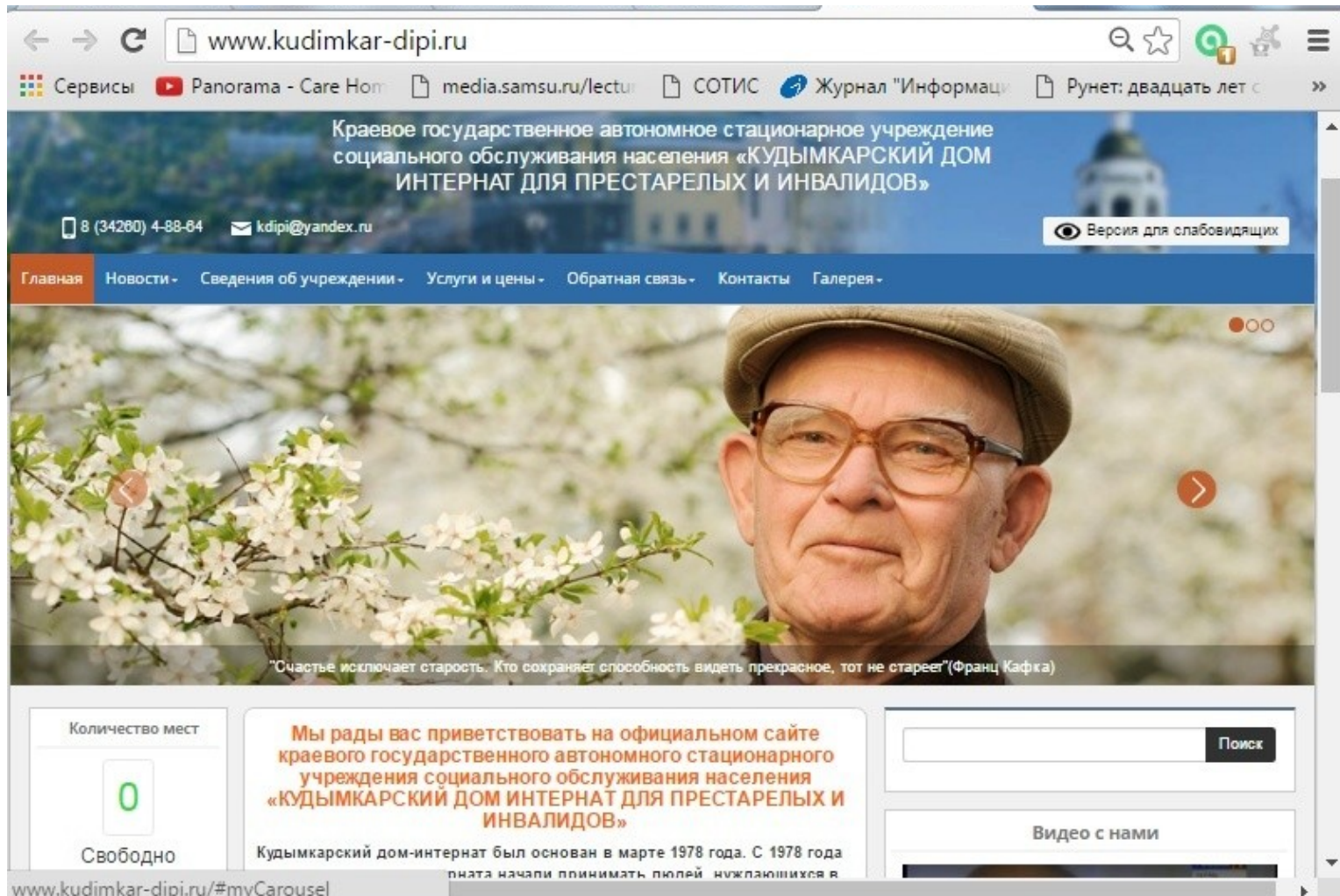
Tatiana Abdullina, Minister of social development of the Perm Region

The Perm Region Ministry of Social Development (Perm)

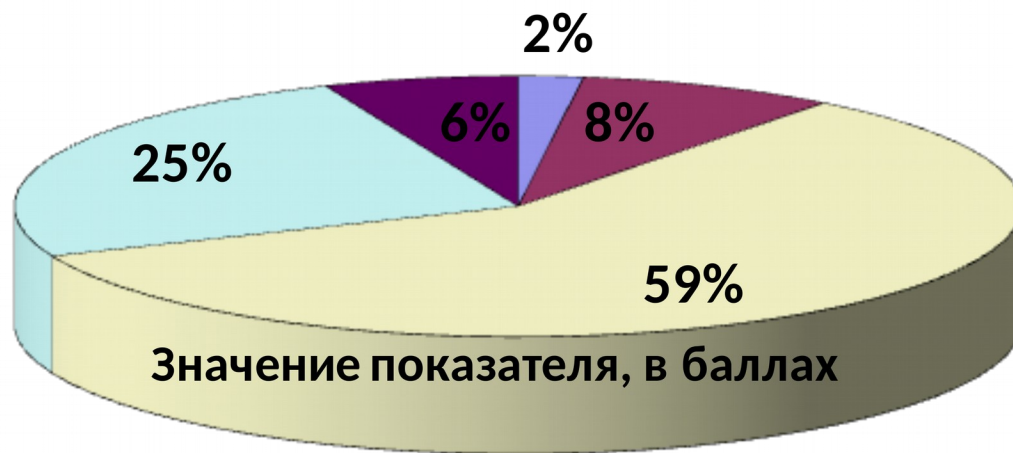


Example of a Social Service Site:

The Kudymkar Nursing Home for Older Persons and Persons with Disabilities



Результаты независимой оценки соответствия информации на сайтах социальных служб в Пермском крае требованиям законодательства (2015 г.)



■ До 10% ■ 10-30% ■ 30-60% ■ 60-90% ■ 90-100%

Students on a field trip aimed at the independent evaluation at the Berezniki facility for the elderly and disabled (Berezniki, Perm Region)



Conclusion

Recomendations



Спасибо за внимание!

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