Guidelines for writing the EQUASS audit report

Overview:

The EQUASS audit report has 4 sections:

1. Information about the Social Service Provider

2. The audit program.

3. Detailed feedback on performance

4. Overview of the audit results

5. Closing remarks

1. Information about the Social Service provider

Name of the social service provider	*<Name of the social service provider should be written without any abbreviations>*
Address:	*<The address of the service provider should be written as: street, number, postcode, name of the city and country>*
Post box:	*<Post box number of the service provider is optional to be filled in>*
Person responsible (CEO):	*<Title, name of the director / CEO of the social service provider>*
Contact person:	*<The person who will be contacted for information>*
Phone:	*<(International access) +(country code)+(area code)+(phone number)> Example: +3227365444*

Fax:	*<(International access) +(country code)+(area code)+(phone number)> Example: +3227365444*
E-mail:	*<Email of the Social Service provider>*
Web site:	*<Website of the social service provider>*
Name of Auditor:	*<Full name(s) of the auditor(s) > (Including those who participated as shadow auditor(s))*
Dates of audit:	*<Day – month – year> (Example: 01 -02 January 2018)*
Clients:	*<Number of person served>* *As of (date): <day – month – year> (Examl e : 01 -02 January 2018)*
Staff:	*<Number of Full time staff>* *<Number of Part time staff>* *<Number of Contracted staff>* *<Number of volunteers (if applicable)>*
Services:	*< List of services – programs that are mentioned under the scope of the application for EQUASS certification>*
Back ground information of the social service provider	*<Brief information/ description about the back ground information of the Social Service Provider>*

2. The audit program

The audit program must be inserted in the format as shown below.
The program should encompass 8 hours per day: Documentation review, meetings, updating personal files and scoring, breaks and travel.

<date>	Day 1
Time	Activity (brief description of planned activity)
09.00	

3: Detailed feedback on performance

The detailed feedback on performance should be filled in for all 50 criteria according the format shown below.

1. The social service provider defines and implements its vision, its mission and corporate values of the organisation 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 2018 assessment grid on stage> <The auditor put a "X" in the column that belongs at the stage where the Social Service Provider (SSP) meets the criteria. Note: Stage 3 can only be given when evidence on performance is based on documented facts / information out of internal audits and/or self-evaluation> *<The results of the social service provider meet this criteria of the EQUASS 2018 assessment grid on stage >* <The auditor put a "X" in the column that belongs at the stage where the Social Service Provider (SSP) meets the criteria. Note: Stage 2 can only be given when the results are based on valid and relevant indicators that show performance on outcomes / achievements (no efforts) >					

Information on performance

<Brief elaborated clarification (in English language), in full sentences, WHY and HOW the service of the social service provider meets the criteria above at the indicated stage(s). In case of the requirement to present approach / implementation and results. The auditor must give information on:
 	
   1. Approach and implementation
 	
   2. Results >

Suggestions for Improvement & developments

<Brief elaborated clarification (in English and national Language), in full sentences, WHY the social service provider should improve its performance on the criteria and/or to reach the next stage of development (see: Assessment grid in the auditors' handbook). The suggestions for improvement may also include, concrete suggestion HOW to meet the criteria on the appropriate level and/or suggestions WHAT the Social Service Provider may take up to meet the criteria in a better way and suggestions that refer to the next stage of development. In case of the requirements to present approach / implementation and results. The auditor must give information on:
 	
   1. Approach and implementation
 	
   2. Results
 	
This box needs always to be addressed if the services of the social service provider do not meet the minimum stage for this criterion (red or yellow light in the scoring Excel file) The information should be provided into two languages: English and national language of the social service provider.

4: Overview of the audit results

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

The scores are based on the assessment (including site visit) of the social service provider in the framework of the EQUASS system.

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

<Note: The scores should be compliant with the score of the auditors' Excel file and expressed with two decimals after the comma. (Example: 4,00)>

5: Closing remarks

In this section, the auditor writes down:

1. *Brief information about the core developments of the SSP in the implementation of EQUASS the EQUASS system*

2. *A summary of his / her observations on the performance of the social service provider against the EQUASS criteria*

3. *His / her personal experiences during the site visit*

4. *The overview of suggestions for improvement and/or development that are mentioned under the specific criteria*

5. *Conclusion*

The closing remarks should be written into two languages: English and national language of the social service provider.

<Place, date> (Location of the social service provider, day-month-year when the report is written)

< Name of the auditor> (full name of the EQUASS auditor)