

LA STRADA INTERNATIONAL STANDARDS

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Approaches in developing standards of social services

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- A 'standard' is defined as a level of quality, to be used as a measure for evaluation, which sets the rules or requirements.
- EU approach and experience
 - ▣ standards of quality of social services
 - ▣ value-driven vs. technology driven
- Standards of social services (delivery)

Standards of quality of social services

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- Value-driven vs. technology driven
- Country/community context changes constantly
- Face/dimension of social problems (e.g. THB) is changing
- Social services delivery depends on public funding, but control over each single service provider is not feasible
- Thus, organisations providing social services have to ensure certain quality level as a framework of its activity

Standards of quality of social services

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- **Critical areas of quality assurance:**
 - ▣ quality of (organisational) structure including staff competences, capacities and performance,
 - ▣ quality of process of delivering social services (methodology and technology),
 - ▣ monitoring and evaluation system

Standards of quality of social services

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- Voluntary European Quality Framework developed by the Social Protection Committee. Guiding principles:
 - ▣ SS shall be available, accessible, affordable, person-centered, comprehensive, continuous, outcome-oriented
 - ▣ Quality principles: respect for client's rights, participation and empowerment; partnership; good governance, good working environment; adequate physical infrastructure.

Standards of social services

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- Describe goals, content and methodology/ technology, expected result of social service delivery
- Standards for hotline operation, shelter operation, social counselling, case-management, etc.
- Especially relevant for unique social services
- Ensure standartization of social services

La Strada International Standards

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- Define the best possible practice in existing realities with existing resources (optimal standards).
- Commonly developed and agreed upon – down-top.
- Do not limit the range of services provided or their quality. It is not an obstacle for providing extra services and approaching the maximum or ideal standard.
- Establish the optimal basis for LSI services and are to be used as an indicator for quality to be guaranteed to our clients and partners.
- Define the optimal boundary, which LSI can not go below.

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- Are based on human rights principles and define these principles and values in practice.
- Are irreplaceable (quality) norms, rules or procedures for La Strada's work, which define the optimal requirements or criteria for services provided/or actions taken.
- Are a guarantee for the professional provision of services by La Strada, and ensure protection of the rights of the clients.
- Ensure La Strada efficiency and quality.
- Ensure what to expect from La Strada services and work.
- Harmonize and unify La Strada's work at the national and international level.
- Is a monitoring and capacity development tool.
- Is an external communication and guiding tool for partners.

La Strada International Standards

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- 81 standards – combination of quality standards and social services standards
- 12 areas:
 - General
 - Lobbying and advocacy
 - Data collection and dissemination
 - Cooperation with media
 - Prevention and education
 - Helpline services
 - Social assistance services
 - Shelter services
 - Safety
 - Staff management and capacity
 - Organisational management
 - Cooperation with external stakeholders

La Strada International Standards

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- La Strada standards compliance mechanism consists of the following elements:
 - ▣ Working group on standards
 - ▣ Self-assessment tool for internal monitoring
 - ▣ Collecting best practices of standards compliance.
 - ▣ Focus-groups aimed at exchange of practical experience in La Strada standards implementation.

Questions for discussions

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- What is the difference between AT NGOs that assist trafficked persons and service providers?
- How/What is the best way to monitor standards?
- Quality standards VS. standards for social services

Recommendations

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- What is to be done on the national level (and tools)?
- What is to be done on the international level (and tools)?
- What could be the joint actions?

Major points

- We need standards for ourselves, not donors
- Anti-trafficking human rights-based NGOs are not just service providers
- Standards are a guiding instrument, they should not limit, but guide us, not overload, but serve
- Monitoring and evaluation, revision of standards is its integral part. Clients participation is essential
- Standards allow to have proven records of our work, gives value to our work
- Different type of standards – quality framework and standards of social services

What can be done on the national level?

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- Standards should be followed, but not remain on paper
- Standards to be used for setting up the professional standards in AT field. Taking stand where we are.
- As guidelines for new comers. Prevent manipulation and accusation, non-grounded demand
- It is OK to compete, but based on evidences
- Self-accountability tools
- Standards as evidence sources - linking direct support level and advocacy level

What can be done on the international level?

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- Learning from each other, sharing very practical experience and tools, dilemmas, failures
- Peer-to-peer capacity building
- Promoting of collective image of AT HR NGOs that use Standards in their work

What can be done as a joint action?

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- ❑ To have Standards issue in next LSI NGO Platform
- ❑ To share La Strada standards with LSI Platform partners
- ❑ Public NGOs statement on commitment to follow Standards as self-regulation, accountability instrument
- ❑ Standards as a part of LSI Platform value statement/paper/chapter
- ❑ LS NGO Platform partners standards – framework
- ❑ Standards are not a tool to exclude, but strengthen
- ❑ *To conduct press-event in the host country of Platform*