



PROVIDING QUALITY OF SERVICES IN NACAB NETWORK

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The basic principles:

**Independency,
Impartiality,
Confidentiality,
Gratuitousness**

An advisory service has also good quality if take count of the citizen and not at the others interests or other organizations;

A good quality advice is that one that offers to citizen control of his problems;

The counseling should help peoples then they need and more than that must support to help themselves.



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An advisory bureau must be one organization that has the capacity to:

- Select the dedicated personnel
- Train the personnel
- Its employees has the correct and clear information
- Assure the information transfer to citizens
- Assure the material infrastructure in order to develop the activities
- Support itself
- Plan its activities
- Make the develop strategies

Mechanisms for quality assurance services

Evaluation of services offered by the Citizens Advisory Bureaus



Assessment tools :

Questionnaire

Assessment Guide



The Citizens Advisory Office evaluation:

- The accessibility to CAB
- To have own space
- If is compartment – the number of rooms
- To have direct access to communications: phone, email
- If exist and respect the interior rules, confidentiality statements
- If exist and respect the standard documents of CAB – counseling guideline, management guideline, etc
- If exist and respect the public working program
- The partners of CAB
- The communication between CAB – NACAB – CAB

Visibility and identity:

- The firm (if exist and is placed)
- Indicators (if exist)
- If the principles are posted
- If the rules are posted in CAB
- If the visibility guidelines are respected
- It CAB heading is used
- If posters exist in the locality or nearby
- Other (if CAB develop other instruments)

Promotion (how it is make?)

- Posters, flayers or/and brochure (number and where/how are distributed)
- Press conferences (if are applied)
- Banner
- Articles in local media
- Press announcements
- Informative events for the citizens
- Informative events for the public servants
- Informative events for the potential partners/donors

The management of the CAB

- If CAB is working at standards
- If the activities and the budget are planned
- How they monitor and evaluate the team regarding the quality of the services?
- Meeting with other institutions, organizations
- Meeting with the team of the project



The services offered by CAB

- What type of services offer and in what form (direct, by phone, emails, letters?)
- The relationship with citizens
- The quality of the services – respect the principles, trained personnel, informational system
- The procedure and the steps of the counseling are known and applied
- The informational system is consult and the furnished information are verified
- The citizens receive all the information and all the alternatives in order to solve their problems



The involvement of CAB in public policies

- Participate to Local Council Meetings
- Analyze the database regarding local legislation
- Inform the local elected peoples regarding citizen's problems
- Set up the documented reports in different interest fields
- Promote the public policies at local and national level

What we do in the future?

- The quality control will be yearly made it through one questionnaire filled by CAB managers
- Organize new training courses
- Exam the solicitants files
- Observe the reactions regarding social politics and the improvement af the citizens situation

Instruments used by NACAB in order to assure the services quality:

- **Standards for information services**
- **Standards for trainee services**
- **Standards for promotion services**
- **Standards for technique assistance services**

The procedures:

- Quality control of the organizational conditions/context
- Quality control of the activities developed by the team
- Quality control of the counseling

Questions:

- ”What would we want, in fact, to do?” – **The objectives**
- “What we did to achieve those goals?” - **The activities**
- “What have I done ?” – **The results**
- “How do we know if the results correspond to the objectives or activities were those who helped us to achieve ?” – **The assessment**



Standards for services provided by CAB

- 1. Information services and advice**
- 2. Services to boost citizens' participation in decision-making process**
- 3. Specialized counseling services (public policy, advocacy, etc.).**



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Thank you!

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