



## Quality and Standards in Human Services

Wednesday 21<sup>st</sup> November 2012, Croke Park

This conference will explore the extensive work conducted by the National Economic and Social Council (NES) on Achieving Quality and Standards in Human Services.

The work is concerned with how regulation and standards can best contribute to high quality, continuously improving human services. The challenge of providing quality services with reduced resources in the current economic climate, has brought an increasing interest in standards, performance and accountability. The overall NES project draws on theory and international evidence, along with an overview of developments in Ireland, to set out the different routes to quality across service sectors. This analysis seeks to explore how individual organisations can be assisted to improve whilst entire sectors are encouraged to deliver a more person and community-centred service.

The conference will highlight the most important findings from the NES work with noted scholars and prominent practitioners elaborating on its implications for future reform of important human services. There will also be a series of workshops in which participants can assess the challenges and possibilities in delivering high quality services in particular areas.

The conference includes speakers of international and national renown on public sector reform, social regulation and quality improvement, along with contributions on a number of human services areas such as education, disability and eldercare.

### The Audience

The conference will comprise individuals with expertise, knowledge or an interest in social regulation, standards setting and quality in Ireland's human services.

### Registration

If you would like to attend please register and confirm your attendance as soon as possible. For logistical and budgetary reasons please complete *all* questions on the attached **Registration Form**. Completed and scanned forms can be sent to [paula.hennelly@nesc.ie](mailto:paula.hennelly@nesc.ie) or faxed to 01-8146301 by Friday 16<sup>th</sup> November. There is no charge for this event.

## The Programme

8.30	Registration
9.15	<b>Welcome</b> from <b>Rory O'Donnell</b> , Director of NESC
9.30	<b>Achieving Quality in Human Services</b> by <b>Helen Johnston &amp; Barry Vaughan</b> , NESC & Department of an Taoiseach
10.00	<b>Regulating Human Services: Control or Learning?</b> by <b>Colin Scott</b> , Professor of EU Regulation and Governance, UCD
10.30	<b>Future Direction: Developing Quality Services through Innovation: A Practitioners Perspective</b> by <b>Mervyn Taylor</b> , Third Age
11.00	Coffee
11.30	<b>Workshops</b> <ol style="list-style-type: none"><li><b>The Irish School System</b> Presentation: <b>Edna Jordan</b>, NESC/Department of an Taoiseach Chair: <b>Moira Leydon</b>, ASTI Respondent: <b>Gary Ó Donnchadha</b>, Department of Education and Skills Inspectorate Open Discussion</li><li><b>Disability Services</b> Presentation: <b>Jeanne Moore</b>, NESC Chair: <b>Eithne Fitzgerald</b>, National Disability Authority Respondent: <b>Tom Hughes</b>, Western Care Open Discussion</li><li><b>Residential &amp; Home Care for Older People</b> Presentation: <b>Anne-Marie McGauran</b>, NESC Chair: <b>Patricia Conboy</b>, Older and Bolder Respondent: <b>Niall Byrne</b>, HIQA Open Discussion</li></ol>
13.00	Lunch
14.00	<i>Afternoon Chaired by Rory O'Donnell, NESC</i> <b>Systems Thinking in the Public Service</b> by <b>John Seddon</b> , of Vanguard Consulting: an international speaker who outlines how to reduce waste, cut inefficiencies, and improve quality in public services
14.45	<b>Panel Discussion : Opportunities for Providing Quality Services in the Future</b> Facilitator: <b>Peter Cassells</b> Panel Members: <b>Robert Watt</b> , Department of Public Expenditure and Reform (TBC) <b>Colin Scott</b> , UCD <b>Niall Byrne</b> , HIQA <b>Anne Looney</b> , NCCA <b>John Dolan</b> , Disability Federation of Ireland <b>Helen Johnston</b> , NESC
16.15	<b>Closing Remarks</b> from <b>Rory O'Donnell</b> , NESC
16.30	Close of Conference