

Abstract

This diploma thesis deals with the analysis and evaluation of existing methods of evaluating the quality of social services in a particular organization. As part of the analysis, a change in the process of improving quality will be proposed, primarily by proposing innovative methods of involving clients of sheltered housing in the evaluation of the service.

The aim of this work is to propose methods of effective involvement of clients of sheltered housing in the evaluation of the quality of social services. These innovative methods with elements of social service user participation can serve as specific recommendations for creating a methodology for user participation in the process of evaluating and improving services.

As part of the provision of social services, it is necessary to look for ways to work with the specific abilities and needs of clients and find innovative ways to involve service clients in the entire process of evaluation and measurement of quality. The basis of the innovative method is the empowerment, cooperation, and integration of clients into the entire process, which can then positively affect the direction of social services.

Keywords:

evaluation of the quality of social services, participation, empowerment, sheltered housing