

PEER REVIEW PROCESS



SERN

WHAT IS PEER REVIEWING

“A form of external evaluation of services aimed at increasing quality assurance and quality development efforts through feedback from peers”



An external group of experts, called Peers, is invited to assess the quality of one or more fields of activity of the institution, such as the quality of service provision or departments.

BENEFITS OF PEER REVIEWING

- Obtaining critical yet sympathetic feedback on the quality of their service provision from colleagues in the field,
- Becoming acquainted with an external perspective,
- Ascertaining the quality of the service,
- Presenting strengths and showcasing good practice,
- Receiving advice and discovering the good practice of peers,
- Detecting blind spots and weaknesses,
- Engaging in mutual learning with peers,
- Obtaining an external evaluation report on the quality of their service at a comparably economic cost

PEER REVIEW PROCEDURE

Last February the SERN Executive Board identified the policy area/services to be peer reviewed:

1. Pre-school/ECEC services
2. Elderly care
3. Rural development

Following the decision, a call for expression of interest has been circulated among the members.

PEER REVIEW PROCEDURE

STEP I - PREPARATION

The Peer Review starts with a preparatory phase.

A Self-Report is written by the organization which is peer reviewed

PRACTICAL ORGANISATION

Peers are identified and informed about the procedure.

A timetable for the review is drawn up.

Arrangements are made for the Peer Visit.



PEER REVIEW PROCEDURE

STEP 2 – IMPLEMENTATION

Peers come to visit the hosting municipality and carry out an evaluation.

This evaluation includes a tour of the premises and interviews with different groups of stakeholders.

The Peers give a feedback at the end of the Peer Visit.



PEER REVIEW PROCEDURE

STEP 3 – FOLLOW-UP

Peers write a report which is delivered to the organisation which has been reviewed.

Results and recommendations from the Peer Review are transferred into concrete actions through an internal meeting in the organisation to discuss how to implement the changes from the initial situation.



**THE PEER
REVIEW
WORK PLAN
2018-2019**

September- October 2018	A self-evaluation Report is written by the organizations which are peer reviewed. Peers must be identified and get informed about the peer review procedure. Practical organisation of the Peer Review visit
October- December 2018	The Peer Review procedure is implemented: peers come to visit the hosting municipality and carry out an evaluation. This evaluation includes a tour of the premises and interviews with different groups of stakeholders. The Peers give initial oral feedback at the end of the Peer Visit.
November 2018	The ongoing activities of the peer review are presented to the SERN executive board

THE PEER
REVIEW WORK
PLAN 2018-2019

January- March 2019	After the Peer Visit, a draft report is drawn up by the Peers. This report is commented on by the organization which Peer reviewed, and the final Peer Review Report is issued.
April 2019	Results and recommendations from the Peer Review are transferred into concrete actions through an internal meeting in the organisation to discuss how to implement the improvements
May 2019	Results are presented at the SERN GA 2019

PEER REVIEW PROCEDURE

STEP 4 – DISSEMINATION

Results are presented to the executive board and at the SERN GA 2019.



FINANCIAL ASPECTS (PILOT)

Given that the peer review activities are based on reciprocity, the main cost will be related to the **working hours** that the civil servants involved will put in the various phases of the implementation.

Reviewed organisation

- Meals are covered by the hosting organisation

Organisations sending peers

- Travel expenses to the reviewed organisation

SERN Secretariat

- Accommodation costs for peers (in the pilot phase)

ROLE OF THE SECRETARIAT

The Secretariat will provide:

- Overall coordination of the peer-reviewed activities
- materials for the review and instructions for their use

At the end of the first year of activity the Secretariat will deliver a report to the Executive Board assessing the implementation of the peer-review activities

PEER REVIEW TOOLBOX

1. Guidelines for peers
2. Self-report (reviewed organisation)
3. Template for minutes and interviews
4. Final report (peers)
5. Improvement strategy



PEER REVIEW TOOLBOX

I. Guidelines for peers

- a) General Rules
- b) Communication and interview rules
- c) Suggestions on how to give sympathetic feedback



PEER REVIEW TOOLBOX

2. Self-report (reviewed organisation)

- a) Description of the organisation
- b) Self-assessment of quality management procedures
- c) Self-evaluation
- d) Assessment of quality areas and criteria



PEER REVIEW TOOLBOX

4. Final report (peers)

- a) Assessment of quality areas and criteria Strengths and areas of improvement by criterion with reference to the indicators (descriptors connected to the criterion) and sources

Quality area: Management and administration

Criterion	Indicator	Sources
<i>Decision-making processes</i>	<i>Transparency: Decisions and decision-making processes are transparent to the whole staff and will be assigned – if possible – to the affected members.</i>	<i>Observation Interviews internal regulation</i>

PEER REVIEW TOOLBOX

4. Improvement strategy

- a) A document summarising the actions to be implemented by the reviewed organisation for improving the initial situation according to the feedback provided by peers.

