# PEER REVIEW PROCESS



### 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

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

- I. 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.

### STEP I - PREPARATION

The Peer Review starts with a preparatory phase.

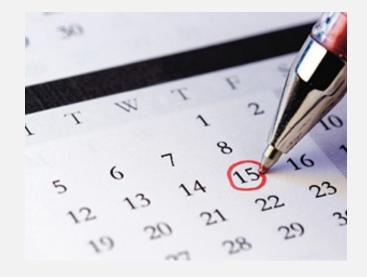
A Self-Report is written by the organization which is peer reviewed

### 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.



#### 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 gives a feedback at the end of the Peer Visit.



### 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.	
	Results and recommendations	
	from the Peer Review are	
April	transferred into concrete actions	
2019	though an internal meeting in	
	the organisation to discuss how	
	to implement the improvements	
May	Results are presented at the	
2019	SERN GA 2019	

#### 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**

• Accomodation 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

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



- I. Guidelines for peers
  - a) General Rules
  - b) Communication and interview rules
  - c) Suggestions on how to give sympathetic feedback



- 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



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

### 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.

