

In the Czech Republic has been proceeding extensive transformations social-service work for more than 17 years. The important changes are the Act of of social-service work and putting the quality standards of socialservice work into practice. Master`s work deals with personal standards of quality at Zvoneček facility – social services provider based in Český Brod. The theoretical part is considering social-service work, system and functions of social security, welfare work, social services, quality standards of socialservice work and the Act of social-service work. This part is comprised by the methodology chapter relating to quality and quantity research practices used in work.

The practical part describes Zvoneček facility whose management together with the associates emulate the trend of social-practice work and aim to adopt provided services to quality standards of social-service work.

The research purpose was to demonstrate whether personal standards of quality of social-service work put into practice in Zvoneček facility Český Brod are practically observed and whether they were not put just as a matter of form. The result from stated attainment is that the Zvoneček facility can serve to show the way to similar profiling institutions in a region.