

***Building capacity for excellence
in service provision for people
with disabilities***

EPR CATALOGUE OF ACTIVITIES AND SERVICES 2017

This catalogue outlines the main events and other initiatives organised by EPR for members and other stakeholders, in the coming year, as well as services that members of the network can benefit from. There is a brief description of each activity – the topic, target audience, potential impact of participating in the activity.

The dates will be available in the calendar of activities and further information about the individual activities and invitations will be circulated amongst members as soon as they are available. These will include a description of the learning objectives and draft agenda. Full members can participate in all activities and associate members can participate in a fixed number of activities, as outlined below.

In order for these activities to be successful we would ask for participants to register for events as soon as they can and to commit to attending, in order to ensure that the event has enough participation to be successful. We encourage participants to engage with their managers about the activity, and if further information is needed, the secretariat is happy to provide it. We also encourage participants to share the learning or results of the activity with colleagues.

EPR activities go beyond traditional mutual learning exchanges. EPR members co-create and pilot innovative products, tools and methods and to better meet the needs of clients, employers and funders. Professionals from EPR members gather to benchmark and analyse effectiveness in service provision over time; improving quality of services and quality of life for clients, as well as positively impacting their daily work experience. Organisations are better equipped to be competitive in a changing market environment.

EPR offers numerous opportunities to network with leading service providers from across Europe. EPR members are committed to high quality service delivery in the fields of vocational education and training, employment reintegration, medical rehabilitation and social care. In addition to the experienced secretariat, EPR initiatives are supported and facilitated by renowned experts in these fields.

Through its public affairs activities, EPR enables service providers to contribute to the social and disability debate and to the strengthening of the social service sector. In addition, EPR facilitates access to EU funding through project development support, partner matching and training sessions.

DESCRIPTION OF EVENTS AND ACTIVITIES

EMPLOYMENT

▪ **Building partnership strategies with employers**

Developing meaningful and productive partnerships with employers can be seen as a positive and effective pathway to (re)integrate people with disabilities into the open labour market. Based on the outcomes of the workshop in 2016, two webinars will be held; one with international employers to better understand their challenges and expectations, and another with an international expert on business-disability relations.

A guide will also be developed based on the expertise of members and drawing from discussions and meetings on the topic.

▪ **Working group on adapting services to people with a migration background**

Drawing inspiration from the 2016 paper, interested members will be invited to form a working group to develop a work programme identifying the adaptations and additional services that could be necessary to support migrants in labour market integration, and to eventually test the adaptations.

▪ **Inclusive employment – follow up from web meeting on sheltered employment**

One webinar will be organised where a member will present a programme transitioning people previously working in sheltered workshops into the mainstream labour market. Another webinar will hear from an expert in the specific method of customised employment, and within that so-called “job carving”.

▪ **National awareness raising event on employment**

This one-day public event aims to present and discuss EU policies related to employment of people with disabilities and will focus on adjustment in the workplace to ensure an inclusive environment to all employees. It will address Slovenian stakeholders primarily, but also interested EPR members; raising awareness of barriers to the employment of people with disabilities, the value of employment and solutions to facilitate employment. The event aims to strengthen the relationship and profile of members in the national landscape, promote EPR and present good practice from the membership.

EDUCATION AND TRAINING

▪ **Service Impacts on Quality of Life (SIQOL) benchmarking group**

➔ **Introduction session**

The EPR Service Impact on Quality of Life Benchmarking Groups (SIQOL) (hereafter the SIQOL Group) is a collaboration between EPR and rehabilitation professionals, managers of rehabilitation and quality experts from different service provider organisations. The SIQOL Groups engage in an ongoing project to benchmark vocational and/or independent living programmes in terms of the extent to which they are perceived by service users to impact on quality of life outcomes.

Based on the work of the OMVR groups and improvements of the previous years, it will be possible to use the new tools beyond the vocational rehabilitation sector starting from next year.

During this online session, the SIQOL tools and new benchmarking groups will be presented to EPR members and members of the OMVR groups.

➡ **Europe-wide benchmarking group**

Centres already participating in the European OMVR group will continue gathering data and participate in benchmarking activities using the QOLIS tools. *An online meeting will be held. (New organisations will be able to join the new benchmarking groups in 2018)*

➡ **French benchmarking group**

The FAGERH will continue in a national exercise of applying the QOLIS tools with the view to create a national benchmark and show the added-value of FAGERH members in the French rehabilitation landscape.

▪ **Mutual learning on promoting collaboration between specialised and mainstream VET/education providers to employment**

EPR members interested in collaboration between specialised and mainstream VET providers, will first meet online to share experiences and identify key issues to be further investigated during a benchmarking meeting. Exchanging practices and ideas will promote a better understanding on how to create collaboration between specialised and mainstream VET/Education providers for greater employability.

➤ **ICF**

EPR will collect information on the use of ICF and its codes from members. After this mapping exercise, all interested EPR members will be invited to exchange ideas and good practices through one online webinar. The main goal of the ICF mapping exercise is to promote exchange and to build upon current practices to identify future developments based on members' experience.

SOCIAL CARE & HOUSING

▪ **Study Visit**

A site-study visit focusing on Assistive Technology for independent living will be organised in Denmark to include expert interventions and sharing of latest developments in the field, as well as mapping member interests for future work. During the study visit participants will have the opportunity to visit the Louise Marie Home (geriatric care) and investigate the touch screen system developed in cooperation with a private company.

▪ **National awareness raising event on mental health services**

This public event will allow Intrac (Spain) and their partners and stakeholders to discuss EU and local policies and initiatives related to services to people with mental health problems, with a focus on service provision in rural areas. It is also an opportunity for networking and raising both Intrac's and EPR's profile in Spain.

MEDICAL REHABILITATION

▪ **Online survey**

EPR will collect relevant info from the members on care pathways for the rehabilitation of stroke patients. The outcomes of the survey will be analysed and used as a starting point to shape the workshop of the Working Group on Medical Rehabilitation – scheduled on Wednesday, 7th June 2017 in Mulhouse (France). Participation in the online survey is open to all EPR members.

- **Workshop and Study visit**

Based on the information collected through the online survey, participants will exchange ideas on possible future activities and collaboration to further investigate the topic of care pathways for the rehabilitation of stroke patients. Participants will also identify additional common interests for the future work of the Working Group on Medical Rehabilitation.

After the workshop participants will have the opportunity to tour the facilities of the Centre de Réadaptation in Mulhouse.

- **Development of project proposal on rehabilitation of older people with cognitive impairments; focus on fall prevention.**

EPR will organise an online meeting among interested members to present practices and exchange ideas on rehabilitation of older people with cognitive impairments. The main goal of the webinar is to identify concrete topics and start drafting a project proposal.

QUALITY

- **National awareness raising seminar and workshop on quality**

This public event will inform local stakeholders about the relevant European frameworks of quality for Social Service Providers, the key quality principles in the social sector, and the challenges and benefits of implementing a quality system in social services provision for persons from vulnerable groups. The afternoon workshop will show how a quality dimension or principle can be concretely implemented in the service provision, in order to make international human rights principles found in the CRPD or the CRC a reality for the service users. This event is also open to EPR members, good practice from the EPR network will be showcased and the event will raise awareness of EQUASS, the EPR network and its work to new organisations.

- **Benchmarking activity on quality**

This activity is a continuation of the 2016 activities around Benchmarking and Benchlearning on Quality Culture. The members that attended the October 2016 workshop in Paris will receive ad hoc support (online) and guidance on the work priority that they identified as a point for improvement, when they had received the report on their Quality Culture survey results.

- **Training for Social Service providers (SSP) on EQUASS 2018**

This event is recommended for both SSPs new to EQUASS who wish to understand its added value, and those preparing for the transition to the new system. It will allow service providers to better understand the EQUASS 2018 system and its requirements for EQUASS Assurance and Excellence, how to present results in the EQUASS 2018 system. This event is delivered in English, and is open to all social service providers, for a small attendance fee.

- **Compendium of good practices on the implementation of quality principles and recommendations;**

Social Service providers, EPR members and external organisations, will be encouraged to submit good practice on the quality principles Rights and Ethics as found in EQUASS to be featured and analysed in the compendium. An external panel will carry out the analysis and develop key findings including practice-oriented recommendations. The final report aims at providing European and national stakeholders with a compendium of good practices in a comparable format. EPR will use these examples to provide political recommendations based on service provider's experiences. The report and some of the good practices will be presented at the annual Public Affairs event with key EU stakeholders.

Members and others will be contacted with a call to submit good practices in the second quarter of 2017.

- **Development of a good practice assessment tool**

The panel will evaluate the practices using an analytical tool to be developed by the secretariat. The tool will take into account compliance with the CRPD principles, impact, novelty, transferability to other sectors or services and evidence base. It will be designed in a way that it can be used to assess good practices in general.

- **Public Affairs event**

This annual event launches the compendium, showcases good practice and presents policy proposals based on members' experiences to key actors in Brussels. Members introduce their services, challenges and recommendations. EU decision makers and EPR partners are invited to respond to the individual practices and policy proposals and to exchange with the audience. It aims to strengthen EPR's public affairs work, raise awareness of the positive impact of quality in social services, and encourage learning from good practice.

This event will take place in Brussels, linked to Centre Coordinators, General Assembly and Board of Directors meetings.

Products and Innovation

See also study visit on independent living

- **Webinar on ICT and independent living**

An online meeting will be held examining ICT tools to support independent living and social skills, including serious games, with examples from within and outside the EPR network.

- **Innovation Prize**

The EPR innovation prize call is launched in order to collect and promote good practices, products and methods. All good practices, methods, products submitted at any time between the last awarding innovation prize ceremony (September 2016) and the 3rd April 2017 will be eligible for winning the prize. The practices collected will be included in the EPR products catalogue and published on EPR website (with authorisation). The winner, as judged by the centre coordinators, is awarded the Prize during the Annual Conference (8 June 2017, Mulhouse, France).

EMPOWERMENT/CO-PRODUCTION

- **E-learning module**

In 2016, a new e-learning module including interactive/visual elements and additional resources will be created on the theme co-production, following on from the study, public affairs event and briefing paper in 2016. Content will be developed with input from service user organisations and is aimed both at the general public and service providers.

- **Workshop on co-production**

During the Annual Conference, Governance Intl will lead a participatory workshop on the *co-production Star model*. This model explores how co-production can be embedded into services and what steps can be taken for rolling out co-production across an organisation and the service delivery chain. This involves mapping existing co-production initiatives, focussing on those with the highest impact, peopling the strategy with co-producers inside and outside the organisation, marketing it to the sceptics and growing it within and beyond your organisation.

- **Benchmarking workshop on person-centred planning**

The activity will support participants to benchmark and learn from each other's personal planning processes with the aim of improving the effectiveness of the processes and the engagement of clients. It will also be suitable for organisations operating in the medical field.

PROFESSIONAL DEVELOPMENT

▪ **Training seminar on EU Funding Opportunities**

The one-day training seminar will improve participants' practical skills in European project development and management. The training will feature specific steps and criteria to be followed in order to succeed in applying for EU funding programmes (EaSI/PROGRESS programme and the ERASMUS+ strategic partnerships, Horizon 2020, as well as the strand "Promote rights of persons with disabilities" of the Rights, Equality and Citizenship Programme).

▪ **Training sessions on EU policy**

These training sessions are designed to inform EPR members about relevant EU policy initiatives and legislation, how they might impact their daily work and how they could influence the processes. Two short sessions will take place in the coordinators' meetings in Brussels and an online training session will be organised.

ORGANISATIONAL DEVELOPMENT

▪ **Workshop for Directors**

The Workshop for Directors is an annual event that brings in an outside expert to provide an interactive training session for directors and key staff. The topic relates to management, leadership or organisational development and participants have the opportunity to apply theories to their own contexts, making a concrete impact on their organisation.

A General Assembly will also take place on these days with discussion on EPR's strategy beyond 2017.

CROSS-CUTTING ACTIVITIES

➤ **Annual Conference**

The Annual Conference is the central event for the EPR network, bringing together all EPR members as well as key sectoral stakeholders and expert speakers to discuss and debate new policies, strategies and practices. This year, the Annual Conference will focus on the so-called 21st century skills and what challenges and opportunities this presents for service providers to people with disabilities. Alongside interactive plenary sessions and high-level speakers, training workshops enable participants to examine and apply management theories, service models or engage with new products. Good practice and innovation from among the members is also showcased.

➤ **Centre Coordinators meetings**

These meetings are the occasion for the main contact people from the EPR members to gather to discuss developments and activities in the network, examine key EU initiatives, exchange project ideas, share good practice and network.

➤ **General Assemblies**

The General Assembly consists of the Chief Executives/Directors of full members and is the decision-making body of EPR. Its main task is to set the strategic, financial and organisational framework of EPR, to discuss and approve EPR policies and activities, as well as to present and discuss issues of interest to Directors. Associate members can participate as observers. In 2017 the agendas will include discussion of EPR's strategy post-2017.