

Thriving in fast changing societies:

creating future services, supporting inclusion

20 – 21 SEPTEMBER 2018

DOMSTAD, KONINGSBERGERSTRAAT 9, 3531 AJ UTRECHT - THE NETHERLANDS

DRAFT Programme

The ongoing process to ensure “future-ready” services calls for service providers to work together with those who are using the service and also to create broader partnerships with the community and other relevant stakeholders. Radical transformations are re-shaping societies at an unprecedented pace and this year’s edition of the EPR Annual Conference, which also marks the 25th anniversary of the network, will gather a variety of stakeholders to imagine and create tomorrow’s services together. By connecting people, ideas and expertise, the EPR conference supports continuous development and innovation in services for people with disabilities.

The different sessions of the 2018 EPR Annual Conference will provide a unique opportunity to reflect on and be inspired by the future to create innovative services. Contributions from the expert on innovation, experts from experience, an open debate with other European networks on policy and a panel on employment will inspire participants, who will engage in reflection groups. This conference will actively promote discussion, mutual learning and networking among EPR members and beyond.

The parallel training sessions will provide opportunities to share expertise and learn about cross-cutting and innovative approaches and methodologies, equipping participants to develop and improve their services. During the parallel mutual learning sessions cutting-edge practices will be showcased and discussed. The conference is preceded by a welcome reception and EPR’s 25th anniversary and past achievements will be celebrated at the Gala dinner.

Wednesday 19th September 2018

Meetings for EPR members only

- 14:00 – 15:20 **Board of Directors** (open to Board members and Directors of full members)
- 15:30 – 17:00 **General Assembly** (including strategic discussions; open to all members)
- 14:00 – 17:00 **Service Impacts on Quality of Life (SIQOL) meeting**
- 13:30 – 17:00 **Workshop: creating winning EU grant applications** (more information [here](#))
- 11:00 – 17:00 **Erasmus+ KA3 project pre-conference workshop** (TBC)

Pre-conference event

- 17:00 - 18:30 Opening reception

Conference programme Thursday 20th September 2018

08:15 – 09:00	Registration <i>Reception desk at the entrance of the Domstad</i>
Morning session	
09:00 – 9:20	Opening & words of welcome Interactive Ice-breaker
09:20 – 9:50	Keynote speech: Entrepreneurship in vocational rehabilitation <i>Zsolt Bugarszki, Social worker and expert of social policy, Tallinn University, Estonia</i>
09:50 – 10:30	Experts from experience: what future do we want?
10:30 – 11:00	<i>Networking coffee break + inspiring practice poster exhibition</i>
11:00 – 12:00	How can services meet needs in fast-changing societies? Group discussions + pitching ideas in plenary
12:00 – 12:50	What's the right policy mix for the future? Developing a recipe for quality services and quality of life. Interactive discussion with EPR partners. Gunta Anca (EESC), Alfonso Lara Montero (Chief Executive ESN), Catherine Naughton (Director EDF), Ana Peláez (Executive Councillor for International Relations and External Development ONCE) TBC.
12:50 – 13:00	Closing morning session Lessons learnt and ideas for the future <i>Zsolt Bugarszki</i>
13:00 – 14:00	<i>Networking lunch</i>

Afternoon session

14:00 – 17:30

Training workshops (see pages 10-12 for further information)

- WS1 Beyond business: employment of people with disabilities in the social sector**
 Talentoscoop project partners (Belgium, Spain, Portugal, Hungary)
- WS2 Motivational Interviewing: promoting positive change among colleagues and clients.**
 Paul Delaney (IRL)
Director and Principal of COAIM - Change Outcome and Impact Measuring.
- WS3 Restorative approaches to manage challenging behaviours in educational settings**
 Belinda Hopkins (UK)
Director of Transforming Conflict, the National Centre for Restorative Approaches in Youth and Community Settings
- WS4 Person-centred support skills for community inclusion**
 Sarah Bickerton (UK)
Trainer on person centred thinking, planning and practice
- WS5 Working successfully in networks for integrated care**
 Dr Roger Greene (UK)
Director of Tricordant, an organisational consultancy
- WS6 Next steps: implementing the Manifesto (KA3 project meeting TBC)**

Evening programme



18:30 – 23.30 Reception and 25th Anniversary Gala Dinner Ottone, Kromme Nieuwegracht 62, 3512 HL Utrecht

This evening will provide the occasion to highlight and celebrate the achievements of EPR over the last 25 years, share good memories and inspire the future, with participation from EPR alumni and friends. It will also feature the showcasing of the 2018 EPR Innovation Prize recipients.

The evening will start with a drinks reception and then a three-course meal will be served in the beautiful surroundings of this former 19th century church. A live band will accompany the celebration.

Conference programme

Friday 21st September 2018

09:00 – 10:30	Interactive Roundtable on Employment of people with disabilities Luc Henau, <i>President of the European Union of Supported Employment (EUSE), Belgium</i> Kathleen West-Evans, <i>Director of Business Relations, Council of State Administrators of Vocational Rehabilitation (CSAVR), United States</i> Brendon Roach, <i>Senior Disability Consultant, Business Disability Forum, United Kingdom</i>
10:30 – 11:00	<i>Networking coffee break + Poster exhibition</i>
11:00 – 12:20	Mutual learning session: “speed dating” and workshop sessions Inspiring practices from EPR members and beyond Theme 1: Co-production Theme 2: Vocational, Education and Training Theme 3: Employment Theme 4: Independent Living/ICT/AT Theme 5: Mental Health Theme 6: Quality in social services
12:20 – 12:30	Inspiring ideas from mutual learning sessions
12:30 – 12:50	Motivational speaker David Casinos, <i>Paralympic Trainer (ES)</i>
12:50 – 13:10	Reflections for the future and Official Closing Laura Jones, <i>EPR Secretary General</i> Frits Wichers, <i>Heliomare, EPR President, the Netherlands</i> Sabina Lobato, <i>Fundación ONCE, EPR Vice-President, Spain</i>

Not convinced yet?

In case you are still hesitating, please have a look at the list of confirmed guests in Utrecht ...

Our Facilitator: **Peter Woodward**



Peter Woodward's engaging personality and twenty years of experience combine to lift the normal conference or workshop experience to new levels of energy and value. He enables both clients and participants achieve outcomes beyond their expectations in a relaxed yet purposeful manner.

Peter has a particular passion and expertise in designing and running participative processes on issues related to the sustainable development agenda. His clients include the European Commission and national governments, public agencies, businesses, universities and civil society organisations. His interventions range in scale from small group internal strategy sessions to major conferences. Peter has worked in the social sector and for a multinational company and gained wide experience of helping to bridge differing perspectives on issues.

Our keynote speaker: **Zsolt Bugarszki**



Zsolt Bugarszki has spent more than 20 years working on the development of community-based services in different countries and lately in Estonia. His work focuses on innovative solutions on how to use modern technology, ICT tools and economic models to support vulnerable people in the community. He leads the Social Entrepreneurship MA program of Tallinn University which is an innovative educational program following the project-based learning method.

Zsolt Bugarszki is also Co-Founder of Helpific, an innovative start-up supporting people with disabilities and mental health problems in their local community with a modern sharing economy platform.

Our policy panellists: Day I



Gunta Anca

Gunta Anca has been a proactive disability rights activist throughout her career. She has started her work in this field as establisher and editor of the Disability newspaper in 1989. Latvia was part of Soviet Union at that time, and disability issues have been hidden because the government did not acknowledge that the Soviet society is also a living place for people with disabilities.

Since 2002, she is the Chair of the Latvian Umbrella Body for Disability and patients Organisations SUSTENTO – National Council. It has 49 member organisations of people with disabilities, which represent all kind of disabilities. Since 2005, she has been a Board member within the European Disability Forum. As active in the promoting of the gender equality she was involved in the work of member of the EDF Women's Committee, but also twice she was elected as the Board member of the European Women's Lobby (the largest umbrella organisation of women's associations in the European Union). Since 2013, she was a vice-president of the European Disability Forum and now Secretary General of EDF.

Since 2004, she represents Latvia as a member of the European Economic and Social Committee (EESC), an EU consultative body that gives representatives of Europe's socio-occupational interest groups, and others, a formal platform to express their points of views on EU issues. She has a bachelor degree in social work and a master's degree in business administration and management.



Alfonso Lara Montero

Chief Executive, *European Social Network (ESN)*

Alfonso Lara Montero is the Chief Executive of the European Social Network (ESN), a network of social services organisations located in 33 countries. ESN works closely with these organisations to promote social inclusion and improved prospects through the delivery of quality social services.

Alfonso Lara Montero has managed ESN's policy, practice, and research programme for the past five years, leading its thematic work on mental health, children's services, integrated services and evidence-based social services. He has also authored and co-authored several publications on social services, such as 'Investing in children's services', 'Integrated social services in Europe', 'Investing in the social services workforce', and the 'Toolkit for planning and evaluating social services'. Alfonso is a regular contributor to academic journals, newspapers, and specialist social services magazines. He holds an MA in European governance from the College of Europe and an MSc in public policy from University College London.



Catherine Naughton

Director *European Disability Forum (EDF)*

Catherine Naughton is the Director of the European Disability Forum (EDF), a unique platform which brings together organisations representing persons with disabilities from across Europe. She is also the Vice President of the Social Platform, the largest network of European rights and value-based civil society organisations working in the social sector.

Catherine has an academic background in public health and holds a MSc in Psychological Science. She has 20 years of experience in the field of disability, with a particular focus on inclusive development: the rights of persons with disabilities in low- and middle-income countries.

She has worked in many countries, at the EU and international level, promoting the inclusion of person with disabilities in mainstream development and humanitarian programmes.

Our panellists on employment: Day 2



Luc Hénau

President of the European Union of Supported Employment (EUSE), Belgium

Luc Hénau has a Master in psychology and educational sciences, with a specialization in Social Work (University of Ghent). He worked as assistant researcher and student coach at the university in Ghent. He moved to the care sector for people with an intellectual disability as the person responsible for day-care and sheltered living.

He started a training center for professional integration and in 2008 became the general director of the Flemish organization for guidance of persons with a disability towards the labour market. The organization GTB is an inclusive organization, linked to the mainstream authority of labour and support. He has been involved in European programmes and projects in relation to supported employment for a number of years. Luc Hénau is also the President of 'Kenniscentrum Sociaal Europa' (knowledge center social Europe) and co-founder of not-for profit organisation (vzv) Suem.b.



Brendon Roach

Senior Disability Consultant, Business Disability Forum, United Kingdom

Brendan Roach is a knowledgeable well respected disability consultant with over 10 years' experience of supporting organisations on all aspects of improving disability confidence in the UK and internationally.

His experience includes:

- Providing consultancy support to a range of public and private sector organisations in the UK and internationally.
- Working with government in the UK, Dubai and Kingdom of Saudi Arabia to improve business disability confidence.
- Disability Advisor to Mayor of London's 2012 Olympic and Paralympics volunteer programme.
- Advisory board member on Kate Nash OBE's ground-breaking Secrets & Big News research project
- Representing Business Disability Forum as a speaker at conferences in the UK and internationally



Kathleen West-Evans

Director of Business Relations, Council of State Administrators of Vocational Rehabilitation (CSAVR), United States

Kathy West-Evans is the Director of Business Relations for CSAVR (Council of State Administrators of Vocational Rehabilitation) where she leads the National Employment Team (NET). Kathy and the NET work at the national, state and local level providing strategic planning, support services and talent to business customers.

Kathy worked at the federal level with the Region X Office of Rehabilitation Services Administration (RSA). She was employed as the Regional VR Program Specialist serving Oregon and Alaska and also the regional specialist in the areas of employment and business development, the ADA, personnel development and training

Our trainers: DAY 1



WS1: Beyond business: employment of people with disabilities in the social sector

GTB –BE; Inserta –ES; CRPG –PT; Corvinus University- HU

This project aims at increasing the employment rate of individuals with special support needs in the non-profit social sector. Through interactive sessions facilitated by Peter Woodward, the partners will present the outcome of the project developed so far and engage participants in sharing ideas and experiences to successfully employ people with disabilities in the social sector.



WS2: Motivational Interviewing: promoting positive change among colleagues and clients.

Paul Delaney (IRL)

Director and Principal of COAIM - Change Outcome and Impact Measuring

Paul is a therapist, clinical supervisor and adult educationalist. He undertook his initial training in Motivational Interviewing in the UK in 1993 and subsequently went on to qualify as a MI trainer and MINT (Motivational Interviewing Network of Trainers) member at the first international forum of MINT which took place in Malta in 1997. Over a period of thirty years, he has successfully delivered Motivational Interviewing training to thousands of practitioners throughout Europe and North America who have come from a diverse range of settings including health, social care and rehabilitation services. He is passionate about teaching Motivational Interviewing to other professionals to help them increase their skills in promoting positive change, and to improve the effectiveness of communications between work colleagues and clients.



WS3: Restorative approaches to manage challenging behaviours in educational settings

Belinda Hopkins (UK)

Director of Transforming Conflict, the National Centre for Restorative Approaches in Youth and Community Settings

Belinda has been pioneering restorative approaches in youth settings across the UK and beyond, for over 20 years. In the early 90's she founded Transforming Conflict and this organisation has established itself as one of the foremost providers of training and consultancy in the field of restorative approaches nationally and internationally. The organisation has been recognised as a provider of high quality training by the UK's Restorative Justice Council (RJC). Belinda gained her doctorate in 2006 with research into the implementation of a whole school restorative approach. She is passionate about sharing how the ethos, principles and practices of Restorative Approaches can transform communities and institutions. She still runs training courses herself, writes books and articles, develops training materials and resources, and speaks at conferences nationally and internationally. Belinda currently sits on the Restorative Justice Council's Expert Advisory Group and is an RJC Accredited Practitioner. She continues to keep her own restorative practice by volunteering for a local RJ service working with victims and offenders.



WS4: Person-centred support skills for community inclusion

Sarah Bickerton (UK)

Trainer on person centred thinking, planning and practice

Sarah's background is in field of health and social care supporting children and adults with disabilities and more recently an independent trainer and consultant in Person Centred Planning. Sarah has a personal passion and professional commitment to supporting individuals with disabilities to achieve a good quality life through the application of person-centred practice. Her focus and delivery is underpinned by the principles of rights, choice, independence and inclusion with an emphasis on equality and human rights throughout.



WS5: Finding your place in the value chain; working successfully in networks for integrated care

Dr Roger Green (UK)

Director of Tricordant

Roger is an expert facilitator and specializes in mobilizing people for Leadership, Partnership development and Health and Social Care. He combines his Organisation Development expertise with extensive experience of front-line leadership in the public, commercial and third sectors over 25 years. He is one of the Directors of Tricordant, an organisational consultancy whose passion is enabling organisations and networks to be whole and healthy. They work with complex and networked organisations in many different sectors, including in Health and Social Care, Not-for-Profit, Local Government, Commerce, and Industry.

Our motivational speaker: David Casinos, Spain



One of the best ever blind shot putters and discus throwers, David Casinos (Valencia, 1972) is one of the leaders of the Spanish Paralympic Team and was the flag bearer at the Beijing 2008 Paralympic Games. Sports embody some fundamental values which David tries to transmit. For that reason, he has got involved in coaching projects for many years, determined to teach strategies to overcome any barrier, to stimulate proactivity and entrepreneurship, and to show in all those forums where he is present that persons with disabilities must be defined by their capacities, their talent and dedication. David is a self-made "vitalist" who is able to motivate and pass his enthusiasm on to everyone around him. He is the author of the book

'The sun rises every morning, but if it doesn't, I'll make sure it does'

Keynote speech

Entrepreneurship in vocational rehabilitation

Zsolt Bugarszki

In a rapidly changing economic landscape we need to take into consideration that the preferred stable employment opportunities are vanishing. Digitalization, automatization, robotics and the advancement of artificial intelligence are challenging not only traditional blue-collar jobs but also, white-collar ones. Entrepreneurial skills, creativity and enormous flexibility are needed on the future labour market, and we need to embrace these new requirements in vocational rehabilitation, too.

The Training workshop sessions

WS1: Beyond business: employment of people with disabilities in the social sector

GTB –BE; Inserta –ES; CRPG –PT; Corvinus University- HU

The partners will present the outcome of the project developed so far and engage participants in sharing ideas and experiences to successfully employ people with disabilities in the social sector. More information on the workshop will be available following the project meeting in Budapest (29/06/2018).

WS2: Motivational Interviewing: promoting positive change among colleagues and clients.

Paul Delaney (IRL)

About Motivational Interviewing

Developed by Professor's William Miller and Stephen Rollnick thirty years ago, Motivational Interviewing is a client-centered approach that elicits behavioural changes by assisting individuals to explore and resolve ambivalence. This approach is especially helpful with individuals who are less motivated. Research has shown Motivational Interviewing to be helpful with a wide range of client groups and issues. This workshop will equip the attendees with an understanding of the general principles of Motivational Interviewing and will serve as a useful introduction to the basic skills of this approach.

Pre-Workshop

Participants will receive free access to the online training course 'Motivational Interviewing Foundation Level Training Course' prior to the workshop. This will enable them to have a solid understanding of the theory that underpins Motivational interviewing before attending the workshop in Utrecht.

Workshop Content

During the workshop in Utrecht the participants will have the opportunity to observe and practice Motivational Interviewing through role-plays and scenarios provided by the presenter.

Expected Learning Outcomes

1. To become familiar with the general principles of Motivational Interviewing.
2. To equip participants with extra tools to build on their existing client engagement skills.
3. To enhance participant's confidence to use the skills of Motivational Interviewing in their own work settings.

WS3: Restorative approaches to manage challenging behaviours in educational settings

Belinda Hopkins (UK)

Imagine a school where staff and students enjoy being together, converse together and care about each other's welfare. Imagine a school that puts relationships at the heart of everything it does – so that everyone learns the skills of making relationships, maintaining them even when things get a bit tough, and repairing them if they are broken or damaged through conflict or harm. Imagine a school that values social and emotional literacy so highly that every teacher, in every lesson, integrates these skills into whatever else is being taught

Imagine a happy confident staff team who respect the students as much as they themselves are respected and who seek to involve students actively in problem-solving and planning. Imagine so called discipline issues and challenging behaviour being understood as expressions of unmet need, and addressed by an attempt to understand the message behind the actions.

And in case you think this sounds a rather soft approach – imagine a school in which everyone is fully accountable to the rest of their community for their behaviour and who is expected to make amends if they do get things wrong and cause upset.

What you are imagining is a fully restorative school. They do exist. Come along and learn more about how to transform schools you know into such a place.

In a rapidly changing economic landscape we need to take into consideration that the preferred stable employment opportunities are vanishing. Digitalization, automatization, robotics and the advancement of artificial intelligence are challenging not only traditional blue-collar jobs but also, white-collar ones. Entrepreneurial skills, creativity and enormous flexibility are needed on the future labour market, and we need to embrace these new requirements in vocational rehabilitation, too.

WS4: Person-centred support skills for community inclusion

Sarah Bickerton (UK)

The focus of the workshop is to explore what it means to be a citizen and how we can empower people with disabilities to overcome the barriers they face to citizenship and social inclusion.

We will look at person centred planning tools to facilitate and support this process. With the aim of enabling individuals to have increased rights, power, choice and control over their lives within a context of partnership and co-production. The workshop will be interactive with the anticipated outcome that participants will understand how to use practical tools with the people they support to empower and increase their status as socially included citizens.

WS5: Working successfully in networks for integrated care

Dr Roger Green (UK)

Integrated Care is easier said than done!

The experience of National Voices, an English coalition of 140 charities and 20 professional members, is representative of the challenge across Europe: “the lack of joined-up care is the biggest frustration for patients, service users and carers. Conversely, achieving integrated care would be the biggest contribution the health and care services could make to improving quality and safety”.

The best efforts of professionals, service users and carers alike are invariably confounded by the complicated systems and networks in which they work.

This workshop will explore:

- Experience from the UK in developing a person-centred system for integrated care and its potential for application in other countries.
- Explore the leadership capabilities required for a network of partnerships.
- Reflect on the challenges in integrated care and what public authorities need to do to address them, and whether funding or service organisation needs to change

Further information, including registration and accommodation can be found on the EPR 2018 Annual Conference web page [here](#).