

EUROPEAN PLATFORM FOR REHABILITATION
The network of leading service providers to people with disabilities

NEWSLETTER

Special:

- **Strategic Workshop for Directors**
- **EPR Innovation Prize 2010**
- **Projects**
- **EPR and the European Commission**

Editorial

As a relatively new member of EPR (since 2007) and coming from a non-EU Member State (Norway), I was really surprised when I was asked to take up the role of President of EPR for the coming 2 years. At the same time, I considered it as an opportunity to enter into a new experience both for myself and the company Durapart which I am currently leading.

When Durapart decided to apply for membership in EPR, we had the strong intention to get intensively involved in the different projects and activities of the EPR network, and to use our EPR membership as a tool for the strategic development of the company.

The former Presidents and the Secretariat have developed EPR to be a sustainable and well-known organization. Our work is based on strategic plans and regulated via a detailed governance manual. A charter on modernization of disability-related health and social services constitutes the foundation for the work to come.

As the newly appointed President of such a European-wide network as EPR, I feel it is my first duty to learn more about the organisation and its members throughout Europe.

As a second stage, and with the help of all EPR members, I hope to contribute to the further development of EPR which is more than ever needed to support its members and the sector at large. Seneca used to say that "for those who don't know in which port to anchor, no wind is fair". I strongly believe EPR and its members have a clear idea where to go and what to do, and I would like to thank all of you in advance for contributing to achieving our organizational objectives over the coming two years.

Yours sincerely,
 Bjørn Paulsen
 President of EPR



Bjørn Paulsen, Durapart CEO, was nominated as new EPR President for the period 2010-2011. He is also a member of the Executive Committee, where contributes to the activities and policy decisions of the EPR. The EPR wishes him a very successful and fruitful mandate.

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Calendar of EPR events 2010

March

Strategic business development, *Workshop for Directors, 4-5 March, Voss, Norway*

Person-Centredness, *Training Seminar, 8-9 March, Brussels, Belgium*

April

UN Convention on the rights of persons with disabilities, *Training Seminar, 22 April, Brussels, Belgium*

May

Community-based social care services, *Learning Partnership, date tbc, The Netherlands*

June

Benchmarking group on ICF, *16 June, Helsinki, Finland*

Society needs all hands, *Annual Conference, 17-18 June, Helsinki, Finland - Tallinn, Estonia*

September

EQUASS in Practice, *Project Meeting, 1-2 September, Dublin, Ireland*

Benchmarking on Management, *EQUABENCH Final Conference, 16 September, Brussels, Belgium*

Outcome measurement in Vocational Rehabilitation, *Benchlearning group, 30 Sept- 01 October, Oslo, Norway*

Outcome measurement in Medical Rehabilitation, *Benchlearning group, September, tbc*

October

Marketing of Rehabilitation services, *Management seminar, date tbc, Brussels, Belgium*

Equass in Practice, *Project meeting, 27 October, Oslo, Norway*

November

Prometheus - Promoting Quality of Social Services of General Interest: the added value of a European approach, *European Awareness Conference, 17 and 18 November, Brussels, Belgium*

List of meetings and events as known at the moment. In case of any changes you will be duly informed. It is advised to always confirm details of events with the Secretariat prior to attending.

For further information or registration, contact the EPR Secretariat: Tel: +32 2 736 54 44, E-mail: claudedelfosse@epr.eu, Website: www.epr.eu

News from the members

Estonian professionals spend week in the CRM

The Centre of Rehabilitation of Mulhouse (CRM) welcomed 4 professionals from the Professional Rehabilitation Centre of Astangu in Estonia, for a visit organised in the framework of a European Leonardo da Vinci Mobility project. The visit lasted from 12 to 16 April 2010, and Astangu was represented by:

* Merit Rossner - head of the rehabilitation department (background in physiotherapy)

* Kadri Mölder - head of the pedagogical-psychological rehabilitation

unit (background in speech therapy)

* Avo Joorits - trainer in information technology (background in psychology and pedagogy)

* Marika Hass - international cooperation expert (background in special pedagogy).

Their visit was motivated by their interest in learning more about the programmes of assessment and vocational training, and especially the tools and methods implemented. They had a particular interest in the specific support of Traumatic Brain Injury (TBI)

trainees, as well as in the programme "TO DRIVE", which aims at estimating the cognitive capacities involved in driving a vehicle.

During their stay, the Estonian delegation met with professionals of the CRM involved in the support of people with disabilities: unit managers, trainers, psychologists, neuropsychologists, physiotherapists, occupational therapists, social workers, counsellors ...

A feedback of these exchanges with their teams is foreseen after their return in Estonia in order to examine



Contribution of Jean-Claude Schrepfer, Centre de Réadaptation de Mulhouse, France,

Jean-Claude.SCHREPFER@arfp.asso.fr

It was their first visit in France, and the 4 Astangu professionals were happy to discover the country and its traditions.

Durapart visited by high level politicians

Durapart hosted a meeting between local and central politicians, the Norwegian Labor and Welfare organisation and service providers in Norway on 16 April 2010.

The meeting focused on the issue of the discontinuation of services intended to reduce sick leave in the society. Due to a lack of funding from the Government, a lot of such services are stopped for the moment. The work accomplished by the Norwegian Labor and Welfare organization (NAV) and the service providers is in vain.

The meeting was held in a positive atmosphere and realistic possibilities to increase activity were discussed. Service providers have the capacity and knowledge to help reducing sick leave, but the Government has to grant money to work in two ways – to reduce sick leave today and to prevent sick leave in the future.

It was a fruitful discussion at Durapart, and the central politicians brought the message home when they returned to the Norwegian Parliament for further committees' discussions.



From left: Freddy de Ruiter (Member of Parliament) , Dag Eide (Durapart Rehab coordinator) and Kjell Inge Robstad (Member of Parliament)

Contribution of Grete Kristiansen, Durapart, Norway,

grete.kristiansen@durapart.no

EPR welcomes a new associate member

Veneto Investimenti Sociali - VIS

Veneto Investimenti Sociali - VIS became the newest EPR Associate Member after decision of the Board of Directors last March.

VIS was founded in May 2009 and is active in the North of Italy for the quality of service delivery in the fields of education and training, reintegration, medical rehabilitation and social care for people with special needs and disadvantaged groups.

VIS is a joint venture of 4 partners: two social service providers, one in the field of

(mainstream) vocational training, and one in the field of residential and (home) care services to elderly and other groups (children, psychiatric clients, people with disabilities). The third partner is an operator of tourism and leisure activities and the fourth partner is an Investment Bank.

VIS offers services to its partners, ranging from vocational training and rehabilitation of disadvantaged groups to care and housing services for children and elderly.



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Helio mare—Customer process management, new developments

The Helio mare management team has decided to focus on the clients in the age bracket 13-20 years. It concerns cooperation between the following business units:

- rehabilitation, education and vocational rehabilitation
- rehabilitation, living, daycare, education and vocational rehabilitation
- living and daycare, education and vocational rehabilitation

The CPM project organisation takes the following actions:

- creating an inventory of all running projects, actions and all other initiatives

concerning the clientgroup 13-20 years old.

- creating an inventory of all existing and wanted consultation moments for this clientgroup
- creating a new group of employees that are involved with the 'registration' of Helio mare clients. The aims of this group are:

- * to organise meetings with other 'registration points' of Helio mare to be able to contact each other easily when needed.
- * fitting of the used (different) procedures.

* research if/where double work is done in case of these clients that use services of more than one business unit of Helio mare.

* share best practices

Helio mares' new website (01 May 2010) will contain so called 'product books' = short descriptions of the services Helio mare offers. The project coordinators will use these descriptions for the Client process management. There will also come a list of which employees are involved in registration of new clients.

Rehab Group: Parliamentary Pancake Race

The Rehab Group organises an annual Rehab Parliamentary Pancake Race to raise awareness of its work with disabled and socially excluded people in the UK.

The 2010 edition took place last February, and saw British MPs, Lords and political correspondents race with pancake-laden frying pans around a challenging circuit laid out in

Victoria Tower Gardens, in the shadow of the Houses of Parliament. The MPs team was crowned champions of the Pancake Race for 2010.

The Rehab Parliamentary Pancake Race has even been shortlisted for the 'Where Else But England' award by England's official tourism website. The award celebrates quirky events that take place in England and

the winner will be decided by an online public vote.

Please visit <http://www.enjoyengland.com/your-england/polls/where-else-but-england-form.aspx> and cast your vote for "MP vs Media Parliamentary Pancake Race".

View images of the Rehab Parliamentary Pancake Race on Flickr: <http://www.flickr.com/photos/momentumuk>



Lord Dubs competes in this year's race

Centre Action Plans (CAPs)

Person-centred Planning and Services

How do we manage and engage the service-user in the planning and services?

15 professionals from about 10 EPR member organisations attended the training seminar on Person-Centredness hosted on 8 and 9 March 2010 in EPR offices in Brussels.

This seminar was led by Dr. Fred McFarlane, professor in Rehabilitation and Co-Director of the Interwork Institute at San Diego University, USA. He aroused discussion in order to reach common understanding of person-centredness and the related concepts of self-determination and case-management.

The participants identified the challenges and opportunities linked to the switch from an expert-centred model to a person-centred model of service provision, in terms of change in professional practices and skills, of funding, and of expectations from different parties involved.

In the centre of this complex and evolving system of rehabilitation services are the service user and the rehabilitation professional. The participants exchanged experiences and recommendations on how to develop and implement a plan for services that engages the service user, is accountable and results in the

service user increasing their independence. The group also reflected on how to implement person-centredness in complex interdisciplinary services as well as with partners.



Person-centred planning is a must-have skill for rehabilitation professionals.

Strategic workshop for directors

Self-determination of clients and creative use of ICTs as major drivers

This year, the directors had better not forget their snowsuits for their dedicated strategic workshop.

Indeed, the setting of this year's Annual Workshop for Directors was a bit chilly: the Norwegian Fjords in Voss, welcomed the directors on 4 and 5 March 2010. A2G as the hosting organisation organised the directors' stay in Voss, a picturesque skiing resort near Bergen. Surrounded by the beautiful landscape, the directors went through presentations and discussions around the themes of Self-determination of

clients and innovative ICT as drivers of business development in social services.

These topics were put forward by a range of renowned experts in these fields. The sessions on Self-determination of clients and change management were conducted by Professor Fred McFarlane from the San Diego State University (United States) and Aage Tossebro from the Institute for Co-creative Leadership (Norway). The sessions on the creative use of ICT were facilitated by Rune Stromsnes, from PriceWaterhouseCooper (PwC) and Hans Petter Dahle and Knut Holmqvist, from the Norwegian Computing Centre. Case studies on self-determination and ICT were brightly presented by Purn and A2G which consolidates the view that a solid expertise and knowledge lie within the member organisations.

As usual, the workshop included enjoyable social activities and evenings which allowed everyone to enjoy the magnificence of the snowy mountains and the cultural spirit of the Norwegian traditions.

Workshops for Directors are the ideal setting for learning more about strategic business developments in the social service sector.



Benchlearning on quality



Annual Conference 2010

The organisation of the next Annual Conference is well under way: Helsinki and Tallinn are getting ready to welcome you for two days dedicated to the theme: **‘SOCIETY NEEDS ALL HANDS’: Rehabilitation services as a bridge to participation in society and employment.**

Registrations for the EPR Annual Conference 2010 are open until **Monday 10 May**. Registration forms, and information about the conference, are available on the EPR website www.epr.eu (Annual Conference category).

At the occasion of the last EQUABENCH project meeting, the EQUASS benchlearning group took the opportunity to meet on 26 February and discuss their results within the quality framework. The focus was set on the future methods to use in order to compare their achievement and common challenges.

The benchlearning group 1 is composed of four EPR members: Pluryn, National Learning Network (NLN), Josefs-Gesellschaft (JG), and Centro de Reabilitação Profissional de Gaia (CRPG).

The main objectives this activity pursue are: the identification of the

most relevant results for the EQUASS self-evaluation; the comparison and benchmarking on these results; the improvement of the EQUASS score on the “results” dimension; meeting the EQUASS requirements to be involved in international benchmarking.

The group will meet once again in June, during the last EQUABENCH Workshop and the EPR Annual Conference 2010, in Helsinki, Finland. For more information please contact Simona Giarratano at simona.giarratano@epr.eu

Knowledge Management Centre

Who will take away the EPR Innovation Prize in 2010?

The EPR Innovation Prize competition is now closed, and has been a great success, with numerous projects inserted in the KMC. The number of candidates has tripled since last year’s contest!

The Prize winner will be selected by the EPR Centre Coordinators based on a series of pre-defined criteria on the quality and innovative aspects of the practice. The winning organisation will be given the opportunity to present its best practice during the Innovation Prize Awarding Ceremony, at the upcoming EPR Annual Conference, on 18 June 2010 in Tallinn, Estonia.

The EPR Innovation Prize Awarding Ceremony is a great way to exchange good practice with fellow EPR members, as well as to promote a project and an organisation.

To learn more about the Prize and the selection procedure, and to discover the latest services and documents inserted in the KMC, visit the EPR website (section Knowledge Management).

Good luck to all of you who entered the competition!



Recent additions to the KMC include:

New services and methodology:

- * Strategic Planning and Assessment using the Balanced Scorecard methodology
- * Outcome measurement methodology
- * Assist—Assistive Technology hardware and software for patients with spinal injuries

New Documents/tools

- * Jobpics— picture based vocational interest tool
- * Indicator project—benchmarking service providers
- * Mobility Management

Projects

VIP: Implementation phase

After a year spent on the evaluation of the current situation and the design of new services, the project Vocational integration of people with disabilities in Romania has entered into the delicate stage of implementation of services. This stage includes the implementation of vocational assessment and preparation, sheltered employment and supported employment services in 3 Romanian counties.

In order to bring this key

phase to a successful end all EPR experts involved in the projects provide support to the project leaders and local partners for the implementation of these services.

They conduct training of professionals in how to run the new services, guide them in developing an action plan, and provide them with consultancy and advice. The experts will also go for site visits in order to monitor the implementation and provide further guidance to the professionals.

EQUASS in Practice Manual

Based on the experiences with companies which implement a QA-system according to EQUASS Assurance the project identified a basic need: Social Service providers need information about how to understand the requirements, the intention behind the requirements and why a specific point is a necessary requirement.

For addressing this need, the EQUASS in Practice project is developing a manual which is focused on explaining the quality principles, the criteria and the indicators. In addition to this tangible outcome the project has translated the core EQUASS documents into the national language of the project partners and has also worked to identify and establish an EQUASS Local Licence Holder in each of the countries of the project partners. During the project it is intended to extend the capacity of EQUASS auditors / consultants by offering training.

Prometheus

Common Quality Framework for Social Services of General Interest



The Common Quality Framework for Social Services of General Interest (CQF for SSGI) has been developed in the framework of the CEN Workshop 51 and provides a model in relation to contextual aspects, organisational aspects, process of service delivery and outcomes.

The organisational aspects, process of service delivery and outcomes have been broken down into quality principles and criteria for quality assurance. The commonalities in view of stakeholders on defining quality and criteria for quality assurance are expressed in the 7th draft of the CQF for SSGI. In the meeting on the 7th September 2009, the participants of the CEN workshop 51 decided to postpone the decision of a CEN Workshop Agreement (CWA) until the end of the PROMETHEUS project. The period for public consultation has been expanded to the 28th May 2010 so all

who have an interest in the CQF for SSGI will have the opportunity to consult and to discuss the 7th draft of the CQF for SSGI in their networks and with their members.

All who have an interest in the CQF for SSGI are invited to send their contributions. You may download the 7th draft of the CQF for SSGI and the template for comments on <http://prometheus.epr.eu>.

In the Prometheus project, the 7th draft of the CQF for SSGI has been used to define operational performance indicators and to develop a method and instrument for self-evaluation. The self-evaluation process results in recommendations for improvement. These recommendations are used to design an action plan for quality improvement and implementation of quality measures.

Most of the pilot sites have already carried out the self-evaluation process and are in the process of implementation

CEN WS 51 meetings

7 June 2010, CEN office, Brussels

Agenda: presentation of contributions given during the extended period of the public consultation ; impact of the contributions on the CQF for SSGI ; presentation of the process and intermediate results of the Prometheus project.

The outcome of this meeting will be adapted into the final version of the CQF for SSGI.

13 September 2010, CEN office, Brussels

Agenda: proposition of the final CQF for SSGI; experiences, results and challenges of implementing the CQF for SSGI in the pilot sites;

As agreed in the meeting of 7 September 2009, the experiences of the pilot sites will be taken into account in the final discussion and decision for a CEN Workshop



EQUABENCH: Benchmarking European Excellence

The benchmarking of European excellence continues among the 8 leading VET service providers partners in the EQUABENCH project.

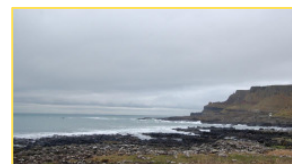
On 24 and 25 February the project coordinator, Cedar Foundation, hosted the 6th workshop on "Continuous Learning, Innovation and Improvement". The meeting took place in Portballintrae on the mesmerising coast of Northern Ireland and near the Cedar's Ballymena Resource Centre that the participants had the chance to visit.

EPR attended and participated in the steering group where the partners discussed the presentation of project results at the EPR Annual Conference as

well as the programme of the final conference on 16 September in Brussels.

EPR used its budget to sponsor the participation of Mina Kyziridi from 'Panagia Eleousa' that had the opportunity to receive a glance of the innovative practices shared by the partners in the course of the project.

For additional information on the project, past activities and future events you can visit the website <http://equabench.epr.eu> or contact the EQUABENCH coordinator at EPR Simona Giarratano at simona.giarratano@epr.eu.



Meetings, visit at the Cedar's Ballymena Resource Centre and scenic walks by the coast kept the training participants busy.

Introducing a new ESF project in Estonia

The EPR has signed a contract with Astangu Rehabilitation Centre for improving the quality and effectiveness of rehabilitation services in Estonia with the view to enhance employability and inclusion in society for people with disabilities.

The project is funded by the European Social Fund and was initiated and supported by the Estonian Ministry of Labour. The Estonian ESF project aims to pilot the EQUASS Assurance

programme with five rehabilitation service providers in Estonia.

Moreover, the project intends to raise awareness on quality of rehabilitation services to a wider sample of sectoral stakeholders, and to build capacity for a further roll-out of EQUASS throughout Estonia in case of a positive evaluation.

Jan Spooren and Guus van Beek contributed to the Opening conference on the 25 March 2010 in Tallinn. On 26 and 27 April 2010 an Induction Training

will be offered to the pilot sites and relevant stakeholders. The project runs until December 2011.

For more information, contact Guus van Beek at equass@xs4all.nl or Eleanor Brown at eleanor.brown@epr.eu



ÆGIS soon to enter piloting phase



The 5th project meeting of ÆGIS took place in Leuven on 10-12 February 2010.

Among many other topics, the modalities of the upcoming user piloting period which will be run by EPR was planned in further detail. For the first pilot, users will be able to evaluate 4 pre-recorded audio files that were created with the eSpeak TTS Engine. Each audio file is a

reading of a pre-selected text, from the europa.eu website.

The languages available are English, Greek, French, Dutch, Swedish, and Spanish.

Moreover, the first ÆGIS international conference in 2010 was confirmed to take place in the week of **4 and 8 October** in Seville, Spain linked to the second ÆGIS workshop.

Additional information about the conference and the project can be found on www.ÆGIS-project.eu and you can also contact Simona Giarratano from the EPR Secretariat at simona.giarratano@epr.eu.



The ÆGIS system: towards accessible ICTs

Public Affairs

EPR reaches out to the Balkans

EPR was invited by the European Commission (DG Enlargement) to present the network and its activities to a delegation of about 30 key actors from the disability field in the Balkans (Albania, Bosnia, Croatia, Kosovo, Macedonia, Montenegro, Serbia and Turkey). This delegation was on a study visit to Brussels with the aim of becoming familiar with EU legislation and policies regarding disability, and to offer participants an exchange and networking opportunities with European umbrella organisations such as EPR.

The reactions to the presentation of Jan Spooren, General Secretary of EPR, were very positive, and participants expressed a great interest in participating to EPR activities. As the EPR membership fee would constitute a barrier for most of the organisations, Jan Spooren stressed the opportunities for 'ad hoc' cooperation on specific actions.

It was striking to learn that most disability stakeholders in the Balkan countries were quite familiar with the

EQUASS quality certification scheme. The principles and criteria for quality are routinely used in these countries as guidelines for good practice (without entering into certification).

Moreover, EPR was invited to give its views on de-institutionalisation and the development of community-based services, with specific reference to the EPR experiences in Romania in this field. Jan Spooren participated in a panel discussion with representatives of Inclusion Europe and the COFACE.

A major conclusion of the debate is that 'de-institutionalisation' is often limited to transferring people with disabilities to smaller-scale units, while approach, mentality and methodology of the service provision do not change accordingly. Secondly, participants from all Balkan countries agreed that closing down large institutions should be carefully accompanied by establishing community-based settings in order to avoid a destabilisation of the sector and a even greater lack of services to people with disabilities.

The day ended with an informal network event at which people from the various countries discussed on a bilateral basis potential co-operation with EPR in the fields of quality and de-institutionalisation. It was agreed to look for relevant funding opportunities both in Brussels and within the Balkan countries, and to consider in the short-term a fact finding mission of the EPR General Secretary to one or two countries in the region.

Steps for transition from institutional to community-based care

1. Closing institutions and re-using existing resources for community-based services
2. Involving adequate and qualified staff
3. Setting up alternative services ensuring good coordination and quality of services
4. Providing informed choice for people with disabilities and continuous awareness rising

Informal Network of Social Service Providers (INSSP)

The position paper on the impact of the EC law on social services of general interests has been finalised. The report includes case studies in the field of public procurement, state aid and services directive.

EPR started the dissemination of the report together with the other members of the INSSP, and on 1 March 2010 the paper was presented to the new Director General of DG Employment Mr Verrue and the Head of sector of the services unit Ms Concetta

Cultrera. A delegation of the Network also met with the Chairman of the Social Protection Committee—Mr Aurelio Fernandez—to present the INSSP and its work as representative of service providers.

These meetings lead the way toward a greater cooperation with the EU institutions and a hopefully deeper cooperation in designing policies and the way they will affect the service

provision at European and national level.

The position paper can be downloaded from the EPR website at <http://www.epr.eu/index.php/activities/public-affairs/52-contribution-to-policy-making>.

For more information please contact Simona Giarratano at simona.giarratano@epr.eu.

EPR and the European Commission

Contributing to the development of a European strategy

Employment and Social Inclusion

- A peer review in Spain



Jan Spooren was invited by the Disability Unit of the European Commission to participate (as an external expert and representative from civil

society) in a meeting with Ministries from various EU Member States on employment for people with disabilities.

This Peer Review was organised by the European Commission under the Progress programme, and took place on 4 and 5 February in Madrid, Spain. With over 40 high level participants from the European Commission, national ministries and other European sectoral stakeholders, the participation of EPR as external expert was a great opportunity.

High Level Group on Disability

To demonstrate EPR's commitment in representing its members at the highest forum, EPR attended the 2010 meeting of the High Level Group on Disability at the European Commission.

Different interesting topics were discussed together with the representatives of the Members State and the civil society. The UN Convention on the Rights of Persons with Disabilities UNCRDP remains high on the agenda and EPR welcomed the high consideration that the disability unit attributed to the paper edited by Donal McAnaney on the use of the ICF and its role in the implementation of the UNCRDP.

New EU Disability Strategy 2011 – 2020

Further steps have been made by the European Commission in the development of the new EU Disability Strategy 2011-2020 and EPR is walking along.

In fact, after the previous consultation of EPR by the European Commission done through an interview at the end of the 2009, EPR was also invited to participate on 5 March at a discussion forum on the new Strategy. This forum gathered representatives of all the major European sectoral stakeholders.



The High Level Group on Disability advises the Commission on the EU-wide situation with regard to disability.

Participation to the Social Platform bears its fruits

EPR's work as full member of the Social Platform is more and more effective and compliant with the EPR mission and objectives. Meeting such as the Platform Steering groups, where a common strategy is often discussed, confirm the added value of this affiliation.

Further evidence was given with the seminar on Employment, during which awareness was raised on the

future European Union moves on the issue and where EPR could stress its focus on Employment of person with disabilities and on the role of service providers as excellent intermediates between employers and employees. EPR also attended an information session on the EU 2020 strategy to know more about the priorities of the European Union for the next 10 years!

EQUASS in Oslo: auditor training and AVRE national conference

On the 13 and 14 January 2010 a new cohort of participants undertook a training session in auditing organisations for EQUASS Assurance.

The training took place along side the National Conference of the Association for Vocational Enterprises (AVRE) in Norway. At the conference all Norwegian EQUASS certified organisations in 2009 were congratulated by NAV, the National Agency for Labour. Guus van Beek gave his contribution to this conference by offering a lecture on the opportunities and requirements for EQUASS Excellence certification.

Meeting APQ and União das Misericórdias

On the 8 February 2010 Guus van Beek visited the União das Misericórdias (UMP) in Lisbon.

The UMP is considered to be the most important organisation providing social services in Portugal. The UMP integrates and coordinates approximately 400 institutions in the areas of aging, health, childhood and youth and poverty. The UMP has asked the Portuguese Association for Quality (APQ— the EQUASS License Holder in Portugal) to advise them in the quality developments at UMP.

In a meeting organised by APQ the EQUASS concept of quality and the opportunities for quality certification were explained and discussed.

EQUASS Auditor training in Portugal (Prometheus framework)

The Prometheus project addresses various aspects of quality: the definition of quality (Quality framework and criteria), measurement (indicators), assessment (processes, procedures for (self)-assessment) and improvement of quality of Social Services of General Interest (SSGI) The project also involves EU countries in building capacity and piloting.

On the 7 and 8 April 2010 25 participants from 4 different sectors and 12 different countries attended the auditor

training. The training was intended to build capacity in auditing for the 9 pilots of the Prometheus project.

Representatives of the pilots and project partners also had the opportunity to attend the training so they could anticipate on the way the external audit will be carried out.

The training was highly appreciated by all participants.

EQUASS upcoming events

16 April 2010: Induction programme, Koln, Germany

26-27 April 2010: Induction programme, Tallinn, Estonia

19 & 20 May 2010: EQUASS Consultancy training, Porto, Portugal

19 & 21 May 2010: EQUASS in Practice partnership meeting, Vilnius, Lithuania

Spring 2010: EQUASS Consultancy training, Germany

Summer 2010: EQUASS Excellence Auditor training, Brussels, Belgium

Autumn 2010: EQUASS Assurance Auditor training, Porto, Portugal

EQUASS Certification in the Seyshuizen (The Netherlands)



“The EQUASS Assurance certification process helped us to focus on quality management.... It gave us a tool to involve and motivate all our staff members. It also made us more aware of the importance to involve all our stakeholders (clients and parents, funders, staff, university, other service providers, etc.) in the planning, delivery and innovation of our services.”

Pluryn De Seyshuizen

On 21 and 22 January 2010, Pluryn de Seyshuizen in the Netherlands successfully completed the implementation of the EQUASS Assurance system.

Pluryn de Seyshuizen, a part of the Pluryn organisation, provides a unique evidence based service for children with eating disorders and other related behavioural problems.

The service and therapies are developed with the scientific support of the Radboud University of Nijmegen and have a proven track record of achievements and results for its clients.

The EQUASS Assurance certificate was handed out by Prof. Dr. Robbert Didden, expert in Intellectual disabilities, learning and behaviour of the Radboud University.

News from the Secretariat

The EPR Secretariat welcomes two newcomers in the team



Eleanor Brown joined EPR in February 2010 as **EQUASS Coordinator**. Along with a degree in Business Studies and an MSc in Gender and International Relations, Eleanor has experience of managing projects in both the public and private sector in the UK. Most recently, Eleanor worked with the Learning and Skills Improvement Agency on their Teaching and Learning Programmes.

E-mail: eleanor.brown@epr.eu

Noé Viedma Alonso joined the EPR Secretariat in January 2010 as **EPR Intern**, where he supports the overall functioning of the Secretariat with a special focus on projects and financial administration.

E-mail: intern@epr.eu



New office space

Last February, five lucky staff members of the EPR Secretariat moved up to the stylish newly renovated first-floor office. The basement office is now being restructured to serve as an archive and storage space.

The new spacious and luminous working space is sure to bring a lot of positive and productive energy!



The new flexible working stations brings the EPR staff together and reinforce their collaborative culture.



EUROPEAN PLATFORM FOR REHABILITATION



The European Platform for Rehabilitation (EPR) is a network of leading European providers of rehabilitation services to people with disabilities and other disadvantaged groups. EPR's member organisations are influential in their countries and stand for high quality service delivery in the fields of vocational education and training, reintegration, medical rehabilitation and social care.

EPR assists its member organisations in achieving continuous professional improvement, best practice and competitiveness in every aspect of service delivery. Through its Public Affairs activities, EPR enables service providers to contribute to the formulation of European social policy, and facilitates access to EU funding.

Recognised as an important player on the European scene, the network receives structural funding under EU's Lifelong Learning Programme. EPR has a seat on EU's High Level Group on Disability and has participatory status

EPR on the web!

For regularly updated information on EPR and its activities, please visit our website:

www.epr.eu

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The network of leading service providers to people with disabilities

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