"Ensuring service provision to people with disabilities under emergency situations: resilience, creativity, and co-production during COVID-19"

EPR Study and Prize 2021

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EPR Study & Prize 2021: Elements Presentation

- Topic & Process & Timeline

- Summary information on 5 good practices from EPR members from Belgium, Ireland, Latvia, Northern Ireland/UK and Spain submitted

- Success factors – in particular in relation to "resilience", "co-production" and "creativity/innovation"

- Challenges

- Recommendations

- EU-level policy context: European Pillar of Social Rights Action Plan – European Disability Strategy – EU Funds

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EPR Study: Topic & Process & Timeline

- **Thematic focus**: Services, programmes, initiatives or projects developed or adapted to the requirements of the COVID-19 pandemic, but also supporting resilience, creativity, and/or co-production

- Discussion & circulation of **template** to submit practices

- Members asked to **score 5 practices submitted**; 10 members did this

- Analysis of practices and writing up of EPR Study

- **Presentation of key insights** from 5 practices received & **Presentations by winner and runner-up** & **awarding EPR Prize 2021**: 1 December

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Summary Info on 5 Promising Practices
1. Fundación ONCE – Inserta Empleo, Spain

Adapting training and employment services under COVID-19

Main features
What? => Adaptation of service provision to remote/online settings in context of organisational development & digitalisation process
How? => Improvement of processes OR new service or programme designs & preserving quality and proximity to clients/user orientation
"*Fields" of intervention*: a) Staff/Professionals; b) Training Programmes; c) Employment Services; d) Work with employers
Priorities: a) Meeting users' needs; b) Meeting requirements of ESF
High satisfaction rates of jobseekers, those in training, employers

2. GTB, Belgium

[cooperation with Finland]

Start To Can - A better transition from school to work for young people with disabilities through the use of a user-designed webtool

Main features

Who? => Young PWD (18 y-29 y) w/ health problems and/or at risk of neither being in employment, education, training

What? => Webtool with Training Manual (Teacher; Job Coach; Mediator) & Recommendations, covering job search & life domains

How? => Methodological shift: Focus on skills, strengths & dreams of YPWD – Service design model: Individual Placement and Support

How? => Co-production of webtool and training

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3. Cedar Foundation, Northern Ireland/UK

Inclusion Works – Finding Solutions in Challenging Times

Main features

Who? Adults with physical disabilities, acquired brain injury, autism and learning disability

What? Service design to support users in remote/online setup and enable their engagement in training and social integration offers

Objectives: Information & Preparation of re-entry after lockdown, addressing social isolation and anxieties, building users' resilience

How? Adapted & co-produced Personal Training Plans (with adapted COVID-19 pandemic specific goals). Framework of structure & routine when community activity not possible

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4. Rehab Group, Ireland

Best Practice Reference Group – COVID19 Framework

Main features

Who? Staff & Management

What? Setting up "Best Practice Reference Group" - receive, filter & disseminate key info to each service & frontline staff

Contents: Repository of up-to-date information (infection control, preventive & protective measures/OSH, staff training & support) documents, guidance, procedures compiled by a"coordination team"

How? Visual engagement: Visual Central Repository

Strengths: Pooling; Speed; Coordination; Consistency => Protocols

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5. SIVA (Social Integration State Agency), Latvia

Social Mentoring

Main features

Who? Vocational rehabilitation clients, i.e. PWD or at risk, with mental health conditions, older workers

What? Social mentoring programme; keep connections and motivation for studying and training

How? Attribution of mentor; asking for progress in studies, well-being etc, written feedback & range of support services

Use of digital communication tools & phone

Success Factors (1)

1. **Users**: **Continued**/non-interrupted service **provision and support**

2. **Users**: **Re-organisation of service formats** (flexible; safe; adapted to online)

3. **Users**: Further development or **adaptation of existing training programmes**

4. **Users**: Offered **financial, organisational and logistic support -** hardware and software

5. **Services**: Shifting to **user-based/focused design** of services & tools

6. **Staff**: **Upskilling & better preparing staff for new needs, challenges and competences**

7. **Providers**: Building in **monitoring and evaluation procedures** and mechanisms

8. **Providers**: Maintaining a **strategic & operational exchange & engagement with key external stakeholders**

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Success Factors (2)

1. Improved resilience of users and providers
   a) addressing anxiety & insecurity of users
   b) Regular one-to-one contact & follow-up
   c) Centralising info & Repositories + Coordination Units
   d) Post-COVID/COVID Recovery Plans, incl. rolling out blended services

2. Ensuring co-production of services
   a) Surveys with users for reshaping services & new practices/tools
   b) Collaborative elaboration of (digital) training and (re-)integration tools

3. Creativity/Innovation in service, programme and project design
   a) Shifting service provision online or to blended models
   b) Implementing models of "agile" working
   c) Testing and rolling out conceptual innovations

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Challenges

1. **Staff**: **Access to hardware & software**

2. **Staff**: **Up-/re-skilling -** digital communication, training & teaching tools

3. **Users**: **Technical and social access** to remote/online formats

4. **Providers**: **Stable funding** (including EU Funds)

5. **Providers**: **Additional reporting, reassurance & evidence of continuation of work** demanded
additional administrative & time pressure

6. **Providers**: **Integration of innovation** in "regular" service packages

Recommendations

1. **Providers**: **Inclusive user design** for digital tools & platforms

2. **Providers**: **Maintaining & extending service offers to assist employers with inclusive job & workplace design**, incl disability management approach

3. **Funding agencies**: **Funding of quality training services** for staff and service users

4. **Funding agencies**: **Financial support for service providers**, also to integrate service innovations into reimbursed services; roll out co-produced services "Nothing about us without us"

5. **Decision makers (policy; legislation)**: **Continue support of social economy/social enterprises**, incl. WISE

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