

# Quality Services in ensuring and promoting Community Inclusion

## Report

10<sup>th</sup> December 2019

Museo dell'Arte Contemporanea Pecci

Prato, Italy

*This report includes recommendations for policy makers and stakeholders and an abstract of the evaluation.*

The National Awareness raising Event entitled Quality Services in ensuring and promoting Community Inclusion was held in Prato on 10 December.

The events aimed to be a moment for sharing ideas and good practices, from a local (Prato) to a European dimension. Thanks to the participation of experts at regional, national and international level, a wide range of experiences and reflections have been showcased:



- **INTERCULTURALITY** – Similarities and differences in the perception and representation of people with disabilities in different cultural contexts.
- **QUALITY OF SERVICES** – which tools help to evaluate, maintain, certify and communicate quality of services, guaranteeing and promoting the rights of people with disabilities.
- **LEISURE TIME** – Consolidated, sustainable and innovative projects contribute in triggering inclusive processes in the artistic, recreational and sports fields within the local communities.

The event was organized by EPR together with Fondazione Crida, a local organization that brings together many structures, projects, initiatives and professionals who have been dealing with



health, socio-health and psycho-social rehabilitation for over thirty years.  
<https://www.fondazionecriida.it/wp/>

The institutional greetings of the Mayor of Prato and the representative of the Tuscany Region were followed by the introductions by Umberto Spinelli (President of Crida) and Laura Jones (Secretary General of EPR). Both illustrated how their respective organizations' work and interventions in the areas of interest of the conference.

Marco Armellini (Director of the Mental Health Area of the AUSL Toscana Centro) and Alessandro Bechini (OXFAM Italy - Program Manager) opened the debate around the theme of Interculturality. In particular, they presented their good practices and illustrated the way in which, both in the public and in the private sector, professionals are facing the socio-cultural change that has strongly affected local area in recent years.

Valentina BRECELJ (Research and Development specialist - University Rehabilitation Institute - Slovenia) then introduced the theme of Quality of services, explaining the functioning, objectives and applications of EQUASS.



Donata PAGETTI VIVANTI (Presidente FISH TOSCANA - Federazione Italiana Superamento Handicap) continued on the topic of quality, linking it to the UN convention on the rights of people with disabilities. Pagetti Vivanti then went on to address the topic of independent living, ethical principles and a rights-based approach in connection with the theme of quality of life.

The last speeches were dedicated to the topic of Leisure Time and Social Inclusion. Beatrice Becheri (Director of CGFS - Youth Sports Training Center of Prato) illustrated the interventions that her service is implementing at local level in support of inclusive management of free time by local young people.

Fabio Frangipani (ESTRA Spa Group - corporate social responsibility) introduced the Play for Inclusion project, a project born with the aim of facilitating relationships and happiness for people with disabilities, for their families but more generally for the wider community.

Finally, Giorgio Marasco and Simone Cergnul introduced All In For All Network, an associative network that brings together entities and people operating in the field of inclusion and welfare.

The event was facilitated by Paolo Lucattini, contract professor at the university of Florence and Pisa and regional director of Special Olympics Italia.



The conference saw the participation of about 70 people, including about twenty students from the Copernico scientific high school in Prato.

### Recommendations for policy makers

- Public funding remains the fundamental resource to guarantee the support to many small sports organizations, through which social inclusion through sport is implemented, especially in the poorest social contexts. It is essential that the policies continue to support small organizations and that they facilitate them, also through reductions and simplifications of official procedures.
- Contamination between public entities, private entities and associations has always been one of the success factors of social inclusion initiatives through sport. Nevertheless, the procedures for establishing these partnerships are often complex and sometimes expensive. Policy makers could support these atypical partnerships through dedicated, simpler, clearer and above all cheaper procedures.
- Rights' based approach and clients' quality of life's support varies widely in the various EU countries. In some cases, it is not fully measured. It would be important to have the most common and shared guidelines possible.

Participants were asked to rate the overall event from 1 (poor quality) to 5 (excellent). The average rating of the event was a **3.9 out of 5**.

All presentations are available on the EPR website [here](#).

