

ANNUAL REPORT 2014

EUROPEAN PLATFORM FOR REHABILITATION

EPR, the network of leading providers of services to people with disabilities and other disadvantaged groups

The European Platform for Rehabilitation assists its members to achieve continuous professional improvement, best practice and sustainable growth in every aspect of services. Through its Public Affairs activities, EPR also enable service providers to contribute to the formulation of European social policies and legislations, as well as facilitating access to European Union (EU) funding.

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A word from the President

It is with great pleasure that I present the 2014 Annual Report of the European Platform for Rehabilitation. Summarizing our activities in this Report is a good way to reflect on our achievements in the year 2014. As always it has been a busy year but it has also been a year of changes. After a period of 14 years Jan Spooren left EPR as Secretary General and at the end of 2014 the new strategic plan 2015 -2017 was approved by the General Assembly. In the beginning of the year I had the privilege of being nominated to take over the EPR Presidency.

That which brings EPR members from all over Europe together is their will to learn from each other's best practices in order to improve their own services. In this perspective it is no surprise that during the process of developing the strategy 2015 - 2017 much emphasis was put on ensuring that the strategy focuses on enlarging and deepening the possibilities to learn from each other. Mutual learning has become the cornerstone of the strategy for the period 2015 - 2017. This takes place in the four domains we identified and the seven thematic areas.

Mutual learning is possible in very different ways. Within EPR it was customary to

organise these meetings at one of the locations of the members, which also involved a lot of travelling. In 2014 more and more activities are organised as online seminars and training sessions. Apart from the fact that it is good to use these virtual communication tools it is also a way to enable the participation of all members in



these activities, since many members are still confronted with pressure on their budgets due to the financial crisis. This may also be one of the reasons that our membership is still very stable, and we even welcomed a new associated member to EPR. Even more promising is the fact that by the end of 2014 a number of organisations showed interest in becoming members of EPR. Still, we had to let one of our full members go, and the reason for them leaving EPR was mainly the consequence of cuts in their budget. Although politicians in most EU member states are becoming more optimistic about economic recovery we still need be aware of the fact that our sector is still in a vulnerable situation and we need to make sure that being a member of EPR has an added value for each and every member.

I would like all the staff at the secretariat for their hard work. I would also like to extend a special word of thanks to all full and associated members for their contribution and input in the process of developing the new EPR strategy 2015 - 2017

Not only did EPR have to deal with changes in the last year. At the European level there has been a big change after the elections and the start of the new European Commission. What the impact of these changes will be for EPR and the fields that we are active in is not yet clear at this moment, but we need to be monitoring the developments at the European level, and where possible and needed contributing to consultations carried out by the Commission.

With our new strategy and the involvement of the members and staff, I'm confident that EPR will grow to be an even stronger platform over the coming years.

Jean-Paul Essers EPR President

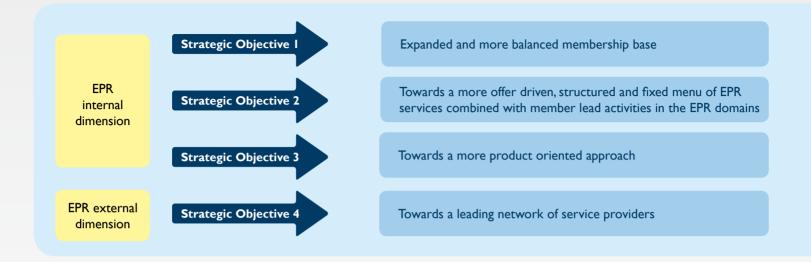
Our Strategy towards new objectives

Review of the EPR Strategic Plan 2012 - 2014

The activities carried out in 2014 contributed to implementing the EPR Strategic Plan 2012 – 2014. An in-depth evaluation of the threeyear plan, conducted by the General Assembly through a SWOT analysis, revealed a clear picture of EPR's performance as European network of service providers to persons with disabilities and other disadvantages. Most of the objectives were achieved, considering that the ultimate goal was to support and strengthen EPR member organisations in achieving high-quality services for clients, continuous professional improvement and sustainable growth in the sector. The initiatives featured in the Strategic Plan 2012 - 2014, to deepen the involvement of the members and the inclusion of new areas of work as business development and research, strengthened the profile of EPR both internally and externally. The focus on mutual learning as a valuable pathway to innovative services and products was confirmed as a long-standing EPR core business. The review of the Strategic Plan 2012 - 2014, which took into account both internal and external factors, led to the formulation of the new Strategic Plan 2015-2017.

The new Strategic Plan 2015 – 2017

In June 2014, EPR Directors initiated a participatory process to develop the new Strategic Plan 2015 – 2017. On 2 December, the EPR General Assembly approved the final EPR Strategic Plan setting out the key directions and objectives of the platform for the next three years. The main strategic pathways of the EPR are reflected in the new strategy, which ultimately will lead to a profound change of EPR's operations while largely maintaining the EPR network's vision, mission and core value propositions. The plan is organised into 4 Strategic Objectives aiming at addressing the most relevant and highest priorities of the network. More attention is paid to the EPR's profiling as a network of providers of diverse types of social and rehabilitation services (4 domains) and with an array of thematic focal areas (7 thematic areas).



4 EPR Domains

- · Vocational rehabilitation and employment services
- Education and training services
- Medical rehabilitation
- Social care, support and housing services

7 Thematic Areas

- Quality
- Outcome Measurement (impact of services on clients)
- Empowerment and Quality of Life of clients
- ICT and ATs
- Professional development
- Organisational performance
- Partnership

Further information is available on the EPR website (www.epr.eu)

Mutual Learning Gathering

EPR Annual Conference 2014, 26 – 27 June, Cologne, Germany "Impact assessment in rehabilitation - A driver for sustainability and continuous improvement"

The two day event focused on the assessment of the impact of rehabilitation services. The programme of the conference proposed to reflect on different aspects of the theme from the perspective of the clients, the service providers and the funders.

Evidence-based approaches of impact assessment were presented, as well as their effects on the organisations and their importance for clients and funders. The "Ateliers" also offered training and creative spaces to the participants for an in-depth discussion of issues and exchange with peers. Participants left the conference with concrete methods and suggestions for further development of their organisations' practice.



"There are changes coming in our sector regarding impact assessment. We need to do more from a service provider's perspective and from a service user perspective".

Dirk Jarré, professor at Linz University, Austria

Focus: Innovation Prize Winner

Congratulations to the Dutch organisation, Pluryn for winning the 2014 Innovation Prize Contest with the project "The Growth Factory: Developing a Growth Mind set!" Petra Helmond was invited to the EPR Annual Conference to present this innovative project which aims to optimise the treatment for youth with intellectual and/or physical disabilities by adding a short online intervention called the "Growth Factory".

The Growth Factory is an application that teaches youth that they have the potential to change, allows them to understand the learning process and to improve their performance. The Growth Factory has been developed in collaboration with scientists, clinical practitioners, and clients.

The online intervention was launched in summer 2014 after a user-pilot period.

Full description of the project is available on EPR website, Innovation Prize section – www.epr.eu



Sabina Lobato (ONCE Foundation), Petra Helmond (Pluryn - Innovation Prize Winner), Jan Spooren (EPR)

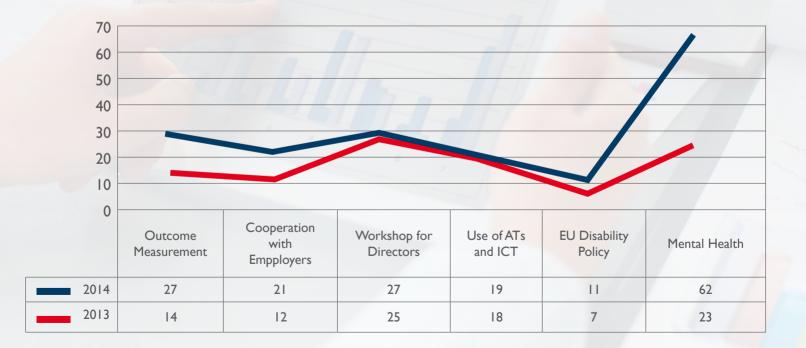
5 Parallel ateliers on impact assessment in practice

- ICF-based impact assessment
- Improving performance for all
- Development of Key Performance Indicators
- Impact assessment: continuous improvement and effective learning
- Transition from special education to employment: an innovative US practice

Our Professional Development Activities

EPR offers tailor-made activities based on individual in-house needs assessment (Centre Action Plans) and a range of open events to encourage member organisations to strengthen the relationship with local/national external partners' services.





Overview

Benchmarking groups:

Outcome measurement in vocational rehabilitation (25 June, Cologne)

Peer Reviews

- EU Disability Policy (23 May, Ireland Hosted by National Learning Network)
- Rehabilitation International (4 September, Frankfurt, Germany)

Site visits:

- Pluryn residential and ambulatory care services to difficult children and youngsters (28 February, The Netherlands)
- Social enterprises (26 March, Group Terre, Belgium)
- Assistive technologies and technical aids (21 and 22 May, Technosite and Via Libre, Madrid, Spain)

Online Training Sessions (Webinars)

- ICT solutions for client case management (6 February)
- Using Social media in relationships with service users (18 February and 18 March)
- The role of Job coaching and employment support (25 November)

Training seminars:

- European semester mechanism and the involvement of social service providers (27 March, Brussels)
- EU funding opportunities (28 October, Oslo, Norway)
- EU employment and social policy (29 October, Oslo, Norway)

Thematic Communities

- Cooperation with employers
- Mental Health and Recovery

Strategic Workshop for Directors

• Strategic planning in the social services sector (2-3 October, Lisbon)

In-house training seminars:

- Cooperation with Employers (3-4 September, Arendal, Norway – Hosted by Durapart)
- Improving Relationship with Employers (5– 6 February 2014, Finland – Hosted by Luovi Vocational College)

Knowledge Management

Online Platforms

In 2014 EPR proposed three integrated we-based platforms as lighter, more focused, and interactive ways to display and optimally use the expertise available within the EPR network by stimulating the exchange of information and best practices. The platforms, hosted on the EPR or EQUASS website, are fully accessible and feature moderated fora and specific resources. EPR created the platforms with the financial support of the European Commission PROGRESS programme.

The open Platform on the European Semester Mechanism and the involvement of social service providers is a place where EPR members and other social service providers can improve their understanding about the European Semester as a tool to monitor the performance of Member States against the Europe 2020 targets*. Through this platform EPR provides continuous guidance and advice on processes and contents relating to employment of people furthest from the labour market and quality social services. Platform contents include training material on European Semester mechanisms, an analytical paper on EPR's experience with the 2014 European Semester and key documents for the EU countries covered by EPR. Further information about this topic is available on the EPR website. European (www.epr.eu/European Semester) Semester section

* Europe 2020 is the EU's growth strategy for the coming decade. The strategy is focused on five targets in the areas of employment, innovation, education, poverty reduction and climate/energy. For more information visit the Europe 2020 website.

The Learnabil-IT platform was developed under the homonymous project, supported by the European Commission PROGRESS programme and aimed to promote cooperation and mutual learning between the worlds of work and vocational education and training in the ICT sector. The platform displays all learning materials developed during the project about identification of skills needed in the ICT labour market, cooperation between vocational education and training institutions and employers, methodologies to adapt training curricula for people with disabilities, successful practices to ensure a smooth transition and maintaining a job. The platform also includes a description of the project partners, training videos and publications. Further information about is available on the EPR website, Project section (www.epr.eu/Projects/Learnabil-IT_Platform) The e-learning platform includes a training module on Quality Social Services for Persons with Disabilities designed to provide information about how the United Nations' Convention on the rights of persons with disabilities can be used as a guideline for the enhancement of disability services throughout the EU and beyond. The e-learning module consists of two main elements: an educational video, produced for all audiences, and a compilation of online resources and websites, reports, studies and publications, awareness raising campaigns and materials for service providers, students and other persons interested in the topic of the convention. The e-learning platform is publicly available on the EQUASS website and contributes to increase EPR's capacity to inform and influence stakeholders and the general public interested in the field.

EQUASS platform: www.equass.be









European Commission

EPR Partners with the European Commission

EPR signed a 4-year partnership agreement with the European Commission (DG Employment, Social Affairs and Inclusion) for the period 2014 – 2017. This agreement, confirms the recognition that EPR has at European level in supporting its members in creating a more social and inclusive Europe and the funding received enabled EPR's public affairs work to be strengthened both at EU and national levels. This overall partnership agreement is operationalized via annual work plans with a corresponding grant. The acquisition of the grant and the execution of the proposed annual work plan 2014 was a significant support for EPR in strengthening its capacity to assist its member organisations to achieve continuous professional improvement and sustainable growth in every aspect of service delivery for people with disabilities and with other disadvantages. EPR offered a diversity of activity formats to reach specific objectives; training sessions, conferences and events, which provided professionals with updated and innovative knowledge and skills to face new challenges in the sector.

"This is a great opportunity for EPR to improve its activities at both European and national level and to develop new strategies for the coming period". Jan Spooren, EPR Secretary General

Learnabil-

Learnabil-IT Project: Mutual Learning on skills for the ICT labour market for people with disabilities

This 12 month project, supported by the European Commission PROGRESS programme, relates to cooperation and mutual learning between the worlds of work and vocational education and training (VET) in the ICT sector. The objective is to ensure a better skills match and a greater level of employability of people with disabilities and disadvantages (PWDD) in the open labour market. The project targets PWDD who are the most vulnerable to exclusion from the world of work and face more obstacles in finding quality employment.

At the same time, the employment of PWDD is a critical success factor for their economic independence, personal development and active participation in society on the one hand, and for the financial sustainability of social security systems on the other hand. From the economic point of view, the ICT sector is still growing and needs qualified workers. In addition, it is a skill-driven sector which changes rapidly and requires close co-operation with the educational system.

The project identified, analysed and disseminated, through mutual learning activities, best practices regarding cooperation mechanisms between employers and their representatives, VET institutions for people with disabilities and PWDD themselves. Six country studies complemented by one European Study mapping analysed how education and training providers, employers and authorities involved in education coordinate their work to ensure that the trainings offered to PWDD match the demands of the labour market in the ICT sector. A set of recommendations provide policy makers with commentary on the current situation of skills needs anticipation and response mechanisms for PWDD for the ICT sector. A web-based knowledge management platform containing all project deliverables ensure that the most effective practices can be deployed and transferred beyond the execution of the project itself. The project, led by EPR, brought together six EPR member organisations with strong operational expertise in the field of education and training for people with disabilities (Astangu VRC, CRM, NLN, Pluryn, URI



and VRC) and two European organisations (Business Disability Forum and European Network of Independent Living).

For more information about project partners and outcomes consult the Learnabil-IT webpage on EPR website, Project Section, www.epr.eu/Projects/Learnabil-IT.

"It is when you meet project partners and you learn from them that you ask to yourself why you haven't thought before about some simple and successful actions"

Natalja Markovskaja Valakupiai Rehabilitation Centre, Lithuania "The employers are interested in the skills of the person [...] once you have discussed on the ability of the student then you can talk about his disability, not the other way around."

Manus Hanratty FIT Ireland

PESSIS 2 Promoting employers'

social services in social dialogue

Social Dialogue: PESSIS II project

The PESSIS II - Promoting employers' social services in social dialogue - project, supported by a broad partnership of European and national organisations representing social and health services providers, is the follow up of the project PESSIS. It represents the second step of a longer term process aiming at establishing a representative platform for employers in the social and health services sector at European level. This project aims to update the existing information and data in at least 12 EU Member States, identifying practices and experiences which might help the sector to structure itself as an employers' representative at European level. EPR supported the project by leading the communication and dissemination activities

designed to raise the visibility of the project outcomes. The project, funded by the European Commission's Programme on Industrial Relations and Social Dialogue, ran from November 2013 to October 2014. See more on the project website: www.epr.eu/project/Pessis

"It is key to organise ourselves as employers if we wish to further our impact on European and national policy-making processes"

Luk Zederloo, EASPD Secretary General

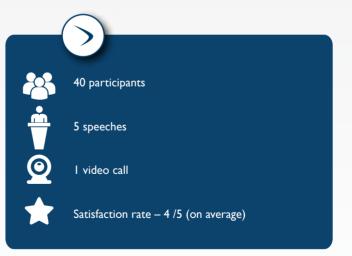


Public Affairs

EPR Public Affairs Event gathers European stakeholders in Brussels

"Employment of people furthest from the labour market and transition from school to work for people with disabilities"

On 3 December 2014 EPR organised a Public Affairs event which gathered European stakeholders in order to reflect on employment of people furthest from the labour market and transition from school to work. The event, chaired by Sabina Lobato, ONCE Foundation Director, explored the European strategies and best practices for promoting the employment of persons who are further from the labour market, with perspectives from European policy and research experts as well as from professionals from the social services sector. The EPR Report on Selected Transition Services for Youth with Disabilities in member organisations of the EPR (available on the EPR website) was presented, via video call, by Fred



McFarlane Ph.D. at San Diego State University and the event then welcomed the presentation of good transition practices by two EPR member organisations.

Partnerships

Focus on Social Services Europe

During the year EPR cooperated actively with Social Services Europe, the largest social services network in Europe that brings together eight Europe-wide networks of not-for-profit providers of social and health care services. It principally focuses its attention on European policies that have an impact on the quality of social services, quality employment and human resource development in the sector, capacity building for the sector in accessing EU funding, and the recognition of the specificities and added value of the sector. In 2014 Social Services Europe launched a manifesto for the 2014 European Elections, outlining key actions the European Parliament could take to support the social services sector. Social Services Europe also launched its website 2.0 at www.socialserviceseurope.eu and improved its communication strategy. EPR contributed to the website development and implementation.

EPR Publications



I Comparative Study on selected transition services for young persons with disabilities in EPR member organisations



4 Policy papers

• Briefing on European Social Fund 2014-2020

- Quality in Social Services
- Analytical Paper on Cooperation Mechanisms

Between Providers of Vocational Education and Training and Employers In The Field of ICT

• Analytical Paper on European Semester 2014 and the **EPR's** experience



3 Newsletter Issues



(April, September, December)





19 Funding Alerts

- I Contribution to the European Public
- **Consultation on the Europe 2020 Strategy**

Other cooperation

- High Level Expert Group on Disability
- **European Social Insurance Platform**
- Rehabilitation International
- **European Platform of Social NGOs** .



European Quality in Social Services

Overview of EQUASS training sessions

- I Assurance Auditor training in Norway
- 3 Calibration courses (2 in Portugal and 1 in Norway)
- 2 Consultancy training in Portugal

The European Quality in Social Services (EQUASS) is an initiative of EPR. EQUASS aims to enhance the personal services sector by engaging service providers in quality, continuous improvement and by guaranteeing quality of services to service-users throughout Europe.

A substantial number of social service providers and individuals in more than 12 European countries have shown their commitment to the EQUASS quality approach by certifying their services or supporting the implementation of quality standards, as well as assessing the EQUASS approach as EQUASS consultants and EQUASS auditors.

Social Service

The EQUASS certification programmes fully comply with the European requirements quality in the social sector as expressed in the European Quality Framework for Social Services by the Social Protection Committee and the core criteria of the EQAVET framework for the Vocational Education and Training (VET) Sector. Certification based on EQUASS criteria can also be considered as evidence for successful implementation of the UN Convention on the Rights of People with Disabilities in the context of service delivery.

See more on EQUASS website: www.equass.be

Overview of EQUASS certifications in 2014

NORWAY: 122

GERMANY:4

ESTONIA: 10

LITHUANIA: I

GRECE: I EXCELLENCE

SLOVENIA: 5

EQUASS Excellence:

- 4 certified organisations
- 1.631 service users
- 309 staff members (294 full time employees and 15 part-time)

EQUASS Assurance:

- 158 certified organisations
- 18.906 service users
- 5.578 staff members (5.209 full time employees and 369 part-time)

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PORTUGAL: 16 3 EXCELLENCE

EPR Structures

Board of Directors

The Board is the representative body of EPR. It is composed of maximally 8 Chief Executives/Directors of the full member organisations. The members of the Board (including the function of president and vice-president) are nominated by the General Assembly for a period of two years which is renewable, and these positions cannot be delegated.All members of the General Assembly are entitled to attend the meetings of the Board as observers. Its main task is to supervise all EPR activities and to execute the decisions of the General Assembly. In 2014 the Board held four meetings to discuss and approve EPR policies and activities.

General Assembly

The General Assembly is the decision-making body of EPR. Its main task is to set the strategic, financial and organisational framework of EPR. The General Assembly consists of the Chief Executives/ Directors of the full members. The associate members are invited to participate in the meetings of the General Assembly as observers. The General Assembly meets at least twice per year to discuss and approve EPR policies and activities. Once a year Directors participate at the Workshop for Director to reflect on strategic issues affecting the sector.

Centre coordinators

Centre coordinators of full and associate EPR members represent the direct link between EPR and its member organisations. Their main role is to disseminate EPR information throughout their organisation and implement decisions taken by the General Assembly. Usually EPR Centre coordinators meet twice a year.

EPR Secretariat

The EPR secretariat is the main unit responsible for the development and implementation of the network's activities. Based in Brussels, the Secretariat acts as the interface with EPR member organisations and with external stakeholders.

Jan Spooren Secretary General (until September 2014)	Laurence Meuret Financial Officer laurence.meuret@epr.eu
Paul Kurvers EPR Coordinator replacing the Secretary General from October 2015 until April 2015	
Claude Delfosse Project Coordinator claude.delfosse@epr.eu	Cinzia De Letis Communications/PR Officer cinzia.de.letis@epr.eu
Marie Dubost EQUASS Coordinator marie.dubost@epr.eu	Skye Bain EPR and EQUASS intern (from September 2014 to March 2015)

Financial Information

ltem	Results (in Euro)
Revenues	803.475
Membership fees	348.750
EQUASS	195.160
Projects and Consultancy	219.530
Other Incomes	4.283
Extraordinary Incomes	35.752

ltem	Results (in Euro)
Expenses	793.062
Staff costs	289.004
EQUASS Operational Costs	159.538
Operational Costs Projects and Consultancy	171.582
Operational Costs EPR	87.916
Office Costs	79.499
Other Costs	5.523

Balance	10.413
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Membership

Full members



Adelante, The Netherlands Director: Jean-Paul Essers EPR Coordinator: Paul Kurvers www.adelante-zorggroep.nl



Durapart AS, Norway Director: Bjørn Paulsen represented by Grete Kristiansen EPR Coordinator: Hiis Søftestad Hanne www.durapart.no



Fundación ONCE, Spain Director: Sabina Lobato EPR Coordinator: Ana Juviño www.fundaciononce.es



GREP GRENLAND AS, Norway Director:Thor Fjellvang EPR Coordinator:Anne Britt Holtren www.grep-as.no



Investing in People, Changing Perspectives

National Learning Network, Ireland Director: Marie Kelly (replaced by Lucianne Bird in 2015) EPR Coordinator: David Muldoon www.nln.ie



Heliomare, The Netherlands Director: Frits Wichers EPR Coordinator: Frank 't Hart www.heliomare.nl



Centre de Réadaptation de Mulhouse (CRM), France Director: Bernard Barthe EPR Coordinator: Jean-Claude Schrepfer www.arfp.asso.fr



Josefs-Gesellschaft, Germany Director: Manfred Schulte EPR Coordinator: Andreas Reiß www.jg-gruppe.de



Pluryn, The Netherlands Director: Tessa Zaeyen EPR Coordinator: Cees Jonkheer www.pluryn.nl

RehabCare

RehabCare, Ireland Director: Laura Keane EPR Coordinator: Kathleen Morris www.rehab.ie



Stiftung Rehabilitation Heidelberg – SRH, Germany Director & EPR Coordinator: Hans-Joachim Eucker www.bbw-neckargemuend.de



Luovi Vocational College Director:Tarja Mänty EPR Coordinator: Mari Kontturi www.luovi.fi

Associate members



Astangu Vocational Rehabilitation Centre, Estonia Director: Mari Rull EPR Coordinator: Keiu Talve www.astangu.ee



Comitato Regionale Lombardia A.I.A.S. Italy Director & EPR Coordinator: Gaetano Santonocito www.aiasmonza.it



Association of Vocational Rehabilitation Enterprises (AVRE), Norway Director: Johan Martin Leikvoll EPR Coordinator: Paal Haavorsen www.attforingsbedriftene.no



Fagerh, France Director: Isabelle Merian EPR Coordinator: Fréderique Rueda www.fagerh.fr



AFID Diferença Foundation, Portugal Director: Domingos Rosa EPR Coordinator: Lutegarda Justo www.fund-afid.org.pt



BBW, Berufsbildungswerk Südhessen, Germany Director: Renee-Eve Seehof EPR Coordinator: Christiane Scholz www.bbw-suedhessen.de



GTB, Belgium Director: Luc Henau EPR Coordinator: Sophie Vandermarliere www.gtb-vlaanderen.be



EKON, Poland* Director: Marek Lukomsky EPR Coordinator: Małgorzata Zakrzewska ekon.org.pl

* EPR Member since July 2014



Fundación INTRAS, Spain Director & EPR Coordinator: Pablo Gomez

www.intras.es



Irish Wheelchair Association, Ireland Director: Kathleen Mc Loughlin EPR Coordinator: Josephine Dwyer www.iwa.ie



LOS – Private Social Services, Denmark Director: Geert Joergensen EPR Coordinator: John Anderskou www.los.dk



MEREK, Hungary Director: Mihaly Kogon EPR Coordinator: Erik Fuksz www.merek.hu



USEL (Ulster Supported Employment Ltd), Northern Ireland Director: Sam Humphries EPR Coordinator: Arthur Savage www.usel.co.uk



Mariehjemmene Foundation, Denmark Director: Bo Kristiansen EPR Coordinator: Hans Meier Andersen www.mariehjem.dk



Theotokos Foundation, Greece Director: Papakonstantinou Yiannis EPR Coordinator: Evangelos Kamoudis www.theotokos.gr



University Rehabilitation Institute (URI), Slovenia Director: Robert Cugelj EPR Coordinator: Jurij Svajger www.ir-rs.si



Valakupiai Rehabilitation Centre (VRC), Lithuania Director: Edita Satiene EPR Coordinator: Rasa Noreikyte - Ustinaviciene www.reabilitacija.lt



Workshop "Panagia Eleousa", Greece Director: Dimitrios Chimariotis EPR Coordinator: Mina Kyziridi www.ergpanel.gr



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