

## Public Affairs Event 16 November 2017

After the EPR President opened the event and formally welcomed all attendees, Kai Troll, the moderator of the event, invited Marie Dubost on the floor to present the main features of the 2017 EPR report on Rights and Ethics in Practice in social services in Europe. The Selection Panel, which includes representatives of EPR, EQUASS, ENIL, Inclusion Europe, AGE Platform had reviewed the submitted practices against some key eligibility criteria:

Impact:

- ✓ Clear objectives, evaluated (internally or externally)
- ✓ Long term outcomes for service users
- ✓ Service users and representatives have been involved in the assessment

Co-production:

- ✓ Involvement in the definition/planning, implementation and/or evaluation

Transferability:

- ✓ Success factors are understood
- ✓ Available and accessible
- ✓ Practice is available and accessible for others



Based on the information collected through the different practices submitted for the study, the main conclusions that emerge are:

**Involvement of service users and co-production:**

Working in a spirit of equal partnership with persons using the service is both a result of the advancement of user rights, as well as a success factor for a practice. Co-production often entails changing roles and attitudes of staff and this should be supported by the organisation.

**Support for self-advocacy:**

The practices show that support for self-advocacy should be comprehensive, and empowers persons to claim their rights outside of the service in which the practice is implemented. This dimension should be supported to bring a greater impact of an initiative.

**Commitment and self-funded initiatives:** considering that all practices collected in the study were developed entirely from internal resources is indicative of the mission and values of these service providers. Furthermore, small initiatives are likely to be developed and launched as the resources become available, rather than one large project for



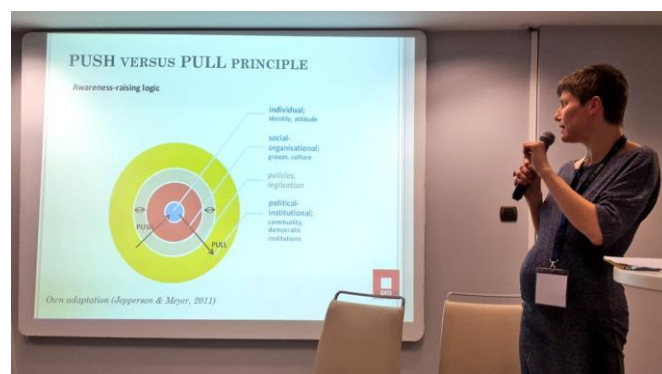
innovation. Lastly, collaboration with outside partners is needed to collect additional expertise when possible.

**Funding, assessing and promoting inspiring practices:** more resources to develop joint proposals on rights and ethics in social services should be made available. This would enable service providers to better exchange expertise and piloting ideas that could be transfer in different countries and in line with relevant human rights instruments. The development of methodologies to assess impact and outcomes of a practice should be also highly supported and funding opportunities more available.

Among the practices submitted, two organisations were invited to present at the Public Affairs event:

- **1) Fundació Ampans, Spain:** the organization adopts a three stages approach where Initial evaluation, Action and Measurement empowers people with intellectual disabilities to exercise their right of self-determination AND Provide tools for the organization to favour the right of self-determination of the people in all the care assistance. In terms of outcomes, the scores of social inclusion, rights and self-determination have improved the last few years; The organization culture has changed, participation spaces, representation and coproduction have been created; The attention processes work out well to rights and self-determination; The training plan of professionals includes the rights area; creation of different groups of self-management
- **2) Moral Case Deliberation, Pluryn, the Netherlands:** this methodology is based on Socrates' approach known as maieutics. Professionals and staff members are invited to reflect on a real moral case scenario and on the different possible consequences of each choice. Through an open dialogue, everyone is invited to reflect on the possible outcomes to solve the dilemma keep into account 'perspectives', 'values', 'norms'. Based on the experience in Pluryn, the outcomes are quality improvement of daily work; Increase of professional moral competences of participants (professionals, clients, family, etc.); Quality improvement in the organisation (linked to the policy of the organisation)

After the coffee break, Katrijn Dekoninck, researcher at Inproof presented some insights and conclusions from the Council of Europe study: "Awareness raising on the rights of persons with disabilities". She stressed that good practice examples are crucial to effectively reach out the society, the links between a clear action plan and the vision, whilst underlining that building alliances bring about effective influence at the different levels of society. In her closing remarks, she noted the need for organisations to critically assess their own behavior in order to foster a co-created



situation.

In the last session of the Public Affairs event, representatives of the Selection Committee of the study engaged in an open discussion with the audience, reflecting on the conclusions of the study. The need for quality of services strongly emerged from the debate and that

European Union Programme for (2020). For further information please

quality is strongly interlinked to the human rights approach. Partnership at the international level should be encouraged and funding made available to promote a better exchange of good practices, ideas and foster implementation. Borja Arrue from AGE Platform underlined that organisations have been able to collect and develop expertise on how to promote human rights based approaches and a call for action to embed these principles into practices is crucial among social service providers.



This event has received financial support from the European Union Programme for Employment and Social Innovation "EaSI" (2014-2020). For further information please consult: <http://ec.europa.eu/social/easi>