



Enable

From culture of caring
to culture of co-production

ENABLE NEWSLETTER

OCTOBER 2016

The ENABLE project “From Culture of Caring to Culture of Enabling: Co-produce Services for People with Intellectual Disability” is being developed through the implementation of a co-production framework and related methodology and will, as an outcome, develop an Inclusive Training/Learning Platform on how to co-design, co-deliver and co-evaluate services for people with ID together with: services users, families, professionals in disability and local community representatives.

The methodology of co-production suggests that conventional public service reform is failing because the consumer model of public services – where professional systems deliver services to grateful

and passive clients – misses out what is most effective about their ‘delivery’: the equally important role played by those on the receiving side. Co-production suggests to abandon the traditional deficit model centered on individuating needs of passive recipients which are viewed as burdens on an overstretched system in order to provide opportunities for personal growth and development to people, so that they are treated as assets.

ENABLE is **innovative** in the following way:

- ENABLE implements an innovative methodology to address target groups and build reciprocal relationships between

professionals services users and other stakeholders

- ENABLE brings innovation in social services design and delivery through blurring/eliminating the distinction between producers and consumers in social services



- ENABLE provides innovative approaches to increasing the awareness and competences of professionals on issues of equity, diversity and inclusion challenges in the training environment

- ENABLE brings innovation in knowledge production and

knowledge transfer with the aim to reduce learning disparities for disadvantaged groups;

ENABLE'S OBJECTIVES:

- Plan and deliver services together with users, families, communities in order to improve the quality of life of people with ID
- Enable service users; families (and communities) to be equal partners within the planning and delivery of services - enhance self-determination of the user
- Provide opportunities for self-development and inclusion for people with intellectual disabilities in order that they can be readily acknowledged as people with knowledge and skills that can be incorporated into the pool of assets in their community.
- Promote the development, testing, nurturing and implementation of innovative practices in the field of training / learning
- Promote activities that could better prepare professionals on equity, diversity and inclusion challenges in the training / learning environment

Specific objectives of the ENABLE project (Innovation in services for people with intellectual disability):

- The engagement of partner organizations in a commitment to developing a "culture" of co-production.

- Enabling the transfer of knowledge and capabilities through peer support networks
- Promotion of inclusive learning and training methods and materials for service users, families and professionals.
- Redefinition of the roles of service users, families, professionals and community in service development and delivery.
- Development of an attractive learning / training process that meets the expectations and competences of all individuals.
- Development of innovative approaches to address target groups



METHODOLOGY

Co-production forms the conceptual framework and the related methodology that underpins the ENABLE project. This is an innovative approach since it moves beyond simple consultation or participation of service users. Co-production means delivering public services in an equal and reciprocal relationship between professionals, people using services, their families and

their neighbours. Where activities are co-produced in this way, both services and neighbourhoods become far more effective agents of change. The core principles of co-production are:



- **Recognizing people as assets:** seeing people as equal partners in the design and delivery of services, not passive recipients or burdens on public services.
- **Building on people's existing capabilities:** rather than starting with people's needs (the traditional deficit model), co-produced services start with people's capabilities and look for opportunities to nurture and develop them.
- **Mutuality and reciprocity:** co-production is about a mutual and reciprocal partnership, where professionals and people who use services come together in an interdependent relationship recognizing that each are invaluable to producing effective services and improving outcomes.
- **Peer support networks:** developing peer and personal networks alongside professionals as the best way of transferring knowledge and supporting change.

• **Blurring roles:** blurring the distinction between professionals and recipients, and between producers and consumers of services, by this approach foresees four phases within the creation and delivery of public services:

- ✓ **Co-design (planning of services)**
- ✓ **Co-decision making in the allocation of resources**
- ✓ **Co-delivery of services**
- ✓ **Co-evaluation of services**



EXPECTED IMPACT

The ENABLE partnership strongly believes that co-production represents a unique opportunity to re-think the partnership between the state and the citizen through the redefinition of the role of service users, families, professionals and local community making them equal partners and engines of change within the production and delivery of social services.

Thus the expected impact of the ENABLE products, in line with our general aims and specific objectives are as follows:



For project participants:

- A first hand opportunity to take part in the construction of SOCIAL EUROPE and to learn and develop together innovative approaches in social services.

- **Reciprocity between participants:** ensuring that people are actively involved and respected by others which can play an important role in increasing self-esteem, personal aspiration and a sense of purpose for all the stakeholders involved within the Assemblies "ENABLING SOCIETIES"

- **Resilience.** The purpose of co-production is to transform society and to address social injustices. Developing the resilience of individuals and communities is about creating personal experiences upon which people can base future decisions.

- **Equality and Diversity.** All participants have valued contributions to make, whatever their background and personal characteristics. For project stakeholders:

Service Users with Intellectual Disability:

Re-defining the role of the individual from a consumer of services into a citizen with a shared responsibility and decision within the production and delivery of services along with other members of the organisations and their communities, the person will be regarded as an ASSET rather than a burden on society.

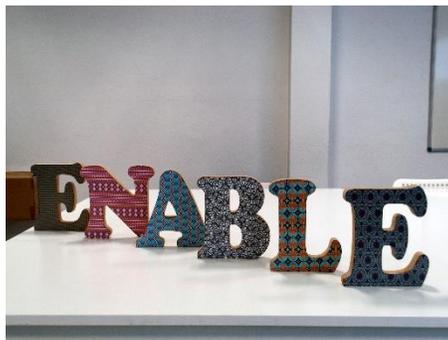
It is envisaged that this will contribute to the empowerment, self-esteem and personal sense of agency of the person with intellectual disabilities.

The individual will receive training and participate in the inclusive lifelong learning process together with (addressing all stakeholders, and NOT through separate activities) on equal basis with others and as such will have more opportunities for personal development and growth.



Families:

Families will have the opportunity to be engines of change within the design and delivery of services. Their experience will make a vital contribution, not just in relation to the individual with intellectual disability but from their own professional and personal education and backgrounds and through their knowledge of local communities, national activities etc.



Professionals in the disability field

The project will provide a new and challenging perspective on the work and training of professionals who as a result will be enabled to develop a new set of skills and insights in the implementation of co-production. The ENABLE project represents an innovative approach in preparing professionals on equity, diversity and inclusion challenges in working and training environment.

Local Community:

The project will engage with local communities to result in investment in strategies that develop their human skills and capacity to promote inclusion and

reduce discrimination and disadvantage. The project will contribute to an overall approach of building Enabling Societies Partner organizations:

The ENABLE project will ensure organizational commitment to the development and sustaining of a "culture" of coproduction in partners organizations.

This will be expected to extend beyond the life of the project and will be characterized by:

- ✓ **Culture:** the belief and values that define the organisation and the way it works
- ✓ **Structure:** the way the organisation is arranged and the systems set up to carry out its work
- ✓ **Practice:** how the organisation and its employees carry out their work
- ✓ **Review:** monitoring how the work is carried out, its impact and the outcomes which result



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WP1 State of ART

- ✓ O1: Methodology Guidelines "Exploring Co-Production with families, users, professionals and policy makers"
- ✓ O2: Asset mapping /Toolkit for co-production of services for People with intellectual disability

WP2 " Co-design Services through Co-production"

- ✓ O3: Learning Resources "Co-design services through co-production"

WP3 Co-deliver services through Co-production

- ✓ O4 Learning Resources on "Co-deliver services through Co-production"

WP4 Co-evaluate services through co-production "

- ✓ O5 Learning Resources" Co-evaluate services through co-production"

WP5 Development of Inclusive Training Platform on co production"

- ✓ O6 Interactive user lead inclusive learning
- ✓ O7 Training guidelines on developing inclusive training

WP6 Dissemination and Exploitation

- ✓ o8 ENABLE "Outcomes and Achievements" final publication

ENABLE PARTNERSHIP

The ENABLE partnership will engage in creating local networks and investing in enabled local communities

All the partners are active Members of ARFIE- EU umbrella organization working on Training and Inclusion of People with Disabilities in Europe.

The shortages of the top-down services delivery model, its impact in dependence culture for the user has for very long been a topic in ARFIE.

For this reason, the network in numerous occasions has discussed the need to develop new approaches and methodologies which could better involve the user and explore possible solutions to tackle the shortages of the existing service delivery system model.

Here starts the strong interest and dedication of ARFIE into exploring the advantages and the impact the coproduction approach could grant to the user with intellectual disability especially when empowerment, self-determination and active citizenship are concerned.

APEMH Fondation promoter of this project has a demonstrated experience in promoting user participations and citizenship agenda.

APEMH's training unit has an extensive expertise on developing inclusive learning programs targeting professionals in the field, and users, both seen as assets for

the development and quality of services of the foundation. Nonetheless, APEMH has an easy to read accessibility of information department for people with intellectual disabilities, leader in Luxembourg and  in international  networks on this issue.

www.apemh.lu

De Lork has long lasting demonstrated experience on enabling the user to actively participate in the decision making of the organization and leading research in participative methodologies. De Lork will be leading the first  work package on  methodology standardization and toolkit identification.

www.delork.be

CADIAI is a leader in involving the user in planning of the services, especially residential settings, independent living setting and educational centers. Due to the expertise on this issue CADIAI will  be leader on co-design services through coproduction with professionals, users and families www.cadai.it

Lebenshilfe –Austria is leader in peer to peer, has a demonstrated experience in involving the user within the delivery of services and experimenting peer to peer as

effective  approach of  knowledge transfer.

<http://www.lebenshilfe.at/>

AMPANS Fondation will be leader of the co-evaluation of services since a pioneer in active involvement of the user and families within the evaluation of the service .AMPANS has several national and international recognition for excellence in evaluation of quality of services, and assessment of quality of life OPEN GROUP is a leader expert in theater, media management and interactive media  portfolio directly managed and produced by persons with intellectual disability.

www.ampans.cat

ARFIE is an EU Umbrella organization counts more than 25 years close collaboration between service providers and training and research centers in the disability field in EU. ARFIE  has Members from 18 EU countries and will lead the Work package “Dissemination and Exploitation of Results” due to his proven expertise in this field as also notable outreach.

www.arfie.info

For more information about the project and the learning platform visit <http://enable-info.eu/>



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