CALL FOR GOOD PRACTICES

Rights and Ethics in Practice in European Social Services of General Interest

Deadline for submission: 11 August 2017

About EPR

The European Platform for Rehabilitation is a Belgian non-profit association (asbl/vzw) that provides a space for mutual learning and co-creation of innovative practices for providers at the service of persons with a disability and other populations at the risk of exclusion. Its EQUASS initiative promotes the use of the European Voluntary Quality Framework for SSGI[1] through practical tools and learning opportunities for quality improvement and development.

In November of 2017, EPR will be publishing a study to include a Compendium of Good Practices in Guaranteeing Rights of Users and Ethical Behaviour in European Social Services. The practices to be featured in this compendium will be submitted voluntarily by social service providers in Europe. The period for collection of practices will take place between end May 2017 and mid-August 2017. A panel of representatives from the social sector (service users and service providers) will select practices in social services (services to persons with a disability, older persons, children and homeless persons).

This study is partially funded by **EaSI[2]**, the European Union's Programme for Employment and Social Innovation, with whom EPR has a 4 year framework agreement.

Objectives

The objective of this call is to identify and select a series of good practices in the implementation of the principles of rights and ethics in social services. Specifically EPR and its panel members would like to showcase diverse practices that have a verified and sustained impact on the lives of persons served

---

1 SPC/2010/10/8 final http://ec.europa.eu/social/BlobServlet?docId=6140&langId=en
2 http://ec.europa.eu/social/easi

Through this selections of practices, the study also aims to inform policy makers and funders about successful existing programmes that could be scaled up or exported to other contexts in social services.

What kind of practices?

EPR is looking for practices in relation to:

- **Supporting service users or their representatives, families, or carers in understanding their rights and how to practice those rights, or**

- **Promoting the right to access community-based services, or**

- **Promoting the right to self-advocacy, or**

- **Promoting and raising awareness on confidentiality and privacy issues in social service delivery, or**

- **Detecting, preventing or addressing abuse of service users in social services**

Who can submit a practice?

Each practice is submitted in the name of the organisation or group that has developed or implemented it, be it a social service provider, an association, a social action group or a public entity.

How will the practices be selected?

Practices will be eligible for selection if:

- They are submitted **within the deadline**, with the **information** listed in the submission form, and

- They are submitted from the eligible group (see above" **Who can submit a practice**?"), and

- They reflect one or several of the types of practices we are looking for (see above: "**What kind of practices**?")

Based on this first check, practices will be selected according to the **below mentioned Key Criteria:**

- **Impact:** Evaluation against its objectives (internally or externally); results / impact achieved, incl. according to service users and their representatives; expected long-term impact

- **Involvement (co-creation):** Involvement of service users and their representatives in the definition/planning, implementation or evaluation of the practice.

- **Transferability**: success factors (context, resources needed),

Additional criteria

- **Diversity of practice:** Depending on how many organisations submit their practices, we will look to include a diversity of approaches, as well as in the different areas of the social sector

How many practices will be featured in the report?

We hope to feature 10 to 12 practices in the report. If we receive a lot of high quality practices, we will feature them in an online searchable database organised by categories.

Why should my organisation submit a practice?

When a submission is featured in our compendium, it helps inform policy makers and funders on successful existing programmes that could be scaled up or exported to other contexts. Other service providers might be interested to export your practice to their organisation, across EU borders and in other areas of our social sector.

We will publicise the selected practices and the organisations they emerge from through a printed report and our European Conference on November 16th 2017. Some of the selected organisations will be invited to present their practice at that conference, where they can interact with EU policy advisers and other social actors.

Which Annexes should I send along with the form?

Any annexes that are relevant to support or document the impact of the practice, involvement of the target group, or explain how this practice could be replicated elsewhere are welcome.

If you provide photos to illustrate the practice, please kindly confirm that you have the approval of the persons visible in those photos for us to share or feature it in our presentation of the practice.

What happens after the submission of a practice?

EPR will acknowledge reception of your submission, and proceed to review the submission. First, in light of the eligibility criteria; then, in light of the Key Criteria (see above "**How will the practices be selected?**").

If information is missing or unclear, a member from the EPR team will contact you in order to request more information. Additionally, the contact detail provided in the section "**Evaluating the practice**" (last page) may be contacted in order to get more insight from a service-user perspective.

By the end of September 2017, the panel of representatives from the social sector (service users and service providers) will meet again to select the practices to be featured in the compendium. If you are selected, you will be contacted at that stage.

The report with the compendium and its analysis will be published in the beginning of November 2017. A selection of the organisations behind the practices featured in this report will be invited to present it at the EPR Public Affairs event, to take place on the 16th of November.

On which definitions is this study based?

For the purpose of this study, the guiding definition and focus of what rights of users and ethical behaviour are:
- Section "Respect for users' rights" in the European Voluntary Quality Framework for SSGI
- The EQUASS 2018 principles for Quality: Rights and Ethics[3]

Other guiding documents and approaches:
- UN Convention on the rights of persons with disabilities[4]
- UN Convention on the rights of the child[5]
- European Charter of the rights and responsibilities of older people in need of long-term care and assistance[6]

Application and Contact details

European Platform for Rehabilitation (EPR) asbl/vzw

8 avenue des Arts c/o CCI – 1210 Brussels, Belgium – www.epr.eu

Contact person for this initiative: Marie Dubost (mdubost@epr.eu)

Send your Submission Form and annexes to mdubost@epr.eu before 11/08/17

---

3 https://www.equass.be/equass/images/Documents/EQUASS2018/EQUASS-2018-Principles-Criteria-and-Indicators-0101.pdf
4 http://www.un.org/disabilities/documents/convention/convoptprot-e.pdf
5 https://www.unicef.org.uk/what-we-do/un-convention-child-rights/
6 http://www.age-platform.eu/images/stories/22204_AGE_charte_europeenne_EN_v4.pdf