

EURECO Forum 2022

New perspectives on quality and
outcome measurement of services for
persons with disabilities

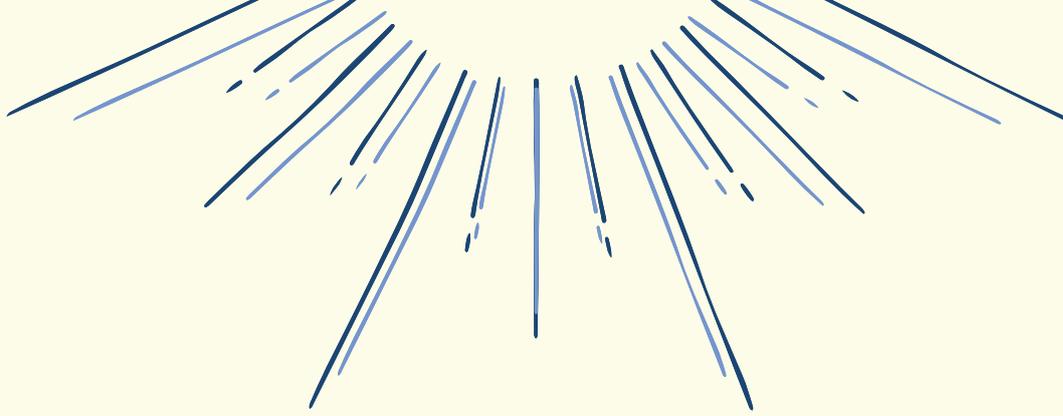
24-25 March

Le Chatelain Hotel, Brussels,
Belgium



European Association of Service providers
for Persons with Disabilities





Programme

The EURECO-Forum 2022 will discuss the effects of the first quality assurance debate on the practice of service delivery in disability services alongside understanding what can be learnt to better these services.

With regards to a UN CRPD-oriented philosophy for services, the Forum will identify commonalities and differences between the former quality assurance debate and the more recent discussion on effectiveness and outcome measurement.

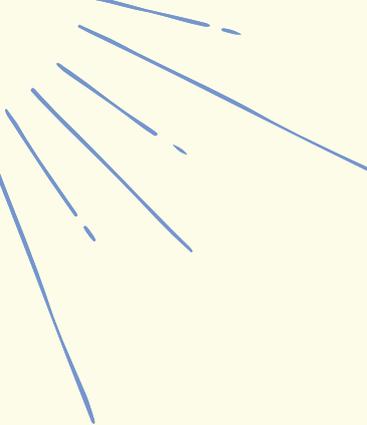
Attendance: **50 participants**

Limited grants available to cover travel and accommodation costs

Registration link: <https://forms.gle/ibyRMncAQS7DHT18>



With the financial support of the European Union Programme for Employment and Social Innovation "EaSI" (2021 - 2025)



Day-1

THURSDAY 24 March

10:00-Welcome:

- Maya Doneva (EASPD)
- Johannes Schädler (EURECO/ ZPE Siegen University)

10:15 Keynote 1- An overview of Quality Frameworks for Support Services:

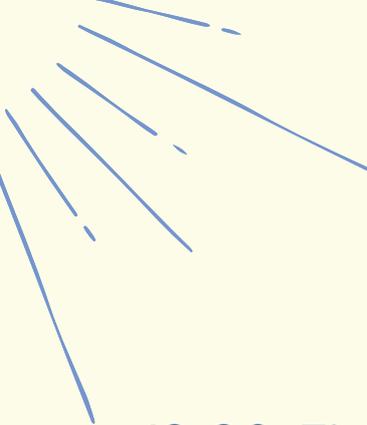
- Julie Beadle-Brown (University of Kent, IASSIDD)

11:00 Break

11:30 Panel 1: Policy debate – What role for the EU?

- Moderator: Thomas Bignal (EASPD)
- Emmanuelle Grange (European Commission EMPL Unit D.3)
- Kurt Asselman (VAPH Flanders, Belgium)
- Haydn Hammersley (European Disability Forum)
- Karin Astegger (Lebenshilfe, Austria)

12:30 Lunch



Day-1

THURSDAY 24 March

13:30 Fishbowl Discussions: Presenting practical tools and sharing experiences in implementing quality of life measurement systems in practice

- Moderator and introduction speech on Quality of Life: Alice Schippers (Disability Studies NL, IASSIDD)
- 1: The UNIC project - Developing tools for user-centred funding models: Simon Duffy (Citizen Network Research)
- 2: Narrative accountability in practice: Marije Blok (Leyden Academy on Vitality and Ageing)
- 3: Quality Assessment models: Martin Konrad (Nueva GmbH)

15:15 Break

15:45 Speed dating: Getting to know each other and exploring what researchers, peer experts, and service providers can do together?

17:15 Conclusions:

Renaud Scheuer, EASPD

19:00 Networking dinner



Day-2

FRIDAY 25 March

09:30 Welcome:

- Martijn Da Costa (EURECO / ZonMw)
- Alice Schippers (Disability Studies NL, IASSIDD)

09:40 Keynote 2: Quality of services and quality of life collective learning in inclusive communities: lessons learned

- Johannes Schädler, (ZPE Siegen University)

10:15 Break

10:45 Project Development Workshop: how to improve quality of services approaches via European projects

12:00 Break

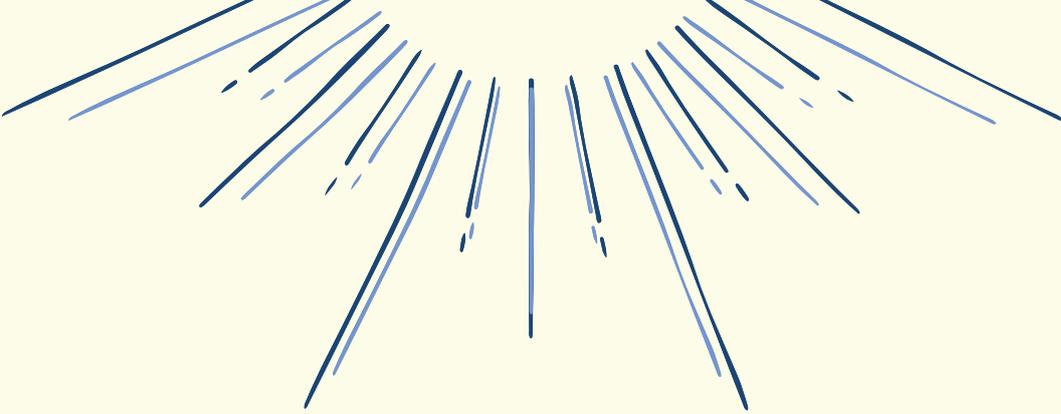
12:30 Closing panel: Shaping the research agenda for user-centred approaches

- Moderator: Martin Reichstein (ZPE Siegen University)
- Claudia Claes (University of Ghent/IASSIDD)
- Marco Lombardi (HOGENT University of Applied Sciences and Arts, EQUALITY Research Collective, IASSIDD)

13:30 Conclusions:

Renaud Scheuer EASPD

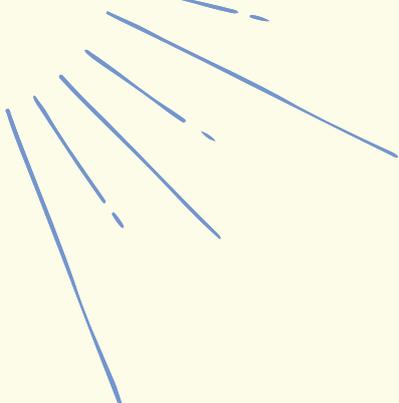
13:35 End of the event



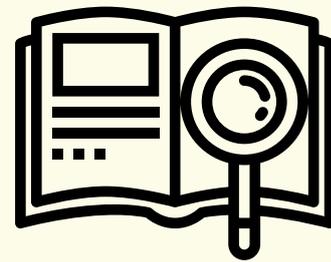
Rationale

On European and national level there is a renewed interest in what quality means for services for persons with disabilities. This relates to the upcoming EU Care Strategy, as well as the European Commission's intention to launch a European framework for social services of excellence for persons with disabilities. This is related to questions such as:

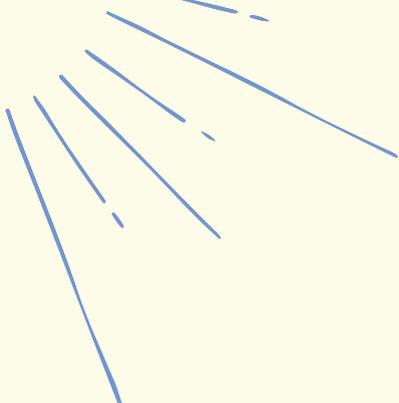
- **What impact do support services have on the quality of life of persons with disabilities they support?**
- **How can quality of life outcomes be measured? What works and what doesn't?**
- **How can the UN CRPD principles be an integral part of these concepts and methodologies?**
- **What indicators are appropriate to measure to what extent services comply with the UN CRPD principles?**
- **How are service users involved in measurement? What happens with results?**
- **What current practices are regarded as successful? Are there innovative practices?**
- **What expectations have Public Authorities as funders of services for persons with disabilities towards outcome measurement? What does this mean for service providers?**



These questions seem familiar to the disability sector and its scientific community. They link to debates on quality of life and quality assurance in disability services. The origins of these debates can be traced back to the US, Australia, New Zealand and the UK in the 1980s, followed by similar developments in other European countries in the 1990s. Yet, the formal quality assurance systems in this field continue to predominantly relate to measuring the quality of service, with too little progress made towards measuring quality of living conditions.

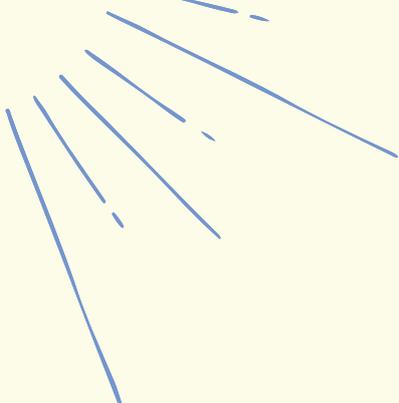


During these decades, there was also a major shift in funding systems for social services in many European countries. These systems were restructured as market systems with elements of contracting and competition between services. The philosophy was to foster self-determination by creating “consumer choices” between services for persons with disabilities, primarily through the public procurement systems, that was expected to achieve ‘value for money’ from service providers. In addition, consumer choices were to be increased by implementing user-driven funding mechanisms such as personal budgets.



'Quality of services' became a crucial element in the contracting procedures between authorities and services. One of the concrete results was the establishment of quality management (QM) systems, that in some EU-countries became even obligatory for certain types of disability services (e.g. for sheltered workshops in Germany). Critics of the time observed that within this framework service providers successfully implemented QM-systems in their institutions. However, they did so without questioning the appropriateness of the institution format for a modern individualized support service. Institutional care and budget-based funding (either for entire facilities or for single places) obviously tend to favour approaches of measuring the overall quality of a service organization and to focus on correctness of institutional procedures rather than the outcomes of the services on persons with disabilities.

The impulses of the UN CRPD promoted a rights-based approach on the understanding of disability that focussed on the interaction of a person's impairment with barriers in his/her environment. This opened the perspective to aspects of participation and inclusion in community life in the life-courses of people with disabilities beyond the boundaries of services. This can partly explain why so far outcome-based quality measurement systems have remained only of low importance for the practical funding and reporting procedures between by public authorities and service providers in most European countries.



But is this satisfying? What is the state of the debate /what are the bottlenecks? What can be learnt from a cross-European perspective? What are next steps? What role is there for the EU?

One hypothesis is that guaranteed individual entitlements for social services in welfare state arrangements encourages practices of person-centred support for persons with disabilities in some countries. This is further strengthened when added by individualized funding systems for support needs. Concepts for outcome measurement of services should focus both on an informed individual assessment of persons with disabilities on the quality of their service arrangement and an assessment on the standards of their living conditions. This raises questions on how persons with disabilities can be involved in outcome measurement procedures in substantial ways that go beyond simple subjective satisfaction measurement instruments.