



Good Practice Collection

April 2014



COMBALL is a Grundtvig Learning Partnership

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ITALY / TOSCANY

COMMON ASPECTS AND BACKGRONDS

How is the historical development of the path to Inclusion?

Describe in brief the actual situation of supports for people with ID

Which conditions by law?

How is the landscape of the service-providers?

What is the common attitude of society to people with ID?

Is there a culture of neighbour help?

Historical development of the path of inclusion

“The first step towards inclusion of people with disabilities in Italy was Law 180, Detection and voluntary and mandatory medical treatment of 13 May 1978, an important framework law that imposed the closure of psychiatric asylums and regulated compulsory health treatment, by setting up public mental health services.

The law represented a real cultural and medical revolution based on new (and more human) psychiatric concepts. Previously, asylums had been little more than places of physical confinement, where methods of restraint, heavy and invasive medication or electroconvulsive therapy were applied.

The implementation of the law 180 was delegated to the Regions, which are responsible for legislation in their areas, producing varied results. Only after 1994 were mental hospitals actually closed in Italy, and the law has not yet been fully implemented throughout the country.

Concerning the right of disabled people to live in the community or in an institution, a fixed and general rule does not exist, the decision is up to the interested person and his/her relatives. Certainly over the last ten years or so, the situation has changed radically in Italy. There is more understanding about how important Projects for Independent Living are for people with disabilities, through both very active groups in the area, and through national and international legislation. The UN Convention on the Rights of Persons with Disabilities has been ratified by the Italian Parliament with Law No. 18, 3 March 2009: this fact provides an additional impetus.

An independent life is a process full of complexity and difficult to achieve mostly at a cultural and political level, because it relies on a totally new concept of disability, but as a complex set of skills and activities, operational and health, relationships and contexts, many of them created by the social environment. This concept only in recent years is spreading even among people with disabilities; they have experienced, indeed in most cases, conditions related to an inverse process of progressive restriction of Independent Living, we could say with a paradox, a process of

	dependent life.”¹ Demographic data Persons with Disabilities who have six years or more that living in the household in Italy in 2004 are 2.600.000. Persons with Disabilities who have six years or more that living in Institute of Care in Italy in 2004 are 190.000. <u>Level of Education:</u> Compared to the total Italian population, persons with disabilities have a lower level of education: 17% middle school and 8% high school. <u>Professional Status:</u> The 66% of people with disabilities is out of the labour market: the 43.9 per cent are retired and 21.8 percent are unable to work while only 3.5 percent is occupied and 0.9 percent seeking employment. Legislative framework: 1. Law 482/1968 - contain the general rules on compulsory enrolment of disabled persons in the public administration and private enterprises. Containing the general rules on compulsory enrolment of disabled persons in the public administration and private enterprises. This law regarded the work only of physical disabled persons. With that review of legal constitutionality of 482/1999, it was definitively provided that law n. 482 should be applied also to the mentally disabled persons. 2. Law 68/1999 - concerning the right of employment for disabled people. The law protects the rights of workers with disabilities and prohibits discrimination against them in the workplace. Besides promoting access to work for disabled people, through a compulsory employment quota system, this law states that the same standards of legislative and collectively agreed treatment must apply to disabled
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ANED country report on the implementation of policies supporting independent living for disabled people by Micangeli Andrea, Benedetti Maura, Puglisi Angela, Vignola Rosanna, Di Benedetto Generoso, Academic Network of European Disability experts (ANED), May 2009: http://www.disability-europe.net/content/aned/media/IT-6-2009%20Request-07%20Task%2005%20independent%20living_approved%20final%2010-12-09_in%20layout.pdf

	workers as to other workers. 3. Law 18/1980 - attendance allowance for disabled civilians totally disabled. Economic support for disabled people that are totally enabled. 4. Law 13/1989 - provisions to encourage the overcoming and removal of architectural barriers in private buildings. 5. Frame – law 104/1992 - on the care, social integration and rights of disabled persons. This Law involved fundamental innovation for social policies regarding disabled people in Italy, thereby creating the premises and conditions for full affirmation of civil rights and participation in the social life of disabled people. Frame-law 104/92 fully acknowledges a disabled person despite the extent of his/her disability and takes into consideration the development of a disabled person from birth to participation in the family, at school, at work and during leisure time. • Law 162/1998, amending 104/1992 - concerning support measures in favour of people with severe disabilities. Providing some interventions in favor of persons in conditions of severe disabilities. In fact it shall: 1) provide some new concrete interventions and services; 2) realize some sperimental projects; 3) promote the inquests and the collection of statistical data regarding the disability; 4) gather every three years a national conference on the politics of disabilities. <i>Social and care services:</i> People with disabilities can be included in different types of centers. The main difference is between residential and semi-residential structures. <u>Residential structures:</u> • R.S.A. (Home Health Care): dependent on ASL, for disabled who are untreatable at home. In urbanized areas, connected by public transport to urban centres to avoid any form of isolation of the disabled or difficulty of meeting with family members. Social assistance is provided in the residence 24 hours a day by staff that helps disabled dependents in the household and personal care, while nurses take care of medical aid, rehabilitation therapists, family
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	doctors, other specialists. • Apartment Group: residential structure similar to a civilian house. • R.A. (Nursing Homes): collective structures with hotel-like services to the specific nature of assistance, cultural and recreational benefits, addressed to self-sufficient or partially self-sufficient people with disabilities. R.A. have a capacity between 10 and 60-80 beds and work permanently in 24 hours for the entire week and throughout the year. They offer direct assistance to the person (personal hygiene, meals, routine cleaning of the rooms), the protection of the data (control and monitoring) and other aspects of welfare nature, designed to monitor changes in conditions of the pwd, relationships with family and with the outside world. • R.A.F. (Flexible Nursing Homes): social welfare structures of "permanent hospitality" with the aim of providing accommodation, welfare benefits, and recovery for persons in psychological and physical conditions of partial or non-self-sufficiency. • Family Home: residential structure that can accommodate up to seven people with physical, mental sensory and psychiatric disability, with no family support or whose stay in the household either temporarily or permanently impossible. <u>Semi-residential structure:</u> • Social and Rehabilitation Day Center: social and health care services during the day for citizens with disabilities. • Social and Educational Day Center: semi residential structure for day care of persons with disabilities between 18 and 50, regardless of sex, with significant impairment of autonomy in elementary functions, which have completed compulsory education and for which no is a programmable way to working full time. • Member Employment Center: territorial service in daytime and for low-intensity care for people with disabilities. Aims to provide an on-the-job training in a protected environment, a preparatory work placement in the company and a strengthening of operational and relational skills and personal autonomy necessary to face the world of work. Addressed to people with disabilities (seriously
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	incapacitated or not yet ready to be employed in a real working environment), with higher levels of autonomy compared to those in the Social and Rehabilitation Day Center. <u>There are also other kinds of service providers, such as:</u> • Public (counselling points, job insertion of pwd through employment offices and public funds) • Volunteer associations (activities organized to pwd and their family, parents' associations) • Training centers, social cooperatives (training to pwd and their parents, collaboration with public bodies to foster the job insertion of pwd) <u>Society towards PwD:</u> The Italian Framework Law 104/1992 provides that persons with disabilities "regardless of their type and degree of disability" attend mainstream school from child day care to the highest possible education level that the person can attain with his/her personal capacities. Therefore, as inclusive education became the general practice in Italy, we can say that PwD are more integrated into society than in many other EU countries.
SPECIAL ASPECTS AND BACKGROUNDS OF THE REGION	As for the work on the promotion of Independent Living in Italy the first thing to highlight is the great disparity between different regions. There are some positive pilot projects that are now being consolidated. It should be emphasized that where there are good models based on the concept of "Independent Living", this is due to the work done by the disabled people's associations, and the effort of more sensitive local administrators. The regional laws in Tuscany concerning the rights of people with disabilities are the following: Regional law 72/1997, 41/2005 and 66/2008, Organisation and promotion of a system of citizenship rights and equal opportunities: reorganization of integrated social and health services. Deliberation of the Regional n.794/2004 guidelines for the program of experimentation of the personal assistance finalised to the independent life. Statute of the Region of Tuscany in 2005 – it states that people with disabilities have the right to an independent life and to be an

	active citizen in society.
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Good Practice Example	
Name of good practice feature (offer / project)	Casa Verde
Institution / Organisation:	FormAzione Co&So Network
Sub-Unit / organisation:	Il Girasole cooperativa sociale
Country:	Italy
Address:	Via Val di Pesa, 1/4 – 50127 Firenze
Telephone:	+39 055 4222167
E-mail:	cooperazione@formazione.net.eu
Website:	http://www.coopilgirasole.it/disabilita
Contact person / name:	Elena Scarafuggi
Contact person / position:	
Accessibility	☐ the offer is free and accessible for everybody ☐ Clear information ☐ Easy access to information ☒ others (please specify): PwD access the service through the social cooperative “Il Girasole” (the service is offered for the cooperative’s clients)
Person Centred Approach	☒ The project respects individuality ☒ Meets the true needs of the individual ☒ Increase the status of the individual person ☒ Truly improves the quality of life of the individual ☐ Working with the surrounding circle of the individual ☐ others (please specify):

Community Basis	☐ Gives and receives ☒ Added value (benefit for other people in need) for the community ☒ Change the image of the people with ID in the eyes of society ☐ Active involvement in community life ☐ others (please specify):
Innovative approach	☒ Engaging, inspiring, interesting for the target group ☒ Improving the standards of local services for the target group ☐ Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	☐ Alternative, non-governmental financing ☒ Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	☒ Increased cooperation between local/regional/national decision makers/financers ☐ Share resources between organisations ☐ Increase cooperation between stakeholders ☐ ☐ others (please specify):

Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):

Casa Verde is an apartment for 3 persons with disabilities who live there autonomously. They have 2 hours of supervision by a psychologist and 2 hours of educational supervision per week. There is also a migrant woman who is staying there every night, for accommodation and food in return. Therefore costs are optimized and 2 social needs are fulfilled at the same time.

The apartment was leased free of charge to the Municipality of Scandicci by a private citizen and then was given to the social cooperative "Il Girasole" by the Municipality in order to use it for the independent living of people with disabilities. The initiative is still open: who wants to "donate" an apartment for such purposes, can contact the Municipality. All the costs regarding the maintenance of the house are covered by the families of the people with disabilities involved.

People with disabilities living in Casa Verde have a regular job, therefore they care of themselves also from financial point of view. When they enter the house they benefit from a training pathway on how to live independently (cleaning, cooking, etc.) and for the whole duration of their stay they have the 2 hours supervision per week by an educator (described above).

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:



Good Practice Example	
Name of good practice feature (offer / project)	Leathers work laboratory
Institution / Organisation:	FormAzione Co&So Network
Sub-Unit / organisation:	Il Girasole cooperativa sociale
Country:	Italy
Address:	Via Val di Pesa 1/4 – 50127 Firenze
Telephone:	+39 055 4222167
E-mail:	cooperazione@formazione.net.eu
Website:	http://www.coopilgirasole.it/disabilita
Contact person / name:	Marilena Modesti
Contact person / position:	
Accessibility	☐ the offer is free and accessible for everybody ☐ Clear information ☐ Easy access to information ☒ others (please specify): the project is accessible through the public healthcare services (see the description below)
Person Centred Approach	☐ The project respects individuality ☒ Meets the true needs of the individual ☒ Increase the status of the individual person ☒ Truly improves the quality of life of the individual ☒ Working with the surrounding circle of the individual ☐ others (please specify):

Community Basis	☒ Gives and receives ☐ Added value (benefit for other people in need) for the community ☒ Change the image of the people with ID in the eyes of society ☐ Active involvement in community life ☐ others (please specify):
Innovative approach	☒ Engaging, inspiring, interesting for the target group ☐ Improving the standards of local services for the target group ☐ Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	☐ Alternative, non-governmental financing ☒ Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	☒ Increased cooperation between local/regional/national decision makers/financers ☐ Share resources between organisations ☐ Increase cooperation between stakeholders ☐ ☐ others (please specify):

Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):

The Leathers work laboratory offers educational and professional training pathways to psychiatric patients in Scandicci, a town near Florence. The project is promoted by the Province of Florence, Martini Group (a leader company in leather work), ASL 10 di Firenze (Azienda Sanitaria Locale - the local health service) and the social cooperative "Il Girasole". Martini Group provides the machines and materials that are necessary for the leather work. This laboratory prepares participants to real work and after completing their internship/job shadowing period (which can last up to 2 years, which is divided in 1 year + eventual additional 6 months they can benefit from 2 times) they can be inserted in real companies.

Although the project is not concerning autonomous living itself, but is strictly connected with it, because working allows to achieve financial independence and to live autonomously.

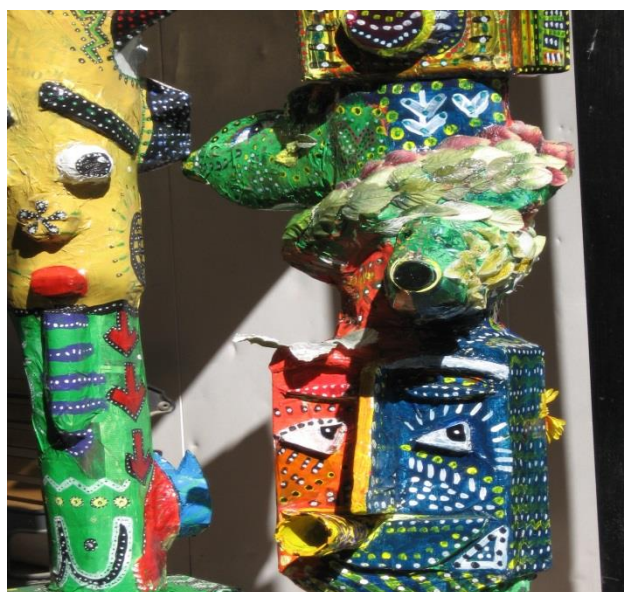
People with disabilities can have access to the Leatherwork laboratory through the social worker or educator assigned by the public healthcare services (ASL = local public healthcare services, S.E.R.T. = Health Care Services for Addiction, C.S.M. = Mental Health Center) who sends a report on the client's conditions and situation to the person managing the job insertion at the laboratory and the person responsible for the project. They evaluate the case and have an interview with the client (person with disabilities) and the sending body. They plan together 3 days of trial period in order to see if the client has the necessary competences to work in the laboratory. If the trial period is evaluated positively, the person responsible for the project activates the internship period at the Technical Committee of the Province of Florence and signs the convention.

Good Practice Example	
Name of good practice feature (offer / project)	C.S.E. CENTRO SOCIO EDUCATIVO IL TOTEM
Institution / Organisation:	FormAzione Co&So Network
Sub-Unit / organisation:	Il Girasole cooperativa sociale
Country:	Italy
Address:	Via Val di Pesa, 1/4 – 50127 Firenze
Telephone:	+39 055 4222167
E-mail:	cooperazione@formazionenet.eu
Website:	http://www.coopilgirasole.it/disabilita
Contact person / name:	Enrica Infantino
Contact person / position:	
Accessibility	X the offer is free and accessible for everybody ☐ Clear information ☐ Easy access to information ☐ others (please specify):
Person Centred Approach	X The project respects individuality X Meets the true needs of the individual X Increase the status of the individual person

	☒ Truly improves the quality of life of the individual ☐ Working with the surrounding circle of the individual ☐ others (please specify):
Community Basis	☐ Gives and receives ☐ Added value (benefit for other people in need) for the community ☒ Change the image of the people with ID in the eyes of society ☒ Active involvement in community life ☐ others (please specify):
Innovative approach	☒ Engaging, inspiring, interesting for the target group ☒ Improving the standards of local services for the target group ☐ Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	☐ Alternative, non-governmental financing ☐ Long – lasting, measurable outcomes for the target group ☒ others (please specify): governmental financing

Networks & Partnerships	X Increased cooperation between local/regional/national decision makers/financers X Share resources between organisations X Increase cooperation between stakeholders ☐ ☐ others (please specify):
	Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):
The socio-educational centre IL TOTEM is owned by the municipality of Florence and managed at technical and educational level by the social cooperative „Il Girasole“, which is member of the Consorzio CO&SO. The centre gives shelter to 45 Florence adult citizens affected by mild, moderate and severe disabilities at mental, physical and sensorial level. The centre is open from 09:00 am to 04:00 pm from Monday to Friday and from 09:00 am to 12:00 am on Saturday. The Centre is open all year long, with the exception of 20 days during the month of August. The Centre aims at fostering the psycho-physical abilities of its guests, at improving the quality of their lives, at promoting their personal development and social inclusion, as well as to improve their intellectual, physical and manual abilities. In order to do so, guests have been divided into 5 groups. They spend part of their time within their group, while during the rest of the time they participate to activities such as: manual workshops, motor activities, expressive activities, personal care, psychological counselling services (for clients, parents, and professionals), educational services. The centre also offers, to those who show a good level of cognitive abilities and thinking autonomy, the possibility to participate in the Laboratorio delle Idee (the laboratory of thinking) and to the European project D-Active. The Laboratorio delle Idee aims at bringing to the surface the ideas, curiosity and ideas for visits emerging from the group, in order to organize activities addressed to the other users. After having carried out a research, the reservation and the organization, the group involves also the other members of the Center. The D-Active project, involving Austria, Italy, France, Romania and Spain, promoted educational pathways oriented to active citizenship, in order to create and experiment educational models, tools and training courses, addressed to professionals, educators, public and private bodies, families, associations and disabled people at European Level. The socio-educational centre, along with other 3 centres from the Florence municipality, decided to continue this path creating a representative committee of users within the various territorial agencies, local bodies and associations.	

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:



Good Practice Example	
Name of good practice feature (offer / project)	"Si puo' fare..." (Yes we can) - a short film
Institution / Organisation:	FormAzione Co&So Network
Sub-Unit / organisation:	Il Girasole cooperativa sociale
Country:	Italy
Address:	Via Val di Pesa, 1/4 – 50127 Firenze
Telephone:	+39 055 4222167
E-mail:	cooperazione@formazionenet.eu
Website:	http://www.coopilgirasole.it/disabilita
Contact person / name:	Jessica Formentin
Contact person / position:	
Accessibility	☐ the offer is free and accessible for everybody ☐ Clear information ☐ Easy access to information X others (please specify): limited access to the clients of the center "Il Faro" (see best practice n°5)
Person Centred Approach	X The project respects individuality ☐ Meets the true needs of the individual ☐ Increase the status of the individual person ☐ Truly improves the quality of life of the individual ☐ Working with the surrounding circle of the individual ☐ others (please specify):

Community Basis	☐ Gives and receives ☐ Added value (benefit for other people in need) for the community ☐ Change the image of the people with ID in the eyes of society ☐ Active involvement in community life X others (please specify): to show the clients' knowledge regarding the rules of work through mimic acting
Innovative approach	X Engaging, inspiring, interesting for the target group ☐ Improving the standards of local services for the target group ☐ Utilizes latest technology ("state of the Art") X others (please specify): creating a story aimed to explain the skills necessary to do a job. Preparation of characters, mimic acting.
Sustainability	☐ Alternative, non-governmental financing ☐ Long – lasting, measurable outcomes for the target group X others (please specify): financed by participants
Networks & Partnerships	☐ Increased cooperation between local/regional/national decision makers/financers ☐ Share resources between organisations ☐ Increase cooperation between stakeholders X others (please specify): showing the short film during different events that take place in town
Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):	
The project foresees activities aimed at developing competences in the affective communication field, as well as the ability to create new characters and stories. In this specific case the story developed included eight characters, each representing transgression to one of the eight basic rules for carrying out a work successfully. The correct way of carrying out a work is showed at the end of the short movie. The profile and behaviors of each character, as well as the story, have been conceived by the clients themselves. The short movie aims at fostering creative and communication abilities of clients with mild/moderate disabilities.	

Good Practice Example	
Name of good practice feature (offer / project)	'Il Faro' Day care center
Institution / Organisation:	FormAzione Co&So Network
Sub-Unit / organisation:	Il Girasole cooperativa sociale
Country:	Italy
Address:	Via Val di Pesa, 1/4 – 50127 Firenze
Telephone:	+39 055 4222167
E-mail:	cooperazione@formazionenet.eu
Website:	http://www.coopilgirasole.it/disabilita
Contact person / name:	Barbara Diana
Contact person / position:	
Accessibility	☐ the offer is free and accessible for everybody ☐ Clear information ☐ Easy access to information ☒ others (please specify): the center is accessible for those sent by the local social care system
Person Centred Approach	☒ The project respects individuality ☒ Meets the true needs of the individual ☐ Increase the status of the individual person ☒ Truly improves the quality of life of the individual ☒ Working with the surrounding circle of the individual ☐ others (please specify):

Community Basis	☐ Gives and receives ☐ Added value (benefit for other people in need) for the community ☐ Change the image of the people with ID in the eyes of society ☒ Active involvement in community life ☐ others (please specify):
Innovative approach	☒ Engaging, inspiring, interesting for the target group ☐ Improving the standards of local services for the target group ☐ Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	☐ Alternative, non-governmental financing ☐ Long – lasting, measurable outcomes for the target group ☒ others (please specify): the service is financed by the participants (on a private level)
Networks & Partnerships	☐ Increased cooperation between local/regional/national decision makers/financers ☒ Share resources between organisations ☒ Increase cooperation between stakeholders ☐ others (please specify):

Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):

„Il Faro“ is a daycare center aimed to offer job shadowing and counselling services to people with mild or moderate disabilities, aged from 17 up to 45. The center is open from Monday to Saturday, from 8.30 a.m. to 2.30 p.m. and can host max. 20 clients a day. Activities offered from Monday to Friday are the following: manual, cognitive, affective-relational and job counselling activities. The center's staff includes a coordinator, 3 professional educators, 2 general educators and a workshop expert. During the activities an individual educational pathway is developed for each client.

On Saturday 4 kinds of activities are offered: needlework (making clothes), world of work (understanding the fundamental skills needed to do a job); visits to the companies; cooking course for those clients who have the necessary skills to face the world of work.

The internal activities of the center are integrated by vocational training courses in collaboration with external training agencies and by the participation at events where the center's clients offer services, such as catering, waiting and reception services, etc.

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:



Good Practice Example	
Name of good practice feature (offer / project)	Corretta Alimentazione (“Healthy diet”) project
Institution / Organisation:	FormAzione Co&So Network
Sub-Unit / organisation:	Il Girasole cooperativa sociale
Country:	Italy
Address:	Via Val di Pesa, 1/4 – 50127 Firenze
Telephone:	+39 055 4222167
E-mail:	cooperazione@formazione.net.eu
Website:	http://www.coopilgirasole.it/disabilita
Contact person / name:	Marco Locci/ Francesca Basilissi
Contact person / position:	Coordinator/ Psychologue
Accessibility	☐ the offer is free and accessible for everybody ☐ Clear information ☒ Easy access to information ☐ others (please specify):
Person Centred Approach	☐ The project respects individuality ☐ Meets the true needs of the individual ☐ Increase the status of the individual person ☐ Truly improves the quality of life of the individual ☒ Working with the surrounding circle of the individual ☐ others (please specify):

Community Basis	☐ Gives and receives ☒ Added value (benefit for other people in need) for the community ☐ Change the image of the people with ID in the eyes of society ☐ Active involvement in community life ☐ others (please specify):
Innovative approach	☒ Engaging, inspiring, interesting for the target group ☐ Improving the standards of local services for the target group ☐ Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	☒ Alternative, non-governmental financing ☐ Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	☐ Increased cooperation between local/regional/national decision makers/financers ☐ Share resources between organisations ☐ Increase cooperation between stakeholders ☐ ☒ others (please specify): sustainability thanks to the families

Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):

The Project "Corretta Alimentazione" is a collaboration between the Cooperativa Sociale Il Girasole Onlus, the Health and Welfare Group of the 3rd district of the City of Florence and the public Healthcare provider of Florence.

This project aims to foster awareness and healthy lifestyles among people with intellectual disabilities and to promote the use of their own will and the creation of a suitable menu for their individual needs.

Five of the seven participants in the project are inserted in semi-residential and residential group homes (Casa Viola, Harp House, Casa Verde), the rest are people with disabilities who had heard about the project and asked to participate.

The project is aimed at gaining broad awareness, information and training in order to make people with disabilities aware of the need for a proper nutrition and to provide them tools to be able to create healthy menus on their own.

The main purpose of the project is to transmit in an efficient way information related to a healthy diet and to foster healthy and sustainable lifestyles.

The objective to be achieved is the modification of eating habits and lifestyles of people with disabilities, therefore to foster both the consumption of healthy food and regular physical activities and sports within their pathway towards an autonomous life.

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:







Good Practice Example	
Name of good practice feature (offer / project)	ENSO project
Institution / Organisation:	FormAzione Co&So Network
Sub-Unit / organisation:	Il Girasole cooperativa sociale
Country:	Italy
Address:	Via Val di Pesa, 1/4 – 50127 Firenze
Telephone:	+39 055 4222167
E-mail:	cooperazione@formazione.net.eu
Website:	http://www.coopilgirasole.it/disabilita
Contact person / name:	Marco Locci
Contact person / position:	Coordinator and educator
Accessibility	☒ the offer is free and accessible for everybody Clear information ☒ Easy access to information others (please specify):
Person Centred Approach	☒ The project respects individuality ☒ Meets the true needs of the individual Increase the status of the individual person Truly improves the quality of life of the individual ☒ Working with the surrounding circle of the individual others (please specify):

Community Basis	X Gives and receives Added value (benefit for other people in need) for the community Change the image of the people with ID in the eyes of society X Active involvement in community life others (please specify):
Innovative approach	X Engaging, inspiring, interesting for the target group Improving the standards of local services for the target group X Utilizes latest technology ("state of the Art") others (please specify):
Sustainability	Alternative, non-governmental financing X Long – lasting, measurable outcomes for the target group others (please specify):
Networks & Partnerships	X Increased cooperation between local/regional/national decision makers/financers Share resources between organisations Increase cooperation between stakeholders others (please specify):
Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):	
Enso is a laboratory for artistic expression. Painting can contribute to increase our ability to communicate and relax, leading to a greater physical and mental wellbeing. The meetings are held once a week and last for an hour and a half each. The group of participants in the Enso project is composed by 6 persons with mental disabilities. Objective: Bring users into a personal expression and encourage the externalization of their inner world by helping them to increase self-confidence, self-esteem and self-awareness. The meetings are aimed also at teaching special painting techniques, but using only colours and one's own inner world as a source of artistic inspiration.	

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:



Esceite Enso. Libertà di Espressione nella Pittura.

La Cooperativa Sociale
Il Girasole ONLUS



Con la partecipazione
della Pasticceria Onda Dolce



Vi invita

Con il contributo
della Cartoleria **Quaracchi**
di Luciano Lotti

Sabato 1° Dicembre alle ore **10:00**
presso la Pasticceria **Onda Dolce**
alla presentazione del biscotto

DolcEnso

Per
la raccolta fondi
a favore del "Progetto Enso"



Laboratori espressivi per disabili
nel Quartiere5

Con il prezioso contributo dei ragazzi del Centro Il Faro per la realizzazione della confezione del biscotto DolcEnso.

La vendita del biscotto DolcEnso continuerà fino a Giovedì 20 Dicembre 2012
presso la pasticceria l'Onda Dolce in Via Pistoiese 423

M.A.G.I. Cooperativa Sociale Onlus

MOSTRA progetto ENSO
"ESPRESSIONI IN PITTURA"

Sabato 19 e Domenica 20 Maggio
presso la Parrocchia
San Pietro a Quaracchi
in via di Quaracchi si terrà la mostra delle
opere realizzate dai partecipanti al
Progetto ENSO.

Sabato sarà offerto un piccolo rinfresco.

Orario
Sabato 15:30-19:00
Domenica 8:30-12:00


Q5
FIRENZE



Good Practice Example	
Name of good practice feature (offer / project)	“Vacanze autonomia” (Independent Holidays) organized by the ‘Il Faro’ Day care center
Institution / Organisation:	FormAzione Co&So Network
Sub-Unit / organisation:	Il Girasole cooperativa sociale
Country:	Italy
Address:	Via Val di Pesa, 1/4 – 50127 Firenze
Telephone:	+39 055 4222167
E-mail:	cooperazione@formazionenet.eu
Website:	http://www.coopilgirasole.it/disabilita
Contact person / name:	Barbara Diana
Contact person / position:	
Accessibility	☐ the offer is free and accessible for everybody ☐ Clear information ☒ Easy access to information ☒ others (please specify): The service is offered to the clients of the “Il Faro” Day care center
Person Centred Approach	☒ The project respects individuality ☒ Meets the true needs of the individual ☒ Increase the status of the individual person ☒ Truly improves the quality of life of the individual ☒ Working with the surrounding circle of the individual ☐ others (please specify):

Community Basis	☐ Gives and receives ☐ Added value (benefit for other people in need) for the community ☐ Change the image of the people with ID in the eyes of society ☒ Active involvement in community life ☐ others (please specify):
Innovative approach	☒ Engaging, inspiring, interesting for the target group ☐ Improving the standards of local services for the target group ☐ Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	☒ Alternative, non-governmental financing ☐ Long – lasting, measurable outcomes for the target group ☒ others (please specify): clients finance it in a private way
Networks & Partnerships	☐ Increased cooperation between local/regional/national decision makers/financers ☒ Share resources between organisations ☐ Increase cooperation between stakeholders ☐ ☐ others (please specify):
Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):	
During the summer season the „Il Faro“ daycare center offers to its clients a one-week vacation by the sea. This holiday completes the educational pathway carried out together with the families during the whole year. The „Independent holidays“ represent a week of leisure and recreation for the participants and a week of relief for the families, but its main objective is to highlight and reinforce the autonomy acquired. Usually the vacation takes place in a camping, where the group has to carry out ordinary housework and personal care activities, as well as to plan the daily programme.	

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:



POLAND

COMMON ASPECTS AND BACKGRONDS

OF POLAND

**How is the historical development
of the path to Inclusion?**

Disability is undoubtedly a social problem in Poland. The progressive aging of the population, lack of healthy habits, stressful lifestyle, environmental degradation, escalating frequency of various types of accidents, and finally, life-saving medical advances, but not always literate prevent the effects of illness or accident is the cause of constant growth in the number of disabled people in society.

In Poland, the late eighties and early nineties brought a change in the perception of the situation of persons with disabilities and necessary directions of social policy impacts. Noticed the need for integration of this population group with the rest of the community. Attention was not focused only on assisting individuals in their adaptation to society, but also on the impact on society, to be ready to adapt their solutions, patterns of behavior and expectations of the capabilities of persons with disabilities.

The end of the nineties was a further step towards the implementation of the social model of perception of disability. Social attention is focused on the equalization of opportunities for persons with disabilities in relation to healthy people and their everyday life. In 1993 the United Nations developed the Standard Rules on the Equalization of Opportunities for Persons with Disabilities.

A significant occurrence in the history of development of the path to inclusion, was the signing of the Convention of Human Rights on 30th March 2007. The bill was ratified in 2012.

The last full data resource of the number of disabled persons in Poland, comes from the National Common Inventory in 2011. According to its' outcomes, the general number of disabled persons was 4 697, 5. Thus the percentage of disabled persons in Poland was 12,2% of the entire population. Disabled men constituted 46,1% and women 53,9%.

**Describe in brief the actual
situation of supports for
people with ID**

Institutions which realize tasks in favour of disabled persons:

- **The Commissioner for the Disabled Persons.**

The office of the Commissioner for the Disabled Persons works by virtue of the bill from 27th August 1997, concerning vocational and social rehabilitation as well as employment of disabled persons. The Commissioner is appointed by the Chairman for the Ministerial Council and is recalled also by the Chairman, by petition of a minister responsible for social securement. The Commissioner is a Secretary of State in the Ministry of Work and Social Politics. He oversees the tasks

	deriving from the bill on vocational and social rehabilitation, and employment of disabled persons. Other significant tasks of the Commissioner are: • Developing and evaluating projects, normative bills concerning employment, rehabilitation and living conditions of disabled persons, • Developing projects, governmental programs, concerning solving problems of the disabled persons, • Establishing guidelines for annual financial and estate plans, concerning the realization of tasks resulting from the bill, • Initiating operations which aim at reducing the side effects of disability and barriers which impede social functioning of the disabled persons, • Devising programs which serve social and vocational rehabilitation, and particularly those aimed at disabled persons and families with disabled persons, • Cooperation with non- governmental organizations and foundations, working in favor of disabled persons. • National Fund for the Rehabilitation of Disabled Persons The National Fund for the Rehabilitation of Disabled Persons (PFRON), functioning as a purposeful fund, brought to existence in order to finance the tasks deriving from the bill concerning social and vocational rehabilitation and employment of disabled persons. PFRON has been brought to existence in 1991. It is an institution aimed at gathering financial resources, mostly from employers whose percentage of disabled employees is at least 6%. The financial resources of PFRON are intended for aims specified in the bill on social and vocational rehabilitation and employment of disabled persons. The resources are also intended for programs approved by the Board of Supervisors of PFRON. In the area of vocational rehabilitation, the following tasks are supported from the PFRON resources: • Financial aid paid to the employer for wages and social security insurance for the disabled persons (SODiR System), • Financial aid for employing a supporting person for the disabled employee at his workplace (an assistant at the workplace), • Refund of the costs of adaptation and adjustment of the working place equipment, • Help in creating and running vocational activity workshops, • Financial aid for sheltered employment establishments, • Aid for active disabled persons who want to or are already running a business, • Instruments for the job market (trainings, apprenticeships, intervention jobs, preparation at the work place) – in reference to disabled persons enlisted at the municipal employment office, as job seekers, • Programs and tasks commissioned tasks realized in favor of vocational rehabilitation. In the area of social rehabilitation, PFRON provides financial aid to: • Occupational therapy workshops, • Ridding architectural communicational and technical barriers ,
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- Buying rehabilitation equipment as well as orthopedic equipment and other such aids,
- Sports, culture and leisure for disabled persons,
- Programs realized in favor of social rehabilitation, and the realization of projects supported by the EU aid resources,
- Participation of disabled persons and their carers in rehabilitation camps.

Tasks concerning social and vocational rehabilitation, realized at the regional level:

Realization of tasks of the Voyvodship Self_ Government, in the range of social aid, is performed by the Regional Social Services Center (ROPS). Its' tasks include:

- Development and realization of the regional plan concerning the equalization of chances of the disabled persons and counteracting their social exclusion as well as help in realizing the tasks concerning employment of disabled persons,
- Granting PFRON financial aid to sheltered employment facilities, in the form of:
 - Refund for training the employed disabled persons, deriving from a shift in their work profile,
 - One- time loan in order to protect the already existing posts for disabled persons in a given workplace,
- PFRON financial aid for construction works at facilities for disabled persons,
- PFRON financial aid for the costs of creating and running Vocational Activity Workshops,
- Cooperation with governmental administration facilities as well as municipalities and parishes, which derives from the realization of tasks, resulting from the bill,
- Cooperation with non- governmental organizations and foundations, working for the benefit of the disabled,
- Commissioning tasks to other entities (including non- governmental organizations), concerning social and vocational rehabilitation of disabled persons,
- The Voyvodship Parliament defines tasks and programs in the form of a resolution and gives financial aid granted by PFRON, to voyvodship self- parliaments in order for them to realized specified tasks or kinds of tasks,

The Voyvodship Marshal appoints and discloses regional social councils for disabled persons, which are opinion and advisory organs. Regional councils consist of people appointed from among the representatives of organizations and foundations working in the voyvodship and the marshal representatives as well as regional, municipal and parish self-government representatives.

The regional social councils for persons with disabilities, deals with the following tasks:

- Inspiring ventures aimed at social and vocational integration of disabled persons and abiding their laws,
- Stating opinions on the voyvodship projects of actions for the

	benefit of the disabled persons, • Stating opinions on the realization of those plans, • Stating opinions on the projects of resolutions and programs adapted by the voyvodship self- government, based on their impact on the disabled persons, Tasks concerning social and vocational rehabilitation, realized at the level of municipalities: The organizational entity of the municipality, created in order to realize tasks in the range of social care, is the Municipal Family Aid Center. The municipal resources as well as PFRON resources allow realization of the following tasks: • Development and realization of the municipal programs for the benefit of the disabled persons in the field of social and vocational rehabilitation and abiding the laws of disabled persons, • Financial aids for creating and running occupational therapy workshops, • Investigating qualifying applications and granting financial aid for participation of the disabled and their carers, in rehabilitation periods, • Financial aid for rehabilitation equipment, orthopedic equipment, and support aids, • Financial aid for ridding architectural barriers in accordance with the individual needs of the disabled persons, • Financial aid for the rehabilitation of children and youngsters, • Financial aids for the running of sheltered houses, • Financial aids for sports, culture and leisure for the disabled persons, The opinion giving and advisory body for the Foreman (municipality) the Municipal Social Council for the Disabled Persons. The municipal council is put to life and recalled by the Foreman. It consists of 5 persons, appointed by representatives from the organizations and foundations working in the voyvodship and the marshal representatives as well as regional, municipal and parish self- government representatives. The range of work of the Municipal Council is: • Development and realization of the municipal programs for the benefit of the disabled persons in the field of social and vocational rehabilitation and abiding the laws of disabled persons, • Giving opinion on municipal projects and actions for the benefit of the disabled persons, • Evaluation of the realization of programs for the benefit of the disabled persons, • Giving opinion of project resolutions and programs adopted by the municipal council, from the point of view of their impact on disabled persons. The organizational unit of the Municipality , which was brought to
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Which conditions by law?	existence in the field of vocational rehabilitation of disabled persons, is the Municipal Employment Office. Disabled persons who are signed in at the Municipal Employment Office, have the following ensured: ○ trainings ○ apprenticeships, ○ preventive actions, ○ vocational preparation 'on the job', ○ financial aid for creating and work post preparation. Tasks in the field of social and vocational rehabilitation, realized on the parish level: The organizational units, which perform the tasks in the field of social welfare, are Social Welfare Centers. Social care supports persons and families in their strive to meet the basic needs and enables a life in the conditions abiding human dignity. The main tasks of social care: • help for persons and families and leading them to life independence (i.e. by granting financial aid for the running of Area Homes for Life Skills and Sheltered Houses), • securing an income on the level of social intervention- for persons in the productive age or disabled, who do not have any or have very low income, • securing an income on the level of social intervention, for persons and families with low income, who require periodic help, • securing professional help for families stricken with the results of pathology, including violence, • integration of socially excluded persons, • creating a network of social services (including individual support). In Poland, the entire national activity in the field of disabilities, is based on law regulations. The rights of disabled persons are guaranteed by the Polish Constitution from 2nd April 1997. It consists of several articles, which ensure the disabled persons to lead a worthy life within the society: • Article 32.1 : All persons shall be equal before the law. All persons shall have the right to equal treatment by public authorities. • Article 67.1: A citizen shall have the right to social security whenever incapacitated for work by reason of sickness or invalidism as well as having attained retirement age. The scope and forms of social security shall be specified by statute. • Article 68.2: Equal access to health care services, financed from public funds, shall be ensured by public authorities to citizens, irrespective of their material situation. The conditions for, and scope of, the provision of services shall be established by statute. • Article 68.3: Public authorities shall ensure special health care to children, pregnant women, handicapped people and persons of advanced age. Article 69 – the article of the Constitution which is solely dedicated to the disabled persons: Public authorities shall provide, in accordance with
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statute, aid to disabled persons to ensure their subsistence, adaptation to work and social communication.

THE CONVENTION ON THE RIGHTS OF DISABLED PERSONS

On the 30th March 2007, the Minister for Labour and Social Politics, on behalf of the President of the Republic of Poland, signs the Convention on the Rights of Disabled Persons. On the 6th September 2012, the formal ratification of the Convention, made by the President, takes place (the government has passed the ratification bill on 15th June 2012).

At the time of the ratification document being forwarded, the Republic of Poland has issued the following interpretative declaration and provisos:

Interpretative declaration:

- „The Republic of Poland declares, that she interprets article 12 of the convention in a way which enables the use of incapacitation in the instances as in a way stated in the national law, as a means described in article 12.4, in a situation when due to a psychological illness, mental deficiency, or other kind of mental disorder, a given person is unable to guide his/her conduct.“

Provisos:

- „Article 23.1.a. of the convention, concerns acknowledgement of the right of all the disabled persons, who are of marital age, to get married and start a family on the basis of a mutual and free consent of the future married couple. On the basis of article 46 of the convention, the Republic of Poland reserves the right not to apply the resolutions of article 23.1.a. of the convention, until the change in the polish law. Until the proviso is revoked, the disabled person whose disability derives from a psychological illness or mental deficiency and who is of a marriage- appropriate age, will not be able to get married, unless a court of law grants permission for the marriage to take place, on the basis of its decision that a given persons' state of mind and health does not pose a threat to the marriage or health and mind of the future children and if the person has not been fully incapacitated. These conditions derive from article 12.2 of the bill from 25th February 1964 – Family and Care Code (Resolution Register No. 9, position 59 and what comes after).“
- „The Republic of Poland understands that article 23.1.b. and article 25.a. should not be interpreted as granting a person permission to have an abortion or an order for the country/persons to grant such a right, but for a situation when it is clearly stated by the national law.“

Significant laws:

- Resolution from 27th August 1997, concerning social and vocational rehabilitation as well as employment of disabled persons,
- Resolution from 12th March 2004, concerning social welfare,
- Resolution from 19th August 1994, concerning mental health,
- Resolution from 26th June 1974, Code of Labour,

How is the landscape of the service-providers?	Resolution from 7th July 1994, Construction law, And other resolutions and regulations, directives and decisions of the European Council and European Commission. An important link in the social model of support of disabled persons, is the outer- government sector. From the beginning of the nineties, an increase has been observed, concerning the number of non-governmental organizations, which deal with the issue of disabilities. These organizations obtain and realize aims and public tasks, in the fields of: social care, activities for the benefit of disabled persons, promotion of employment, spreading and securing citizen laws, learning and education, vocational activation, protection and promotion of health and charity work. The services offered by those organizations, fill the gaps in the offers of the formal system. The activity of these organizations for persons with disabilities, offers services in the fields of: advisory, informative, educational, help in finding a job, granting psychological and stationary assistance. At the end of 2013, there have been 1910 facilities, run by both the public and non- governmental sectors, for persons with a disability opinion. These were i.e.: social welfare houses (805 facilities), support centers (805 facilities), daycare help centers (226), family help houses (29) and sheltered houses (94). Altogether, there 120 thousand places in those facilities. Also Occupational Therapy Workshops are run. There are 680 altogether and 25 thousand disabled persons benefit from them. There are also 3 thousand disabled persons working in Vocational Activity Workshops.
What is the common attitude of society to people with ID?	TNS Public Opinion Research Resort for 2002 show that nearly two-thirds of the public (63%) believes that in Poland people with disabilities may feel inferior human beings category. Most Poles, in their surrounding have no contact with persons with disabilities. No contacts at home, at work or among friends declare nearly two-thirds of respondents (62%). Half of the respondents (49%) believe that in Poland the ratio of society towards persons with disabilities is worse than the ratio of such people in other countries. Three-fifths of Poles (60%) believe that in our country the situation of persons with disabilities is worse than in other countries with a similar standard of living. Nearly three-quarters of Poles (71%) expressed opinion that the interests of disabled people are badly represented when making important decisions for them in the country. Research of 2007 CBOS (Social Opinion Research Centre) show that only one in five respondents (21%) stated that they do not come into contact with people with disabilities. The majority (66%) recognizes people with disabilities in their surrounding, but they don't know each other well. Two-fifths of respondents have such people among their relatives or friends, and more than a quarter in their families. Every ninth respondent (11%) classified themselves to people with disabilities. 45% of respondents believe that the majority of Polish society relates

pretty well to people with disabilities, and 48% expressed the opposite opinion. Research among society shows that care of people with disabilities and the assist in everyday matters should belong mainly to the duties of the family (94%), healthcare providers (75%) and social workers (67%). Attitudes towards people with disabilities, expressing a willingness to help them, depend on the type of disease or disability. People with intellectual disabilities, next to mentally ill people, awaken the strongest negative reactions and isolating from them. The research shows, assistance to the PWD and mentally ill people is more difficult than to help a person in a wheelchair or a blind person. Common are opinions of the possibility of getting infected with an intellectual disability, threats and aggressiveness from the persons intellectually disabled.

In 2008, as commissioned by PSOUU in Warsaw, a research project concerning two aspects has been carried out:

- Understanding how the Polish people see persons with intellectual disabilities, what are the barriers and how is the general problem of intellectual disability viewed and what are the possibilities of solving it
- Defining the perception of persons with intellectual disabilities in the Polish population

FEATURES ASSIGNED TO PERSONS WITH INTELLECTUAL DISABILITIES:

- People with intellectual disabilities are mostly assigned with features raising compassion and desire to help (53% of people think that intellectually disabled persons are suffering, 35% think they are sad and 34% think they are slow).
- Simultaneously, these people are also assigned with features causing anxiety (48% of Polish people think that persons with intellectual disabilities are unpredictable and 21% think they are aggressive)

RIGHTS GRANTED TO PERSONS WITH INTELLECTUAL DISABILITIES:

- Right to rehabilitation, special education, and integrative education are given to intellectually disabled persons by nearly all people in Poland.
- 94% also agree that intellectually disabled persons should have the right to work.
- $\frac{3}{4}$ of Polish people think that intellectually disabled persons should have the right to get married and more than a half (52%) think they should have the right to have children. These are significantly more commonly given by young people (up to 19).

PERCEIVING THE POSSIBILITY OF SOLVING THE PROBLEM OF PEOPLE WITH INTELLECTUAL DISABILITIES:

- 97% thinks that the country should ensure full access to education and rehabilitation to people with intellectual disabilities. Simultaneously, more than half (52%) thinks that the obligation of financial support should lay on the family.
- Nearly everyone (96%) thinks that young people should be taught what is intellectual disability.
- The vast majority of Polish people thinks that there should be common access to prenatal examinations (94% agree with this statement) and that a woman should have the right to choose whether she wants to give birth to a child with intellectual disability (88% of people agree). Simultaneously, 81% agrees

Is there a culture of neighbour help?	that the medical care system should be constructed in s way so as not to increase the number of intellectually disabled persons. People living in the rural areas, mostly did not agree with the above statements. In Poland, there is no specific data or national research, concerning the topic of neighbor support. In literature concerning the topic of persons with disabilities, two extremely contradictory social attitudes which have a significant impact on building interpersonal relationships, can be observed. These are: positive- accepting and negative- rejecting. Definitely negative attitudes towards disabled persons, are being presented by those people who have the least knowledge about the disabled. In their understanding, a disabled person has numerous limitations in both mental and physical activities, is dependent, unproductive, unnecessary and is in fact a burden to others. People who have a negative attitude, avoid contact with families who live in the neighborhood and raise disabled children. Usually, they are afraid, that during an encounter, they could experience negative feelings and that they don't know how to behave. They do not initiate contacts with neighboring families which have disabled children. They are of the opinion that such a child is a huge burden for the parents, that it has no chance for development or a normal life and that it should be transferred to a care facility. In 2008, the Minister of Labor and Social Politics, has commissioned a research by the Commissioner for the Disabled Persons. This research concerned social integration of disabled persons living in small towns and in rural areas. This research shows that there is a lack of wider relations and a limitation of social contacts which creates a void and detaches the disabled persons from the world. The research shows that the range of social relations of these people is limited. They also indicate that social contacts of disabled persons revolve nearly only around their families. By comparison, other social encounters are most frequently experienced by persons with motor disabilities, including visits from neighbors. They tent to leave the house less frequently due to their disability. Persons with intellectual disabilities are in a significantly worse situation. Apart from occasional instances, the only source of their social contacts are social care houses or occupational therapy workshops. Lack of social contacts which naturally bond people, constitutes a kind of barrier for creating new bonds and social integration is impossible without belonging to social groups such as neighbor groups. Despite the not very vast neighborly or local relations aimed at helping persons with disabilities, only singular actions are aimed at helping a particular disabled person. This research also state a thesis that popularity and acceptance of a disabled person are a significant factor enabling help.
SPECIAL ASPECTS AND BACKGROUNDS OF POLAND	The name Poland derives from the name of the Polan tribe, which dwelled in the early Middle Ages, along the middle part of the Warta river, which is now part of the current Wielkopolska. The name was initially used to determine their tribal territory. After the unification (IX-X

century) almost the entire river basin of Oder and Wisła by the Polan tribe, the name of Poland began to cover the whole country (for the first time at the beginning of eleventh century). In the fourteenth century the term Great Poland has spread in relation to the Polans territory. In the fifteenth century - Malopolska for the southern lands. During the partitions, in spite of the attempts to remove the name Poland by invaders, from official terminology, it remained without imposed official rights.

General information:

- Capital City: Warsaw
- Area: 312685 km² (9th Place in Europe)
- Populaton: 38,7 mln inhabitants
- Official language: Polish
- Currency: zloty
- Administrative divisions: 16 provinces that make up 66 towns with county rights and 314 counties which in turn consist of 2479 municipalities
- Borders with: Russia, Lithuania, Belarus, Ukraine, Slovakia, Czech Republic, Germany

Good Practice Example	
Name of good practice feature (offer / project)	Sheltered House
Institution / Organisation:	Polish Association for Persons with Intellectual Disabilities Chapter in Jaroslaw
Sub-Unit / organisation:	Sheltered House
Country:	Poland
Address:	37-500 Jarosław, Wilson 6a Street
Telephone:	+48 795 116 593
E-mail:	k.lepszy@jaroslaw.psouu.org.pl
Website:	http://jaroslaw.psouu.org.pl
Contact person / name:	Katarzyna Lepszy
Contact person / position:	Housing Coordinator
Accessibility	☐ the offer is free and accessible for everybody ☐ Clear information ☐ Easy access to information ☐ others (please specify):
Person Centred Approach	☒ The project respects individuality ☒ Meets the true needs of the individual ☒ Increase the status of the individual person ☒ Truly improves the quality of life of the individual ☒ Working with the surrounding circle of the individual ☒ others (please specify): In close contact with families of the residents,

Community Basis	☒ Gives and receives ☒ Added value (benefit for other people in need) for the community ☒ Change the image of the people with ID in the eyes of society ☒ Active involvement in community life ☐ others (please specify):
Innovative approach	☒ Engaging, inspiring, interesting for the target group ☒ Improving the standards of local services for the target group ☐ Utilizes latest technology ("state of the Art") ☒ others (please specify): people with disabilities take a role of a mentor over the other person that requires more support,
Sustainability	☐ Alternative, non-governmental financing ☒ Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	☒ Increased cooperation between local/regional/national decision makers/financers ☒ Share resources between organisations ☒ Increase cooperation between stakeholders ☐ others (please specify):

Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):

The Sheltered House for intellectually disabled people, run by PAPID Chapter in Jaroslaw, has been functioning continually since 1 January 2011. It is located in a detached building in the centre of the city and it is aimed at providing innovative forms of support. It consists of 9 separate single person rooms and common areas for all the inhabitants

The aim of the SH is creating conditions which enable the inhabitants to live an active, independant life, in accordance with their choices and with the feeling of full integration with the society (only with necessary help from the assistants).

The SH is a form of training the abilities of managing a budget, being responsible for oneself and others (also in terms of health), housekeeping, meal preparation, as well as acquiring the abilities of caring for another person, biulding meaningful interpersonal relations and dealing with conflicts.

The inhabitants acquire and strenghten their abilities of using public facilities, travelling by means of public transport, organizing and active way of spending their free time and using electronic housing equipment.

It is the only such form of support for intellectually disabled people in the entire region. It has a tremendous impact on creating chances for development and bettering everyday functioning of intellectually disabled persons. It is the answer to the huge needs of system support of intellectually disabled persons on their path to independent living.

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:





Good Practice Example	
Name of good practice feature (offer / project)	European Atmosphere BAR
Institution / Organisation:	Polish Association for Persons with Intellectual Disabilities Chapter in Jaroslaw
Sub-Unit / organisation:	
Country:	Poland
Address:	37-500 Jarosław, Kasprowicza 5 Street
Telephone:	+48 16 624 14 65
E-mail:	a.zarzyczny@jaroslaw.psouu.org.pl
Website:	http://jaroslaw.psouu.org.pl/bar
Contact person / name:	Agnieszka Zarzyczny
Contact person / position:	Project Coordinator
Accessibility	☒ the offer is free and accessible for everybody ☒ Clear information ☒ Easy access to information ☐ others (please specify):
Person Centred Approach	☒ The project respects individuality ☒ Meets the true needs of the individual ☒ Increase the status of the individual person ☒ Truly improves the quality of life of the individual ☒ Working with the surrounding circle of the individual ☒ others (please specify): the project provides to people with disabilities: vocational, social and physical rehabilitation,

Community Basis	☒ Gives and receives ☒ Added value (benefit for other people in need) for the community ☒ Change the image of the people with ID in the eyes of society ☒ Active involvement in community life ☐ others (please specify):
Innovative approach	☒ Engaging, inspiring, interesting for the target group ☒ Improving the standards of local services for the target group ☐ Utilizes latest technology ("state of the Art") ☒ others (please specify): the place is friendly for small children,
Sustainability	☒ Alternative, non-governmental financing ☒ Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	☐ Increased cooperation between local/regional/national decision makers/financers ☒ Share resources between organisations ☐ Increase cooperation between stakeholders ☐ others (please specify):

Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):

Opening the Bar in Jaroslaw created not only the possibility of employing people with disabilities but it is also precious element of social rehabilitation and integration. Jaroslaw has about 40 thousand inhabitants and is visited by many tourists.

The main goal of this project is raising the level of vocational acidity of 17 disabled people in productive age, from the Jaroslaw municipality. The beneficiaries are people with moderate and significant disabilities (also with dual diagnosis), without employment and in a difficult position on the job market.

The project gives a chance of development, creates true possibilities of social and vocational inclusion. It is running from 1 July 2012 till 31 December 2014.

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:





Good Practice Example	
Name of good practice feature (offer / project)	Individual Assistance Center
Institution / Organisation:	Polish Association for Persons with Intellectual Disabilities Chapter in Jaroslaw
Sub-Unit / organisation:	
Country:	Poland
Address:	37-500 Jarosław, Wilson 6a Street
Telephone:	+48 16 621 53 78
E-mail:	k.lepszy@jaroslaw.psouu.org.pl
Website:	
Contact person / name:	Katarzyna Lepszy
Contact person / position:	Project coordinator
Accessibility	☒ the offer is free and accessible for everybody ☒ Clear information ☒ Easy access to information ☐ others (please specify):
Person Centred Approach	☒ The project respects individuality ☒ Meets the true needs of the individual ☒ Increase the status of the individual person ☒ Truly improves the quality of life of the individual ☒ Working with the surrounding circle of the individual ☒ others (please specify): In close contact with parents, meets the needs of parents/guardians,

Community Basis	☒ Gives and receives ☒ Added value (benefit for other people in need) for the community ☒ Change the image of the people with ID in the eyes of society ☒ Active involvement in community life ☐ others (please specify):
Innovative approach	☒ Engaging, inspiring, interesting for the target group ☒ Improving the standards of local services for the target group ☐ Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	☐ Alternative, non-governmental financing ☒ Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	☐ Increased cooperation between local/regional/national decision makers/financers ☒ Share resources between organisations ☒ Increase cooperation between stakeholders ☒ others (please specify): project implemented in two provinces,
Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):	

The Individual Assistance Center (IAC) project provides very individualized support for its users, in their dwelling place and close surrounding. The support is provided in the afternoons and also during the days when they do not attend any daily facility.

The forms of activities in this project, are aimed at fuller participation of intellectually disabled persons in the local society, spending free time with other people and also acquiring abilities needed to lead an active life. The project recognizes individual needs of the users and plans activities with in cooperation with families and the users themselves. The work of the assistants also involves learning and developing abilities needed for social inclusion of the users. Because of the fact that the project is aimed at persons with deep intellectual and multi disabilities as well as the fact of providing support in their dwelling place, each user has one assistant.

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:



Good Practice Example	
Name of good practice feature (offer / project)	Occupational Counselling and Support Center for People with ID – DZWONI
Institution / Organisation:	Polish Association for Persons with Intellectual Disabilities Chapter in Jaroslaw
Sub-Unit / organisation:	
Country:	Poland
Address:	37-500 Jarosław, John Paul II 17 Street
Telephone:	+48 16 621 12 76
E-mail:	biuro@dzwoni-jaroslaw.pl
Website:	http://www.dzwoni-jaroslaw.pl
Contact person / name:	Krzysztof Piecuch
Contact person / position:	Performing the coordinators duties
Accessibility	☒ the offer is free and accessible for everybody ☒ Clear information ☒ Easy access to information ☐ others (please specify):
Person Centred Approach	☒ The project respects individuality ☒ Meets the true needs of the individual ☒ Increase the status of the individual person ☒ Truly improves the quality of life of the individual ☒ Working with the surrounding circle of the individual ☒ others (please specify): In close contact with the employers,

Community Basis	☒ Gives and receives ☒ Added value (benefit for other people in need) for the community ☒ Change the image of the people with ID in the eyes of society ☒ Active involvement in community life ☐ others (please specify):
Innovative approach	☒ Engaging, inspiring, interesting for the target group ☒ Improving the standards of local services for the target group ☐ Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	☐ Alternative, non-governmental financing ☒ Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	☐ Increased cooperation between local/regional/national decision makers/financers ☒ Share resources between organisations ☒ Increase cooperation between stakeholders ☒ others (please specify): project implemented in two provinces,
Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):	

The aim of this project is to enhance the level of job activity of 60 people with intellectual disabilities in productive age, from surrounding municipalities until December 2014. Due to this project, there is a possibility of raising qualifications, enriching interpersonal contacts and developing career possibilities, which is not easily accessible for intellectually disabled people – a group that is being socially and vocationally excluded. By creating the DZWONI Center in Jaroslaw, intellectually disabled persons, currently at home, care facilities or special education centers, can be offered professional job support. The project gives possibilities such as: psychological workshops, job coach support, theoretical and practical courses (administration and services, gastronomy, salesperson, gardening and plant care), apprenticeships and employment (searching for employers and employing the disabled).

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:





Good Practice Example	
Name of good practice feature (offer / project)	Self-advocates
Institution / Organisation:	Polish Association for Persons with Intellectual Disabilities Chapter in Jaroslaw
Sub-Unit / organisation:	
Country:	Poland
Address:	
Telephone:	+48 16 621 53 78
E-mail:	k.burylo@jaroslaw.psouu.org.pl
Website:	http://jaroslaw.psouu.org.pl
Contact person / name:	Katarzyna Buryło
Contact person / position:	Project coordinator
Accessibility	☒ the offer is free and accessible for everybody ☐ Clear information ☐ Easy access to information ☐ others (please specify):
Person Centred Approach	☒ The project respects individuality ☒ Meets the true needs of the individual ☒ Increase the status of the individual person ☒ Truly improves the quality of life of the individual ☒ Working with the surrounding circle of the individual ☐ others (please specify):

Community Basis	☒ Gives and receives ☐ Added value (benefit for other people in need) for the community ☒ Change the image of the people with ID in the eyes of society ☒ Active involvement in community life ☐ others (please specify):
Innovative approach	☒ Engaging, inspiring, interesting for the target group ☒ Improving the standards of local services for the target group ☐ Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	☒ Alternative, non-governmental financing ☒ Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	☒ Increased cooperation between local/regional/national decision makers/financers ☒ Share resources between organisations ☐ Increase cooperation between stakeholders ☐ others (please specify):
Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):	

Self- advocates have been active in PAPID Chapter in Jaroslaw from 2007. Self- advocates are persons with intellectual disabilities, who are aware of their rights and publically voice their opinions on disability. They take part in various workshops during which they expand their knowledge concerning rights of disabled persons, gain abilities to talk publically and as representatives of other disabled persons.

Each year the self- advocates from PAPID Chapter in Jaroslaw go to the international Inclusion Europe conference. They also help in organizing many happenings at PAPID Chapter in Jaroslaw.

Since 1 April 2014 the „Hear Our Voices” project called „Citizens First” is being launched. The project is aimed at persons who would like to join the self- advocacy movement.

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:





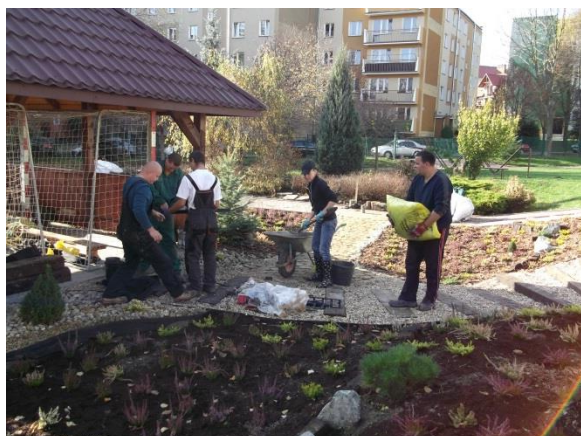
Good Practice Example	
Name of good practice feature (offer / project)	Social cooperative “Document Garden”
Institution / Organisation:	
Sub-Unit / organisation:	
Country:	Poland
Address:	37-500 Jarosław, Konfederacka 1 Street
Telephone:	+48 16 627 12 26
E-mail:	m.krupa@jaroslaw.psouu.org.pl
Website:	
Contact person / name:	Mirosław Krupa
Contact person / position:	President of the cooperative
Accessibility	☒ the offer is free and accessible for everybody ☐ Clear information ☐ Easy access to information ☐ others (please specify):
Person Centred Approach	☒ The project respects individuality ☒ Meets the true needs of the individual ☒ Increase the status of the individual person ☒ Truly improves the quality of life of the individual ☒ Working with the surrounding circle of the individual ☐ others (please specify):

Community Basis	☒ Gives and receives ☐ Added value (benefit for other people in need) for the community ☒ Change the image of the people with ID in the eyes of society ☒ Active involvement in community life ☐ others (please specify):
Innovative approach	☒ Engaging, inspiring, interesting for the target group ☒ Improving the standards of local services for the target group ☐ Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	☐ Alternative, non-governmental financing ☒ Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	☒ Increased cooperation between local/regional/national decision makers/financers ☒ Share resources between organisations ☐ Increase cooperation between stakeholders ☐ others (please specify):

Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):

Social Cooperative „Document Garden” has been established on 8 February 2013, by **PAPID Chapter in Jaroslaw** and Jaroslaw Municipality. The aim of the Cooperative is social and vocational activation of persons with intellectual disabilities, by means of running a business. The Cooperative employs 6 persons with intellectual disability. Employment of other disabled workers depends on the number of commissions for various jobs offered by the Cooperative. These are mainly establishing and caring for gardens and also small repairs and cleaning. During the winter, the main area is snow sweeping. The offer is aimed at both companies and private clients. In the future, the Cooperative is planning to run an archive. The Cooperative is open to new perspectives and ideas aimed at activating more disabled persons.

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:



Good Practice Example	
Name of good practice feature (offer / project)	Weekend self-sufficiency training
Institution / Organisation:	Polish Association for Persons with Intellectual Disabilities Chapter in Jaroslaw
Sub-Unit / organisation:	Rehabilitation, Education and Development Centre. Area Home for Life Skills
Country:	Poland
Address:	1. 37-500 Jarosław, os. Witosa 1/12 2. 37-630 Oleszyce, Zielona 1c/2 Street 3. 37-500 Jarosław, 3-go Maja 23A Street
Telephone:	+48 16 621 53 78
E-mail:	k.lepszy@jaroslaw.psouu.org.pl
Website:	http://jaroslaw.psouu.org.pl
Contact person / name:	Katarzyna Lepszy
Contact person / position:	Housing coordinator
Accessibility	☒ the offer is free and accessible for everybody ☒ Clear information ☐ Easy access to information ☒ others (please specify): the offer is a complementation for the participants of Polish Association for Persons with Intellectual Disabilities Chapter in Jaroslaw,
Person Centred Approach	☒ The project respects individuality ☒ Meets the true needs of the individual ☒ Increase the status of the individual person ☒ Truly improves the quality of life of the individual ☒ Working with the surrounding circle of the individual

	☒ others (please specify): improves life quality of the families, in close contact with families,
Community Basis	☒ Gives and receives ☒ Added value (benefit for other people in need) for the community ☒ Change the image of the people with ID in the eyes of society ☒ Active involvement in community life ☐ others (please specify):
Innovative approach	☒ Engaging, inspiring, interesting for the target group ☒ Improving the standards of local services for the target group ☐ Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	☒ Alternative, non-governmental financing ☒ Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	☐ Increased cooperation between local/regional/national decision makers/financers ☒ Share resources between organisations ☐ Increase cooperation between stakeholders

	☐ others (please specify):
Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):	
Weekend self- sufficiency training (WSST) is aimed young adults (and their families) with deep intellectual disabilities. The main goal of this training is to fit deeply multi disabled persons, with abilities to better their every- day functioning, increase autonomy and self- sufficiency and also give support to their parents, give them the possibility to relax and rest from the continuous care for their disabled children. An important element of WSST is helping to overcome emotional crises, organizing family and leisure time, and giving the parents a chance to „catch their breath”. It is a group training held in specially prepared flats. The users are provided with 5 weekend trainings (through the year). Two users take part in such a training at one time.	

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:



Good Practice Example	
Name of good practice feature (offer / project)	Weekly self- sufficiency trainings
Institution / Organisation:	Polish Association for Persons with Intellectual Disabilities Chapter in Jaroslaw
Sub-Unit / organisation:	Rehabilitation, Education and Development Centre. Area Home for Life Skills
Country:	Poland
Address:	1. 37-500 Jarosław, os. Witosa 1/12 2. 37-630 Oleszyce, Zielona 1c/2 Street 3. 37-500 Jarosław, 3-go Maja 23A Street
Telephone:	+48 16 621 53 78
E-mail:	k.lepszy@jaroslaw.psouu.org.pl
Website:	http://jaroslaw.psouu.org.pl
Contact person / name:	Katarzyna Lepszy
Contact person / position:	Housing coordinator
Accessibility	☒ the offer is free and accessible for everybody ☒ Clear information ☐ Easy access to information ☒ others (please specify): the offer is a complementation for the participants of Polish Association for Persons with Intellectual Disabilities Chapter in Jaroslaw,
Person Centred Approach	☒ The project respects individuality ☒ Meets the true needs of the individual ☒ Increase the status of the individual person ☒ Truly improves the quality of life of the individual ☒ Working with the surrounding circle of the individual

	☒ others (please specify): In close contact with families of the participants,
Community Basis	☒ Gives and receives ☒ Added value (benefit for other people in need) for the community ☒ Change the image of the people with ID in the eyes of society ☒ Active involvement in community life ☐ others (please specify):
Innovative approach	☒ Engaging, inspiring, interesting for the target group ☒ Improving the standards of local services for the target group ☐ Utilizes latest technology ("state of the Art") ☒ others (please specify): people with disabilities take the role of a mentor over the person that requires more support,
Sustainability	☒ Alternative, non-governmental financing ☒ Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	☐ Increased cooperation between local/regional/national decision makers/financers ☒ Share resources between organisations ☐ Increase cooperation between stakeholders ☐ others (please specify):

Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):

The aim of weekly self- sufficiency trainings is to equip the disabled persons with such abilities so that they are prepared to function in social surroundings in order to live as independent life as possible. It is crucial for every user to develop skills enabling them to take initiative, believe in their own abilities, and in consequence, prepare them to lead an independent life. It is a group training held in specially prepared flats. The users are provided with 5 day a week trainings, 6 times during the year. 3 users take part in such a training at one time. This training is aimed at moderately and severely and multi disabled people.

Due to the innovative nature of this kind of support, actions performed by the assistants need to be individually customizes to the needs and abilities of each of the users. Methods should be chosen carefully so that they can enable the user to achieve maximum independence. The training involves teaching living in the local society.

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:



AUSTRIA/ STYRIA

COMMON ASPECTS AND BACKGRONDS

OF AUSTRIA, in particular STYRIA

**How is the historical
development of the
path to Inclusion?**

**Describe in brief the actual
situation of supports
for people with ID**

Which conditions by law?

**How is the landscape of
the service-providers?**

**What is the common
attitude of society to
people with ID?**

**Is there a culture of
neighbour help?**

1992: Concept for People with Disabilities of the Austrian Government

2002: Federal ACT ON Equal Opportunities for Person with Disabilities

2008: Ratification of the UN-Convention of the Rights of People with Disabilities

2011: National Action Plan (for the implementation of the UN-CRPD) 2012 - 2020

https://www.bmask.gv.at/cms/site/attachments/7/7/8/CH2477/CMS1332494355998/nap_behinderung-web_2013-01-30_eng.pdf

Due to the Federal Constitution, all areas of disability policy which are not explicitly the responsibility of the Federation are issues of the provinces. With regard to its measures, the NAP on Disability does not go beyond the responsibility of the Federation. However, as the competences of the Federation and the provinces are closely connected, many objectives of the NAP also have an indirect effect on the provinces.

2012: Styrian Action Plan (for the implementation of the UN-CRPD) 2012 – 2020

http://www.soziales.steiermark.at/cms/dokumente/11910254_94717223/8a076d76/Aktionsplan.pdf

The living situations of people with disabilities in Austria have improved in several ways during the last two decades. From among numerous legislative and financial measures, four areas stand out particularly. 1993 saw the introduction of staged, needs orientated **long-term care allowance**, to which there is a legally enforceable entitlement independent of the claimant's income and assets. Also in the 1990s, a legal right (with the freedom of choice) to joint lessons for disabled and non-disabled children until the end of the 8th school year (**integration in schools**) was created. In the field of work, great efforts were made to improve the

employment situation of people with disabilities by providing targeted support for projects (the **employment campaign** for people with disabilities). Equality before the law for disabled people received an important impulse with the introduction of **legislation on disability equality** in 2006. Overall, people with disabilities, their family members and the people to whom they relate form a large group within the population and are thus an important political and economic factor. The WHO estimates that (cf. World report on disability 2011) there are around **15 % of the population** people with disabilities worldwide. For all these groups of persons it is important that disability policy creates conditions from which as many people as possible will benefit. A key aspect is that the environment must be designed to be as **accessible** as possible in every sense.

According to a microcensus survey carried out on behalf of the Ministry of Social Affairs by Statistics Austria between October 2007 and February 2008, approximately 20.5 % of the resident population in private households in **Austria** have a permanent impairment. This represents a total of around **1.7 million people**.

In theory, the principles of involvement and mainstreaming have been recognised for a long time now. Nevertheless, the legal, administrative and budgetary plans of the government do not always take the concerns of people with disabilities into consideration. There is as yet still no nationwide **disability mainstreaming** policy which needs to be fulfilled by all relevant entities.

However, there are exemplary signs of functioning disability mainstreaming in practice. For example, the Federal Chancellery (BKA) pointed out to the ministries in an ordinance as early as the 1990s that the umbrella organisation of the disabled persons' organisations ÖAR should be involved in plans for legislation.

LEGAL SITUATION

There are a few national laws – they are mostly regulating the work situations and working-conditions for people with ID.

The important regulating law is a federal state law – that means for Austria 9 different legal situations for people with disabilities.

	The <i>Styrian Law</i> for people with disabilities is principally a very new and innovative one. It became effective in the year 2004 with a lot of amendments till 2014. The support-system is arranged in different service-groups. Persons with Disabilities have to apply for a special kind of help at the public authority. Services start with Early Intervention for children from birth till 6 years From 6 to 15 are only services in correlation with the school and family support service – a mobile service For adults there are following different residential services: Full time living (24 hours) Living Training (24 hours) Part time living (6-10 hours a week) Mobile Services: Living-Assistance (6 – 10 hours a week) Leisure time Assistance (1 – 5 hours a week) Service Providers in Styria Service Providers are only <i>private</i> organisations (NGO) and mostly non-profit-organisations (NPO). Jugend am Werk is one of the 5 "big ones" with more than 500 employees. There are plenty of small service providers. Volunteering and Neighbour Help The culture of Volunteering and Neighbour-Help is increasing. Because of the austerity-programmes of the governments (national, regional and local) public supports decrease and the society starts to notice people in need of support.
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Good Practice Example	
Name of good practice feature (offer / project)	BALANCE Sheltered Workshops
Institution / Organisation:	BALANCE - Leben ohne Barrieren
Sub-Unit / organisation:	BALANCE - Leben ohne Barrieren
Country:	Austria
Address:	Hochheimgasse 1 1130 Wien
Telephone:	+43-1-804 87 33
E-mail:	info@balance.at
Website:	http://www.balance.at
Contact person / name:	Marion Ondricek
Contact person / position:	Management
Accessibility	☐ the offer is free and accessible for everybody x Clear information x Easy access to information ☐ others (please specify):
Person Centred Approach	x The project respects individuality ☐ Meets the true needs of the individual x Increase the status of the individual person ☐ Truly improves the quality of life of the individual x Working with the surrounding circle of the individual ☐ others (please specify):

Community Basis	☐ Gives and receives x Added value (benefit for other people in need) for the community x Change the image of the people with ID in the eyes of society ☐ Active involvement in community life ☐ others (please specify):
Innovative approach	x Engaging, inspiring, interesting for the target group x Improving the standards of local services for the target group x Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	☐ Alternative, non-governmental financing x Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	☐ Increased cooperation between local/regional/national decision makers/financers ☐ Share resources between organisations ☐ Increase cooperation between stakeholders ☐ ☐ others (please specify):

Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):

"Balance" offers sheltered workshops. The basic topics they convey are "work & education", "dreams & wishes", "self-representation" and "communication". The methods of personal centred planning combined with every day life assistance and further educations are providing the integration aspect in the job market. They offer many different crafts with several materials like we know. It's the process that makes the whole thing unusual and unique. The people with disabilities are working on the development and on the prototypes together with designers. In processes of decisions, people with disabilities are involved as their own experts, to let as much talents and resources flow in as possible. One condition is that 80% of the work has to be done by people with disabilities and even if they leave the institution, they will not lose their rights on their self-made crafts and arts. All artists with disabilities have their amount on their sales revenue, percental to the official wage agreement standards. Employee participation is a huge priority in this institution. Therefor they built representation groups of the employees with disabilities, who are meeting every quarter in a year with the management of the organisation.

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:



http://www.balance.at/sites/default/files/mitsprachekatalog_web.pdf

Good Practice Example	
Name of good practice feature (offer / project)	Das Lunchhaus
Institution / Organisation:	Lebenshilfe
Sub-Unit / organisation:	Lebenshilfe Tirol
Country:	Austria, Tirol
Address:	Heiliggeiststraße 7-9, Landhaus 2 6020 Innsbruck
Telephone:	+43 (0)50 434 1112
E-mail:	j.pfisterer@tirol.lebenshilfe.at bv-lunchhaus@tirol.lebenshilfe.at
Website:	www.lunchhaus.at

Contact person / name:	Mr. Joerg Pfisterer
Contact person / position:	Management expert
Accessibility	☐ the offer is free and accessible for everybody ☐ Clear information ☐ Easy access to information ☐ others (please specify):
Person Centred Approach	☐ The project respects individuality ☐ Meets the true needs of the individual ☐ Increase the status of the individual person ☐ Truly improves the quality of life of the individual ☐ Working with the surrounding circle of the individual

Community Basis	☐ Gives and receives ☐ Added value (benefit for other people in need) for the community ☐ Change the image of the people with ID in the eyes of society ☐ Active involvement in community life ☐ others (please specify):
Innovative approach	☐ Engaging, inspiring, interesting for the target group ☐ Improving the standards of local services for the target group ☐ Utilizes latest technology ("state of the Art")

	☐ others (please specify):
Sustainability	☐ Alternative, non-governmental financing ☐ Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	☐ Increased cooperation between local/regional/national decision makers/financers ☐ Share resources between organisations ☐ Increase cooperation between stakeholders ☐ ☐ others (please specify):
Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):	
The “Lebenshilfe Tirol” offers educations and jobs for people with disabilities at “Das Lunchhaus”. Beside specialists know-how in kitchen and service, people can develop their soft skills to get a new self-conception in demeanour to establish themselves on the labour market. The main goal is to put inclusion in commerce and they implement it by leading with best practice. All dishes are freshly made and organic.	

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:





Good Practice Example	
Name of good practice feature (offer / project)	Fachstelle.hautnah
Institution / Organisation:	Alpha Nova
Sub-Unit / organisation:	Alpha Nova
Country:	Austria, Graz
Address:	Römerstraße 92 8401 Kalsdorf
Telephone:	03135/56382-23
E-mail:	doris.krottmayer@alphanova.at
Website:	http://www.alphanova.at/fachstelle_hautnah.html
Contact person / name:	Doris Krottmayer
Contact person / position:	Coordinator
Accessibility	☒ the offer is free and accessible for everybody ☒ Clear information ☒ Easy access to information ☐ others (please specify):
Person Centred Approach	☒ The project respects individuality ☒ Meets the true needs of the individual ☒ Increase the status of the individual person ☒ Truly improves the quality of life of the individual ☐ Working with the surrounding circle of the individual ☐ others (please specify):

Community Basis	☒ Gives and receives ☒ Added value (benefit for other people in need) for the community ☒ Change the image of the people with ID in the eyes of society ☐ Active involvement in community life ☐ others (please specify):
Innovative approach	☒ Engaging, inspiring, interesting for the target group ☒ Improving the standards of local services for the target group ☒ Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	☐ Alternative, non-governmental financing ☒ Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	☒ Increased cooperation between local/regional/national decision makers/financers ☒ Share resources between organisations ☒ Increase cooperation between stakeholders ☐ ☐ others (please specify):
Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):	

“Fachstelle.hautnah” is a contact point in things like wishfulness, love and sexuality for people with or without disabilities.

They offer advising when it comes to sex education, relation- and partnerships, dealing with (sexual) violence, issues in law, possibilities of support and personal sexual assistance. Also workshops in groups are one of their main offers, as well as seminars for professional supporters. The revolutionary aspect appears, when it comes to work with different paradigms. This is what the work makes difficult but also very valuable.

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:



Good Practice Example	
Name of good practice feature (offer / project)	Integrative Wohngemeinschaft - IWG
Institution / Organisation:	Alpha Nova
Sub-Unit / organisation:	Alpha Nova
Country:	Austria, Styria
Address:	Doblnergasse 6, 8020 Graz
Telephone:	+43316/403264-26
E-mail:	reinhold.wagner@aphanova.at
Website:	www.alphanova.at
Contact person / name:	Reinhold Wagner
Contact person / position:	Direction
Accessibility	☒ the offer is free and accessible for everybody ☒ Clear information ☒ Easy access to information ☐ others (please specify):
Person Centred Approach	☒ The project respects individuality ☒ Meets the true needs of the individual ☒ Increase the status of the individual person ☒ Truly improves the quality of life of the individual ☒ Working with the surrounding circle of the individual ☐ others (please specify):

Community Basis	☒ Gives and receives ☒ Added value (benefit for other people in need) for the community ☒ Change the image of the people with ID in the eyes of society ☒ Active involvement in community life ☐ others (please specify):
Innovative approach	☒ Engaging, inspiring, interesting for the target group ☒ Improving the standards of local services for the target group ☒ Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	☐ Alternative, non-governmental financing ☒ Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	☒ Increased cooperation between local/regional/national decision makers/financers ☒ Share resources between organisations ☒ Increase cooperation between stakeholders ☐ ☐ others (please specify):

Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):

This living community is based on inclusion. The “Alpha Nova” offers different types of living. the classical concept is two people with disabilities live together with two inclusion assistances. These inclusion assistances have no pedagogical contract. They are just living with them, mostly beside their educations to live for free. They are just living together to set examples of a self-determined life. To increase inclusion, the “Alpha Nova” is also working with the inclusion assistances as well. It has to be learning from both sides and this is where integration stops and inclusion begins. 10 Flats spread over the centre of Graz, 20 residents with disabilities and 20 without, supported by a team of 9 professionals.

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:



Good Practice Example	
Name of good practice feature (offer / project)	Leben im Alter / Life in advanced age
Institution / Organisation:	Lebenshilfe
Sub-Unit / organisation:	Lebenshilfe Vorarlberg
Country:	Austria, Vorarlberg
Address:	Gartenstrasse 2 6840 Götzis
Telephone:	+43 (0)5523 506-10200
E-mail:	wohnen@lhv.or.at
Website:	http://www.lebenshilfe-vorarlberg.at
Contact person / name:	Mr. Andreas Dipold
Contact person / position:	Management
Accessibility	☒ the offer is free and accessible for everybody ☒ Clear information ☒ Easy access to information ☐ others (please specify):
Person Centred Approach	☒ The project respects individuality ☒ Meets the true needs of the individual ☒ Increase the status of the individual person ☒ Truly improves the quality of life of the individual ☒ Working with the surrounding circle of the individual ☐ others (please specify):

Community Basis	☐ Gives and receives ☒ Added value (benefit for other people in need) for the community ☒ Change the image of the people with ID in the eyes of society ☒ Active involvement in community life ☐ others (please specify):
Innovative approach	☒ Engaging, inspiring, interesting for the target group ☒ Improving the standards of local services for the target group ☒ Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	☐ Alternative, non-governmental financing ☒ Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	☒ Increased cooperation between local/regional/national decision makers/financers ☒ Share resources between organisations ☒ Increase cooperation between stakeholders ☐ ☐ others (please specify):
Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):	

The “Lebenshilfe – Vorarlberg” offers assistance and support for people in advanced ages with disabilities. They are providing several types of residential accommodation, like community based living and of course assistance and support within their own habitat to save and gain inclusion. A dignified and fulfilling life in advanced ages also needs medical and nursing support. For that reason the “Lebenshilfe – Vorarlberg” has a cooperation agreements with the home care nursing service and different medical specialists. Many topics like to pension people with disabilities and dementia are appearing at the first time like this in Europe. Also dealing with life crisis, particularly in advanced ages are main topics in In this working field, the “Lebenshilfe – Vorarlberg” is setting up a good practice example, which is and will be useful in near times.

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:



Good Practice Example	
Name of good practice feature (offer / project)	Brockenhaus
Institution / Organisation:	Lebenshilfe Vorarlberg
Sub-Unit / organisation:	Lebenshilfe Vorarlberg
Country:	Austria, Vorarlberg
Address:	Gartenstrasse 2 6840 Götzis
Telephone:	+43(0)5523 506-10064
E-mail:	brockenhaus@lhv.or.at
Website:	http://www.lebenshilfe-vorarlberg.at
Contact person / name:	Michael Geisler
Contact person / position:	Management
Accessibility	☒ the offer is free and accessible for everybody ☒ Clear information ☒ Easy access to information ☐ others (please specify):
Person Centred Approach	☒ The project respects individuality ☒ Meets the true needs of the individual ☒ Increase the status of the individual person ☒ Truly improves the quality of life of the individual ☒ Working with the surrounding circle of the individual ☐ others (please specify):

Community Basis	☒ Gives and receives ☐ Added value (benefit for other people in need) for the community ☒ Change the image of the people with ID in the eyes of society ☒ Active involvement in community life ☐ others (please specify):
Innovative approach	☒ Engaging, inspiring, interesting for the target group ☐ Improving the standards of local services for the target group ☒ Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	☐ Alternative, non-governmental financing ☒ Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	☒ Increased cooperation between local/regional/national decision makers/financers ☒ Share resources between organisations ☒ Increase cooperation between stakeholders ☐ ☐ others (please specify):

Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):

The “Brockenhaus” has two settlements in different villages called “Sulz” and “Lochau”. It’s a repository for things like curiosities and antiques, including small furnishings, books, whiteware , decoration stuff and so on. It’s a mixture between a sales shop and a café. So the educational offer for people with disabilities goes from gastronomic service to sales assistance. The “Brockenhaus” is a very admired meeting spot which is very inviting to rummage for anything or just to have a coffee or tea in a particularly atmosphere. As you may imagine, this is where inclusion is gaining by itself, because of so many different people coming together to exchange, sell and buy stuff.

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:



Good Practice Example	
Name of good practice feature (offer / project)	Part-time assistance living, Idlhofgasse Graz
Institution / Organisation:	Jugend am Werk Steiermark
Sub-Unit / organisation:	Wohnverbund Graz
Country:	Austria
Address:	Bahnhofgürtel 77/4
Telephone:	+050/7900 2406
E-mail:	wv-graz@jaw.or.at
Website:	www.jaw.or.at
Contact person / name:	Alice Schreiner
Contact person / position:	Team-Coordinator
Accessibility	☐ the offer is free and accessible for everybody ☐ Clear information ☐ Easy access to information ☐ others (please specify):
Person Centred Approach	☒ The project respects individuality ☒ Meets the true needs of the individual ☐ Increase the status of the individual person ☒ Truly improves the quality of life of the individual ☒ Working with the surrounding circle of the individual ☐ others (please specify):

Community Basis	☐ Gives and receives ☐ Added value (benefit for other people in need) for the community ☐ Change the image of the people with ID in the eyes of society x Active involvement in community life ☐ others (please specify):
Innovative approach	☐ Engaging, inspiring, interesting for the target group x Improving the standards of local services for the target group x Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	☐ Alternative, non-governmental financing ☐ Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	☐ Increased cooperation between local/regional/national decision makers/financers ☐ Share resources between organisations ☐ Increase cooperation between stakeholders ☐ ☐ others (please specify):

Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):

The part-time assisted communities from "Jugend am Werk Stmk." are involved in a usual residential complex in the middle of the city Graz. The main goal is to include people with disabilities in all aspects of networking in the local community. There are single flats and communities up to three people, supported by a four-headed team. The office is aware separated to the communities and all the flats are not declared as supported flats. One special and new thing in this community is one occupant having a baby who is getting supported by a combination of early intervention, social workers and the staff of the community, guiding the small family into an autonomous life by using the methods of personal centred planning.

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:



Good Practice Example	
Name of good practice feature (offer / project)	Verein Wegweiser
Institution / Organisation:	Verein
Sub-Unit / organisation:	Verein Wegweiser
Country:	Austria, Graz
Address:	Grazerstraße 48a 8045 Graz
Telephone:	+43 699 / 1707 44 11
E-mail:	office@wegweiser.or.at
Website:	www.wegweiser.or.at
Contact person / name:	Mr. Alfons Rupp / Mr. Bernhard Bauernhofer
Contact person / position:	Organisation / President
Accessibility	☐ the offer is free and accessible for everybody ☒ Clear information ☒ Easy access to information ☐ others (please specify):
Person Centred Approach	☒ The project respects individuality ☒ Meets the true needs of the individual ☒ Increase the status of the individual person ☒ Truly improves the quality of life of the individual ☐ Working with the surrounding circle of the individual ☐ others (please specify):

Community Basis	☐ Gives and receives ☒ Added value (benefit for other people in need) for the community ☒ Change the image of the people with ID in the eyes of society ☒ Active involvement in community life ☐ others (please specify):
Innovative approach	☒ Engaging, inspiring, interesting for the target group ☒ Improving the standards of local services for the target group ☒ Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	☒ Alternative, non-governmental financing ☒ Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	☒ Increased cooperation between local/regional/national decision makers/financers ☒ Share resources between organisations ☒ Increase cooperation between stakeholders ☐ ☐ others (please specify):

Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):

The "Verein Wegweiser" supports people with disabilities on their way from institutional living to independent living with personal assistants. They support people from requesting the budget to hiring own assistances, based on peer-to-peer consulting. In criteria of certain expertises like, giving instructions, managing own finances and so on, every disabled person gets the chance to live autonomous without decision makers in their own flats. This organisation finances itself.

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:



FINLAND

COMMON ASPECTS AND BACKGROUNDS

How is the historical development of the path to Inclusion?

The principles of normalization and integration landed into Finland in the late 1970's. However, segregation and institutional care were still dominating the services for people with intellectual disabilities until 1990's.

The number of people with ID living in institutions was at its highest point in 1980's when it was nearly 6000 people. During 1990's the number diminished to nearly half of that. At the beginning of the year 2007 there were 20 institutions for people with ID in Finland with a total number of 2573 places (Niemelä & Brandt 2008). The largest institution had 326 places and the smallest 5 places.

First hostels (group homes) were established somewhere in beginning of the 1970's. In 1980, there were 59 hostels and 548 people living in them. In the 1990's the terminology changed. Instead of hostel, the term residential or living unit was used, and also the division to "helped" (staff present 24 hours), "supervised" (staff present only part-time or day time) and "supported" (independent living with support) came into usage. In the year 1993 there were 335 residential units, which had 3025 places (mean size was 9.0; the most typical size varied from 5 to 8); in all group homes (or community based living-units) lived 3340 people.

In 1990's, the concept of integration was largely replaced by inclusion, thus moving the focus from individual to the environment and society. In 2000's the rights of people with disabilities has become a central principle for guiding the development of the services for people with ID. Finland signed the UN Convention on the Rights of Persons with Disabilities in 2007, but it has not been ratified, yet.

Finland's Disability Policy Programme was published in 2010 and Niemelä & Brandt's policy programme for housing services for persons with disabilities in 2008. These gave guidelines for diminishing institutional care. One of the most significant developments for independent living is the Act on Personal Assistance (981/2008) as a subjective right to disabled persons. In 2010 the Government of Finland approved a programme, according to which the number of people with ID living in institutions should be diminished from 2000 to 500 people within the next five years and also the principle decision in 2012 to close down all the institutional housing services till 2020.

Describe in brief the actual situation of supports for people with ID

Institutions for people with ID: Today the number of institutions is about 12, and most of

them are going to be closed within next few years. The average size is little more than

100 people with ID. Institutions are usually located outside normal residential areas.

Group homes with 24 hour assistance and with part time assistance are located in the community. No exact figures of the size of the housing units are available, but it can be estimated that the average size is about 13 people (Vesala, 2012). In most cases people have their own room, and in newer group homes they have on own flat.

Supportive housing for people with ID: People live in their own apartment and get support, but not necessary every day. The apartments can be in connection to some housing service unit (group home), or it can be ordinary apartment.

Family care: A person with ID lives in a family, which is not his/her own.

Which conditions by law?

There is a hierarchy of laws: the Act on Services and Assistance for the Disabled (380/1987) that treats physical and mental disabilities alike should come first, before the more specified Act on Special Care on Developmental Disability (519/1977) applies, which does not include the right on Personal Assistance. This means that in practice, the respective social worker of public social services in municipalities and clients should first determine in the service plan whether Act on Services and Assistance for the Disabled (380/1987) applies, and not till then Act on Special Care on Developmental Disability (519/1977) should be exercised.

From 1 September 2009 an amendment to the Act on Services and Assistance for the Disabled gave a subjective right to have a personal assistant to all disabled people, including people with ID. It introduced rights to assistance for domestic, social, educational and employment purposes, including a right to 30 hours per month to support recreation and social interaction. The Act also underlines the importance of involving the person in the assessment of need. The Bill was drafted through collaboration between the Minister of Health and Social Services and the Finnish Disability Forum. The change also offers a broader choice of services including personal assistance under persons own control.

Harmonisation of the Act on Services and Assistance for the Disabled and the Act on Special Care on Developmental Disability is going on (->2014). One special act on disability services is the goal to ensure coequal services of different disability groups and to improve the possibilities of people with disabilities to gain the full citizenship in society.

How is the landscape of the service-providers?

Municipalities have the responsibility of organizing the services for people with ID. They can do this either by producing the services by themselves or by buying them from other municipalities, federations of municipalities or private or third sector organizations. In all, the proportion of services produced by private sector organizations has increased during 2000's and is

continuing to increase.

Institutions for people with ID are almost exclusively run by special care districts (federations of municipalities).

More than half of group homes with 24 hour assistance are run by private or third sector organisations; the rest are run by municipalities and special care districts.

Group homes with part-time assistance are mainly run by public sector (municipalities and special care districts). Only about 20% of people living in these group homes live in group homes run by private or third sector organisations.

Supportive housing for people with ID is mostly run by municipalities and special care districts.

What is the common attitude of society to people with ID?

To our knowledge there are no recent studies about the attitudes towards people with ID. However, it can be assumed, that changes in common attitudes are in line with the national policies and legislation, and has thus developed to positive direction. Also people with ID have recently gained positive publicity in TV, music and arts. On the other hand, the phenomenon of NIMBY (not in my backyard) is not uncommon; in media there has been news

	about local people resisting the building of residencies in their neighbour. Is there a culture of neighbour help? The culture of neighbour help is still very much alive in rural areas outside metropolitan area. In towns and cities this culture almost disappeared during urbanisation along with breakdown of traditional family structures. In 2000's the culture of neighbour help and community based activities has little by little come back. There are nowadays interesting examples of local "food circles" (residents organising together a service for food produced near inhabitant areas), social companies and other types of activities that bring neighbours together.
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Good Practice Example	
Name of good practice feature (offer / project)	Consulting health care

Institution / Organisation:	Eteva the Joint Municipal Authority
Sub-Unit / organisation:	Residential services
Country:	Finland
Address:	Eteva the Joint Municipal Authority PL 43 (Karhukuja 1) 04601 MÄNTSÄLÄ
Telephone:	+35820 692 100 (switchboard)
E-mail:	konsultoiva.sairaanhoito@eteva.fi
Website:	www.eteva.fi
Contact person / name:	Kati Pakari (+35840 3047861)
Contact person / position:	Nurse Consultant
Accessibility	The offer is free and accessible for everybody ☐ Clear information ☐ Easy access to information x others (please specify): Service is intended for clients and staff of Eteva. The goal is to promote clients health and support them with issues concerning nursing.
Person Centred Approach	x The project respects individuality x Meets the true needs of the individual x Increase the status of the individual person x Truly improves the quality of life of the individual x Working with the surrounding circle of the individual x others (please specify): At Eteva the staff works according to clients person centred plans.

Community Basis	☒ Gives and receives ☒ Added value (benefit for other people in need) for the community ☒ Change the image of the people with ID in the eyes of society Active involvement in community life ☐ others (please specify):
Innovative approach	☒ Engaging, inspiring, interesting for the target group ☒ Improving the standards of local services for the target group ☒ Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	Alternative, non-governmental financing ☒ Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	Increased cooperation between local/regional/national decision makers/financers Share resources between organisations ☒ Increase cooperation between stakeholders ☒ others (please specify): Seeks to improve the cooperation between public health care and the client

Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):

The goal in Eteva the Joint Municipal Authority is for every client to get the health and medical care needed according to his/her person centred plan (PCP) through public health care.

There are four consulting nurses working in Eteva. They support their area's residential units to achieve the above mentioned goal.

A consulting nurse:

- guides and advises clients and personnel of her own area's residential units concerning health and medical care
- participates in developing and maintaining cooperation with public health care, specialized medical care and other actors in social and health care
- acts as a specialist in nursing and intellectual and developmental disability and as a quality control manager in clients nursing and health care
- when needed, drafts a client's treatment summary (a large overview of the client's nursing and health care history) and maintains it to ensure continuity of care

For example, the security of clients medication has improved since the consulting nurses have drafted a medication plan and clarified the medication practices of Eteva.

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:

Toimintayksiköt ja muut palvelut 2014



Eteva service map in 2014

Good Practice Example	
Name of good practice feature (offer / project)	Siltapuisto housing unit
Institution / Organisation:	Carea – Kymenlaakso Social and Health Services
Sub-Unit / organisation:	Social services
Country:	Finland
Address:	Kuusankoskenkatu 10, 45700 Kuusankoski
Telephone:	+358206334112
E-mail:	mari.kinnunen@carea.fi
Website:	www.carea.fi
Contact person / name:	Mari Kinnunen
Contact person / position:	Person responsible for housing services
Accessibility	x the offer is free and accessible for everybody x Clear information x Easy access to information (the unit is going to have its own homepage in Carea's website) others (please specify):
Person Centred Approach	x The project respects individuality x Meets the true needs of the individual x Increase the status of the individual person x Truly improves the quality of life of the individual x Working with the surrounding circle of the individual ☐ others (please specify):

Community Basis	Gives and receives Added value (benefit for other people in need) for the community x Change the image of the people with ID in the eyes of society x Active involvement in community life x others (please specify): Residents either travel in the local community on their own or are supported. They use services of the local community.
Innovative approach	x Engaging, inspiring, interesting for the target group x Improving the standards of local services for the target group Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	Alternative, non-governmental financing x Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	Increased cooperation between local/regional/national decision makers/financers Share resources between organisations x Increase cooperation between stakeholders ☐ others (please specify):

Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):

Siltapuisto housing unit was founded in January 2013. The housing unit is intended for people in need of special individual support. The housing unit is part of a larger complex, yet it is quite its own small community. Before the small community started to operate, the housing option was presented to possible residents in 2012. They started training on independent living. They also participated in designing their own home. This consisted of dream workshops and joint meetings with relatives and staff.

The housing unit, home, is its own small housing community for 4 men and 2 women. It is located near services in the center of Kuusankoski. The size of the housing unit is 125 square meters. Every male resident has his own room. The unit also consists of a shared kitchen, living room, bath room and office room. The size of this shared accommodation is 60 square meters. The two female residents live in their own rental studio apartments, which are located in the same floor as the apartment house. The premise of support resources was to plan shifts on a client centered basis, to plan the daily and weekly programmes according to the individual needs of the client. The unit has staff 24/7. The aim is to provide a safe and long lasting home in the middle of an ordinary living environment for residents, who need special individual support. Residents are supported to participate in activities of individual interest and encouraged to experience the diversity of life and and make their own choices.

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:



Good Practice Example	
Name of good practice feature (offer / project)	Living solution of young people with intellectual disabilities
Institution / Organisation:	The City of Lahti
Sub-Unit / organisation:	Disability services
Country:	Finland
Address:	Aleksanterinkatu 18 A, 15140 Lahti
Telephone:	+358444163844
E-mail:	elina.antikainen@lahti.fi
Website:	www.lahti.fi
Contact person / name:	Elina Antikainen
Contact person / position:	Head of services
Accessibility	X the offer is free and accessible for everybody ☐ Clear information ☐ Easy access to information ☐ others (please specify):
Person Centred Approach	X The project respects individuality X Meets the true needs of the individual X Increase the status of the individual person X Truly improves the quality of life of the individual X Working with the surrounding circle of the individual ☐ others (please specify):

Community Basis	☐ Gives and receives X Added value (benefit for other people in need) for the community X Change the image of the people with ID in the eyes of society X Active involvement in community life ☐ others (please specify):
Innovative approach	X Engaging, inspiring, interesting for the target group X Improving the standards of local services for the target group ☐ Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	☐ Alternative, non-governmental financing X Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	X Increased cooperation between local/regional/national decision makers/financers ☐ Share resources between organisations X Increase cooperation between stakeholders ☐ ☐ others (please specify):

Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):

The City of Lahti is investing especially in residential services for young people with ID and supporting them in life. The city views that it is important for young people to get a good start to being independent and growing up. Whenever possible, arranging living in group homes is avoided, so it is a priority to seek a flat from normal residential areas for youngsters and train them on living independently. The city supports residents of group homes to lead a more independent life, as well. The city has a systematic plan to moving those people into a more community based circumstance with help of PCP (=person centred planning), assessments of needs and discussions. The plan for independent living includes both traditional services of support persons that are tailor-made according to individual needs, and constantly developing peer support. Cooperation with families is also intensive. Rented apartments have been found in cooperation with non-governmental organizations and the city's real estate company. Also free-time activities of the residents have been taken into notice: opportunities have been created to encourage people to meet each other so that no-one would be left home alone. In addition, young people with ID are leading different hobby clubs themselves, and get work experience that way. Networks of peers and neighbours are supported in order for young people to participate in local activities. The concept is based on national and the city's strategic objectives: the voice of persons with ID should be strongly heard when organising services. Young persons with ID in Lahti have clearly expressed that they want to live like any other people.

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:



Sharing views and ideas



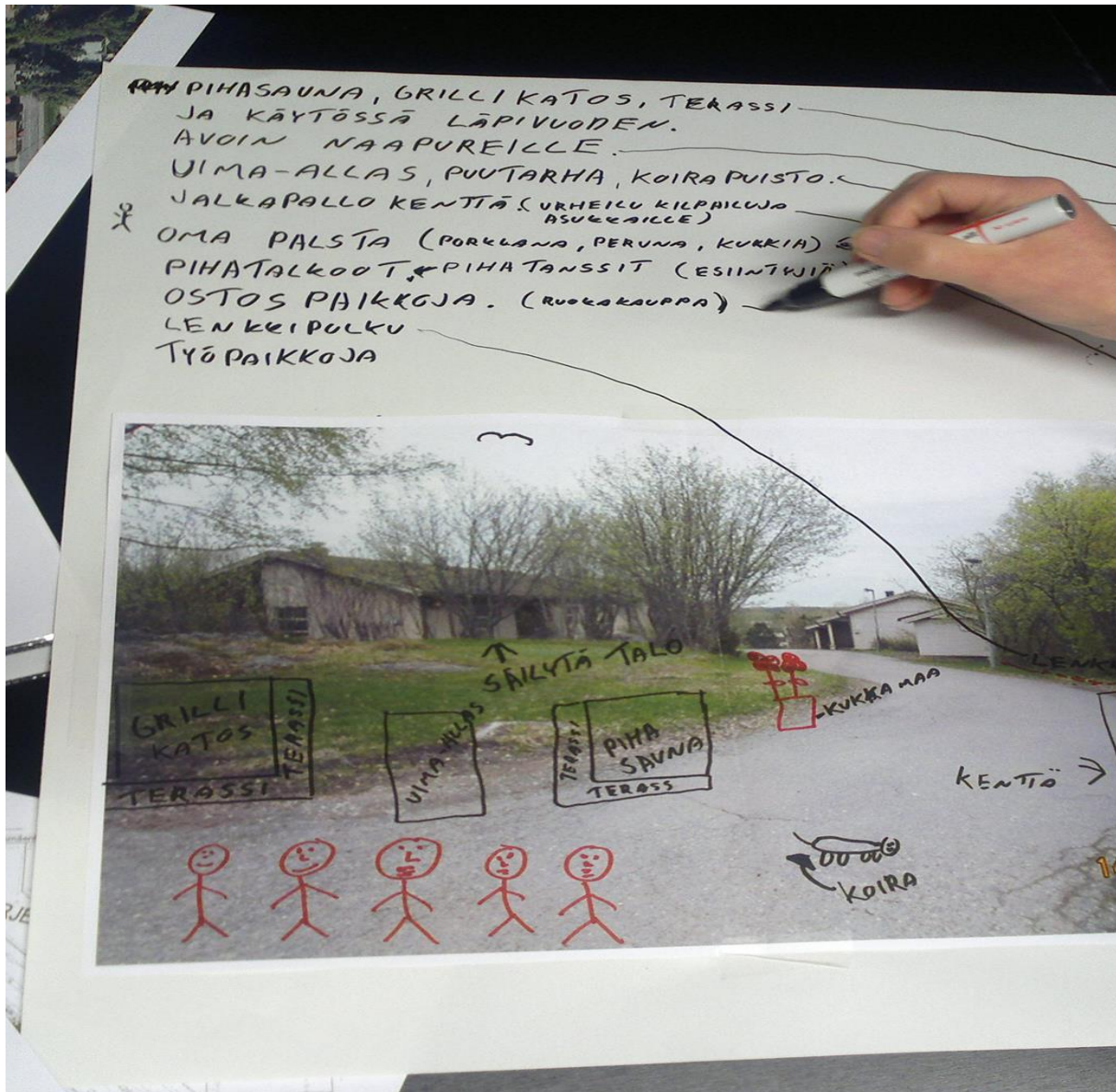
After discussion Laura goes to work

Good Practice Example	
Name of good practice feature (offer / project)	Best neighbour –local working group
Institution / Organisation:	The City of Turku/The Support and Expert Center for Persons with Intellectual Disabilities, The Special Welfare District of Southwestern Finland
Sub-Unit / organisation:	TVT -Turku apartments for renting, real estate office
Country:	Finland
Address:	The City of Turku, disability services, PO Box 364, 20101 Turku
Telephone:	+35822662211
E-mail:	kaisa.kiiski@turku.fi
Website:	www.turku.fi , www.v-suomenehp.fi
Contact person / name:	Kaisa Kiiski
Contact person / position:	Director of disability services
Accessibility	X the offer is free and accessible for everybody ☐ Clear information X Easy access to information ☐ others (please specify):
Person Centred Approach	X The project respects individuality ☐ Meets the true needs of the individual X Increase the status of the individual person X Truly improves the quality of life of the individual ☐ Working with the surrounding circle of the individual ☐ others (please specify):

Community Basis	☐ Gives and receives X Added value (benefit for other people in need) for the community X Change the image of the people with ID in the eyes of society ☐ Active involvement in community life ☐ others (please specify):
Innovative approach	X Engaging, inspiring, interesting for the target group X Improving the standards of local services for the target group ☐ Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	☐ Alternative, non-governmental financing X Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	X Increased cooperation between local/regional/national decision makers/financers X Share resources between organisations X Increase cooperation between stakeholders ☐ ☐ others (please specify):

Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):

The name of the local project is Best neighbour because neighbourhoods have aroused a lot of discussion in Turku related to construction projects of residential services for persons with ID. The aim of the project is to decrease prejudices, develop individual solutions for living and on the basis of these issues, to create long-standing models for organising residential services. The working group of the project is trying to find a solution and model for a process in which constructing new groups of apartments and separate flats is made from the point of view of residential quarter planning. The starting point is to take into notice individual needs and wishes of the customer as well as the whole living environment. Especially important is to combine individual and social needs of the residents. Development of new ways of action is required when the starting point is individual planning. At the same time one must be sure that there is enough staff and the actions are cost-effective. Best neighbour's team group is multidisciplinary. It consists of representatives of disability services, city planning, administration of premises, rental apartments office and The Support and Expert Center. For example, city planning will add to the project the aspects of urban development. Also some residents have actively attended the group's meetings and events and assessed the planning of residential services for persons with ID. The group has attended local and national workshops of the umbrella project and planned the local activities. Awareness has been raised by networking and cooperation on different needs and opportunities of living in the area of the city. Each actor has had its own contribution in the group. Individual needs have been clearly identified thanks to the commitment and good cooperation of the team group.



Planning a residential area

Good Practice Example	
Name of good practice feature (offer / project)	Aula KeyRing (Aulan Avainrinki)
Institution / Organisation:	Aula Association (Aula-työkotien Kannatusyhdistys ry)
Sub-Unit / organisation:	Aula residential services
Country:	Finland
Address:	Engelinaukio 5, 00150 Helsinki
Telephone:	+358447838024/ development manager
E-mail:	sanna.salama@aula-tyokoti.fi
Website:	www.aula-tyokoti.fi
Contact person / name:	Sanna Salama
Contact person / position:	Development manager
Accessibility	☐ the offer is free and accessible for everybody ☐ Clear information ☒ Easy access to information ☐ others (please specify):
Person Centred Approach	☐ The project respects individuality ☒ Meets the true needs of the individual ☒ Increase the status of the individual person ☒ Truly improves the quality of life of the individual ☒ Working with the surrounding circle of the individual ☐ others (please specify):

Community Basis	☐ Gives and receives ☐ Added value (benefit for other people in need) for the community X Change the image of the people with ID in the eyes of society X Active involvement in community life ☐ others (please specify):
Innovative approach	X Engaging, inspiring, interesting for the target group X Improving the standards of local services for the target group ☐ Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	X Alternative, non-governmental financing X Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	X Increased cooperation between local/regional/national decision makers/financers X Share resources between organisations ☐ Increase cooperation between stakeholders ☐ ☐ others (please specify):

Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):

Aula KeyRing is a concept that aims to include persons with intellectual disabilities into local communities by creating possibilities for them to live in mainstream rented flats and other residential solutions. The concept is based on a network model: the flats of one “key” are located in the same area near each other but mainly in different house complexes. Residents are supported by a social janitor who helps them in daily routines, independence, reaching their dreams and acting as a member of the community. Residents are also supported by personal assistants. Aula KeyRing is trying to achieve a win-win situation, that means the model benefits both the service provider who buys the services (for example, municipality) and the resident. The purpose of this service is to get a better price and quality in a person centred way. In order to develop the model further, Aula KeyRing has cooperation with similar projects in Finland. The example for the model comes from the concept of British KeyRing.

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:



Good Practice Example	
Name of good practice feature (offer / project)	Good practice of living - Hanhenpuisto
Institution / Organisation:	The Support and Expert Center for Persons with Intellectual Disabilities, The Special Welfare District of Southwestern Finland
Sub-Unit / organisation:	Residential Unit Hanhenpuisto
Country:	Finland
Address:	The Support Center: Myllyojantie 2, 21520 Naskarla; Residential Unit: Hanhentie 4, 32200 Loimaa
Telephone:	The Support Center: Marika Metsähonkala, +358505116514, Residential Unit: Else Paju, +358406623383
E-mail:	marika.metsahonkala@kto-vs.fi , else.paju@kto-vs.fi
Website:	www.v-suomenehp.fi
Contact person / name:	Else Paju
Contact person / position:	Head of unit
Accessibility	X the offer is free and accessible for everybody X Clear information X Easy access to information X others (please specify): The residential unit is physically accessible and the activities are barrier free (communication etc.)
Person Centred Approach	X The project respects individuality X Meets the true needs of the individual X Increase the status of the individual person X Truly improves the quality of life of the individual X Working with the surrounding circle of the individual ☐ others (please specify):

Community Basis	X Gives and receives X Added value (benefit for other people in need) for the community X Change the image of the people with ID in the eyes of society X Active involvement in community life ☐ others (please specify):
Innovative approach	X Engaging, inspiring, interesting for the target group X Improving the standards of local services for the target group ☐ Utilizes latest technology ("state of the Art") X others (please specify): a tree of seasons (tree of senses). The purpose of this tree is to deal with the changes of seasons with help of different channels (senses) and activities.
Sustainability	☐ Alternative, non-governmental financing X Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	X increased cooperation between local/regional/national decision makers/financers ☐ Share resources between organisations ☐ Increase cooperation between stakeholders ☐ ☐ others (please specify):

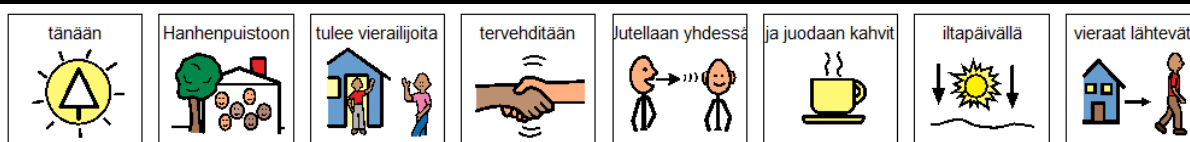
Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):

Residential Unit Hanhenpuisto was established in 2011 by The Support and Expert Center for Persons with ID within the Special Welfare District of Southwestern Finland. It has 8 residents and is located in Loimaa. The unit offers 24 hours assisted living services and daily activities for persons with autism. The amount of the staff - 15 + head of the unit – guarantees that the residents are given individual and person centred support. The main principle of Hanhenpuisto unit is to involve residents into all activities. By various, calm and coherent guidance the residents are encouraged to do things by themselves. Incapability of self-directiveness often causes problems, for example, to make one's choices. By offering as many alternatives as possible one can get life experiences. Creating a peaceful atmosphere, clarity, encouragement and tolerance are all important things in daily life.

In the unit one employee has two residents to support during her shift. At first the residents are guided to do different things and after that they might go outside to have a walk. By maximizing the amount of staff according to need, it is possible to secure and take into notice individual needs. In this way it is possible to reduce challenging behaviour, as well. The autistic person can make choices when he/she is given adequate information. Ability to make choices has a significant effect on resident's experiences to lead a full life. New things and new experiences have to be planned carefully. It is important to realize what the resident will need to learn and know. For this purpose the unit has a special folder in which any member of the staff can make proposals concerning new issues and new steps to be taken little by little. The staff should know the typical ways of each resident to experiment new things. Everything should happen in each person's individual way. Creating possibilities is the key in Hanhenpuisto: possibilities to take part in different activities at home and in the community. Participation in community life happens naturally through hobbies and by going to shops, banks, pharmacy and library.

The principles of work in Hanhenpuisto Unit demand the staff to constantly be present and listen both with senses and heart. The work is done in residents' homes by guiding and supporting and following special structures that are important for autistic persons. One has to respect residents' own choices in life. This challenges the values and attitudes of the staff. Members of the staff are dedicated to develop their skills in various ways. Alternative ways of communication are in use in the unit, and residents can use their individual ways for communication. Challenging behaviour is a message in Hanhenpuisto unit. The residents are expected to behave decently and they are explained what it means. The key principle in Hanhenpuisto unit is to adjust activities on the basis of residents' angle of view. Possible failures are not supposed to discourage the staff and especially not the resident.

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:



Today there will be visitors in Hanhenpuisto. We will shake hands, discuss, have a cup of coffee. The visitors will leave in the afternoon.



Good Practice Example	
Name of good practice feature (offer / project)	Radio Valo, Club Marginaaliklubi and cooperation within community
Institution / Organisation:	Lyhty Association (Helsingin lyhytaikaskoti ja työpaja Lyhty ry)
Sub-Unit / organisation:	
Country:	Finland
Address:	Tähtätie 4 a, 00390 Helsinki
Telephone:	+358503461011
E-mail:	info@radiovalo.fi , webmaster@lyhty.net
Website:	www.lyhty.net , www.radiovalo.fi
Contact person / name:	Mr. Markus Vähälä
Contact person / position:	Project manager
Accessibility	x the offer is free and accessible for everybody ☐ Clear information ☐ Easy access to information x others (please specify): The project promotes also possibilities of other vulnerable groups of people to produce programs in the field of media.
Person Centred Approach	x The project respects individuality x Meets the true needs of the individual x Increase the status of the individual person x Truly improves the quality of life of the individual x Working with the surrounding circle of the individual ☐ others (please specify):

Community Basis	☒ Gives and receives ☒ Added value (benefit for other people in need) for the community ☒ Change the image of the people with ID in the eyes of society ☒ Active involvement in community life ☐ others (please specify):
Innovative approach	☒ Engaging, inspiring, interesting for the target group ☒ Improving the standards of local services for the target group ☒ Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	☒ Alternative, non-governmental financing ☐ Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	☒ Increased cooperation between local/regional/national decision makers/financers ☒ Share resources between organisations ☒ Increase cooperation between stakeholders ☐ ☐ others (please specify):

Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):

Radio Valo supports media production activities of people with intellectual disabilities by offering training, good facilities and professional guidance. Radio Valo offers a free channel on the net for publication of their own media production. The channel works like a professional channel and pays related royalties. Radio Valo organises free training sessions for persons with intellectual disabilities and for support persons. The channel has a weekly radio programme on a popular radio channel Radio Helsinki, and it makes programmes for national radio channel Bassoradio, as well. Radio Valo has been working since 2010. It covers currently a network of over 20 different organizations and companies. It also has a wide international network. In 2013 Radio Valo founded a branch in Valletta, Malta. In addition, Radio Valo broadcasts programs in Chinese in cooperation with Angel Dj radio station in Taiwan. In 2014 the activities of Radio Valo will expand with a new target group of persons with mental challenges. Radio Valo is financially supported by the Finnish Slot Machine Association.

Club Marginaaliklubi brings the invisible culture of persons with intellectual disabilities into visible. The club has been working in different formats since 2005. The basic idea behind it is to unite culture of special groups and general public. Persons with intellectual disabilities work as activists in all phases of the production: they plan the repertoire, make plans for marketing, design advertisements and take care of artists and the public. Club Marginaaliklubi is a unique cultural event and part of modern metropolitan life in the heart of Helsinki. The repertoire has varied from performances of newcomers to front line artists. Club Marginaaliklubi has been awarded, for example, with the Hello Helsinki award in 2009.

The festival Christmas Path is organised in Konala and Pitäjänmäki (suburbs of Helsinki) since 2000. This event for the whole family brings together local residents and lightens the dark winter time with hundreds of lanterns. The staff of Lyhty Association, as well as persons with intellectual disabilities and their families, have their own role in the event. The event is arranged by tens of volunteers. The cultural program is of high quality with performances of well-known Finnish artists. The programme also includes activities for children, like meeting with Father Christmas and testing practical skills guided by persons with intellectual disabilities. The event brings together local people living in the area and promotes cooperation in the community. The event is always popular and expected by local residents.

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:



Photo: Mitro Härkönen



Finnish Minister for Culture is interviewed by Radio Valo. Photo: Markus Vähälä

Good Practice Example	
Name of good practice feature (offer / project)	House Käpytikka (Käpytikka-talo)
Institution / Organisation:	Association Käpytikka ry
Sub-Unit / organisation:	
Country:	Finland
Address:	Muotoilijankatu 18 A, 00560 Helsinki
Telephone:	+358505551600
E-mail:	pekka.sarssi@kapytikka.fi
Website:	www.kapytikka.fi
Contact person / name:	Pekka Särssi
Contact person / position:	Member of Board
Accessibility	X the offer is free and accessible for everybody X Clear information X Easy access to information ☐ others (please specify):
Person Centred Approach	X The project respects individuality X Meets the true needs of the individual X Increase the status of the individual person X Truly improves the quality of life of the individual X Working with the surrounding circle of the individual ☐ others (please specify):

Community Basis	☐ Gives and receives X Added value (benefit for other people in need) for the community X Change the image of the people with ID in the eyes of society X Active involvement in community life ☐ others (please specify):
Innovative approach	X Engaging, inspiring, interesting for the target group X Improving the standards of local services for the target group X Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	☐ Alternative, non-governmental financing X Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	X Increased cooperation between local/regional/national decision makers/financers X Share resources between organisations X Increase cooperation between stakeholders ☐ ☐ others (please specify):

Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):

Association Käpytikka was established in 2003 by parents of young people with intellectual disabilities. The purpose of the association came from the concern of these parents: they wanted their children to have real homes. As a result of the activities of the association, House Käpytikka was designed, built and opened in December 2012.

The House is very well integrated into the local community. The starting point of construction process was to listen to the needs and wishes of the residents. The residents were trained to live independently. House Käpytikka is a concept that combines freedom and privacy of the individual resident with the possibility to participate in community life together with others. This means doing things together with staff, young people, parents and other stakeholders and learning to know each other better.

UNITED KINGDOM, WALES

COMMON ASPECTS AND BACKGRONDS

1 .How is the historical development of the path to Inclusion?	1. Attitudes toward the nature of services that should be provided to people with a learning disability have steadily changed across the United Kingdom and specifically in Wales since the 1970's. Examples of severe neglect and abuse in institutional settings, known as 'mental handicap hospitals' came to attention and were highlighted by the media. It became apparent that the residents of these hospitals had an extremely low quality of life, and for the majority of people with a learning disability, who lived with the family and were supported by them, there was no service at all. The theories of experts like John O'Brien and Wolf Wolfensburger which emphasised the social model of disability and inclusion in society began to gain support amongst professionals, and formed the basis for all UK government policy and specifically Welsh Government policy from 1984. See Question 3 below.
2. Describe in brief the actual situation of supports for people with ID	2. All Welsh government policies require the provision of services to people with a learning disability that are based upon an inclusive model. See Question 3 below. The 'mental handicap' hospitals have closed. Any person, including all individuals with a learning disability, have a right to participate in an assessment of their needs for social care and support led by the local authority social services department. See Question on 'special aspects' below. The normal situation for an adult with a learning disability is that they will live in their own home, with 3/4 other people with a learning disability. They will be tenants of the property, that is owned by a not for profit 'housing association'. There are waiting lists to move into this form of accommodation. There has been less progress in providing day services that are inclusive. An individual may have a choice between going to a day centre where the activities are limited, taking part in community activities or in some areas being assisted by a supported employment agency to gain work experience and/or a real job.

3. Which conditions by law?	3. In response to the scandals, government inquiries and pressure from activists, the Welsh government authorities launched the highly radical 'All Wales Mental Handicap Strategy' in 1984. This set out 3 principles to guide all services. These were that the individual with a learning disability has a right to: • be treated as individuals • receive additional care and support • be assisted to achieve their maximum potential
4. How is the landscape of the service-providers?	The Strategy required that all services should be provided in the area local to the individual, existing institutional services should close and new community patterns of service should be created. Government policies and guidance have been revised and developed in the years since 1984, but the emphasis on an inclusive approach to the provision of services continues to be central to government policy. 4. There is a broad split in two of the landscape for service providers. All responsibility for commissioning social care services rests with the local authority social services department. Most supported living for adults and short term care for children and adults is commissioned from and provided by third sector not for profit non-governmental organisations. Most day services and support are directly provided by the local authority and vary in the extent to which they have adopted an inclusive model of care.
5. What is the common attitude of society to people with ID?	5. Attitudes can vary still, but inclusion policies have ensured that people with a learning disability are now much more visible in the community. This helps people become more familiar with disabled people and encourage the growth of friendships and interaction.
6. Is there a culture of neighbour help?	6. With an increase in inclusive services there has been some increase in a culture of neighbour help. It has been the case that historically families have been very involved in the care of their relatives, and this has continued.
SPECIAL ASPECTS AND BACKGROUNDS OF THE REGION	Special Aspects: Welsh Government is responsible for all aspects of education, health and social care policies in Wales. 22 local authorities are responsible for the provision of all social care services.

Good Practice Example	
Name of good practice feature (offer / project)	Field Days Organic
Institution / Organisation:	Innovate Trust
Sub-Unit / organisation:	
Country:	Wales
Address:	433 Cowbridge Road East, Canton, Cardiff, CF5 1JH
Telephone:	029 2038 2151
E-mail:	info@innovate-trust.org.uk
Website:	www.innovate-trust.org.uk
Contact person / name:	Jonathon Lee
Contact person / position:	
Accessibility	☒ the offer is free and accessible for everybody ☒ Clear information ☒ Easy access to information ☐ others (please specify):
Person Centred Approach	☒ The project respects individuality ☒ Meets the true needs of the individual ☒ Increase the status of the individual person ☒ Truly improves the quality of life of the individual ☒ Working with the surrounding circle of the individual

Community Basis	☒ Gives and receives ☒ Added value (benefit for other people in need) for the community ☒ Change the image of the people with ID in the eyes of society ☒ Active involvement in community life ☐ others (please specify):
Innovative approach	☒ Engaging, inspiring, interesting for the target group ☐ Improving the standards of local services for the target group ☐ Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	☒ Alternative, non-governmental financing ☒ Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	☐ Increased cooperation between local/regional/national decision makers/financers ☐ Share resources between organisations ☐ Increase cooperation between stakeholders ☐ ☐ others (please specify):

Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):

In an idyllic setting with a range of opportunities for work experience, Field Days Organic has a history of successfully supporting vulnerable people to develop new skills, meet new people, and think about the next phase of their development in a nurturing and therapeutic environment.

The project produces a range of vegetables and plants, an area which Innovate Trust are developing in order to build the sustainability of the project. The project has environmental sustainability at its heart, and uses environmentally friendly fertiliser, composting and has a wind turbine to generate electricity. It was the winner of the BIFFA Community Award in 2003 for its work in this area.

The project trains disadvantaged adults and some younger people with a learning difficulty although the project is now more generally inclusive, in entry-level/level 1 qualifications in horticulture and other related topics such as woodwork, construction, conservation, retail and preparing for work.

The project's core working tasks are: developing and maintaining the main farm garden, growing plants for sale at the farm and other venues such as farmer's markets, rare plants fairs and local agricultural shows, and growing herbs and vegetables for Innovate Trust's catering enterprises. The wide range of tasks undertaken gives scope for covering a large number of training topics in the course of doing our everyday work. Much of the work that people undertake is therapeutic in nature, which makes this an ideal opportunity for people overcoming mental health problems.

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:



Good Practice Example	
Name of good practice feature (offer / project)	Real Opportunities Project
Institution / Organisation:	Consortium of statutory organisations, schools and n.g.o.'s
Sub-Unit / organisation:	Caerphilly County Borough Council
Country:	Wales
Address:	Trinity Fields School & Resource Centre Caerphilly Road Ystrad Mynach CF82 7XW
Telephone:	01443 814447
E-mail:	kenvya@caerphilly.gov.uk
Website:	www.realopportunities.org.uk
Contact person / name:	Angela Kenvyn
Contact person / position:	Project Manager
Accessibility	☒ the offer is free and accessible for everybody ☒ Clear information ☒ Easy access to information ☐ others (please specify):
Person Centred Approach	☒ The project respects individuality ☒ Meets the true needs of the individual ☒ Increase the status of the individual person ☒ Truly improves the quality of life of the individual ☒ Working with the surrounding circle of the individual

Community Basis	☐ Gives and receives ☐ Added value (benefit for other people in need) for the community ☒ Change the image of the people with ID in the eyes of society ☒ Active involvement in community life ☐ others (please specify):
Innovative approach	☒ Engaging, inspiring, interesting for the target group ☐ Improving the standards of local services for the target group ☒ Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	☐ Alternative, non-governmental financing ☒ Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	☒ Increased cooperation between local/regional/national decision makers/financers ☒ Share resources between organisations ☒ Increase cooperation between stakeholders ☐ ☐ others (please specify):

Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):

The Real Opportunities project is a multifaceted initiative that supports young people through the transition to adulthood using an innovative and comprehensive model of support. The intention of the project is to help young people take steps towards a more meaningful adult life. The work of the project is centred on Person Centred Planning and developing the person 'as a whole'. The project provides a service for young people with a learning disability and those with an Autistic Spectrum Disorder, age 14+ in 9 local authorities.

Direct support is given to young people based on five pathways in the transition to adulthood, encompassing different areas of life, including; Life Long Learning, Independent Living, Leisure Opportunities, Relationships and Employment. This is achieved with the following interventions:

- Transition Planning
- Person Centred Planning & Family Liaison
- Work Preparation & Employment Support (Provided by Elite, Remploy, National Autistic Society and Mencap)
- Skills for Living Independently
- Youth Inclusion & Peer Mentor Development
- Psychological Support & Behaviour Management

Young people are indirectly supported by the training and recruiting of peer mentors. Each Real Opportunities team has a peer mentor coordinator who trains colleagues and peers within the young person's life to be able to support him/her in a more natural setting, promoting greater integration into the workplace & community & providing support in a more personal & preferred way.

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:

Logo



Independent Living Skills



Travel Training



Peer Mentor and Participant



Person Centred Planning – Hopes and Dreams



Supported Employment



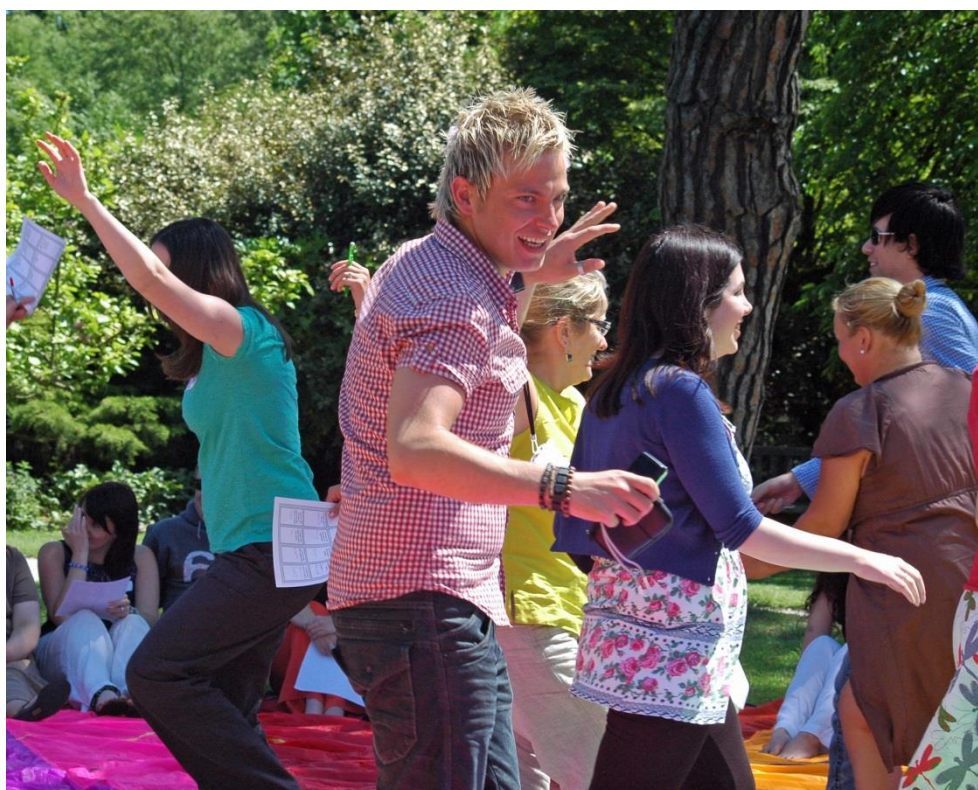
Person Centred Planning – mum and son



Youth Inclusion



Project Staff



Good Practice Example	
Name of good practice feature (offer / project)	Leaving prison
Institution / Organisation:	Cartrefi Cymru
Sub-Unit / organisation:	Gofal mental health n.g.o.
Country:	Wales
Address:	2 Waterton Cross Business Park Bridgend CF31 3UL
Telephone:	01656 655606
E-mail:	jill.nicholson@cartreficymru.org
Website:	www.cartrefi.org
Contact person / name:	Jill Nicholson
Contact person / position:	Regional Director
Accessibility	☐ the offer is free and accessible for everybody ☒ Clear information ☒ Easy access to information ☐ others (please specify):
Person Centred Approach	☒ The project respects individuality ☒ Meets the true needs of the individual ☒ Increase the status of the individual person ☒ Truly improves the quality of life of the individual ☒ Working with the surrounding circle of the individual

Community Basis	☐ Gives and receives ☐ Added value (benefit for other people in need) for the community ☐ Change the image of the people with ID in the eyes of society ☒ Active involvement in community life ☐ others (please specify):
Innovative approach	☒ Engaging, inspiring, interesting for the target group ☒ Improving the standards of local services for the target group ☐ Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	☐ Alternative, non-governmental financing ☒ Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	☐ Increased cooperation between local/regional/national decision makers/financers ☒ Share resources between organisations ☒ Increase cooperation between stakeholders ☐ ☐ others (please specify):

Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):

The project provides a service to prisoners who have a learning disability and/or a mental illness when they are coming toward the end of their sentence in Parc Prison, near Bridgend, South Wales. Prisoners receive one to one assistance and support to help them prepare for life in the community.

The project focuses on reducing re-offending and ensures that people in prison have access to the support they need. Pathways are developed to ensure they receive support in the community when they leave prison to meet their ongoing needs relating to health, housing, education and employment.

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:



Good Practice Example	
Name of good practice feature (offer / project)	Like2Meet : Dating agency
Institution / Organisation:	Vale of Glamorgan People First
Sub-Unit / organisation:	
Country:	Wales
Address:	Hamilton House 123 Broad Street Barry CF62 7AL
Telephone:	01446 732926
E-mail:	liz.davidson@learningdisabilitywales.org.uk
Website:	www.valepeoplefirst.org.uk
Contact person / name:	liz.davidson
Contact person / position:	Support worker
Accessibility	☐ the offer is free and accessible for everybody ☒ Clear information ☒ Easy access to information ☐ others (please specify):
Person Centred Approach	☒ The project respects individuality ☒ Meets the true needs of the individual ☒ Increase the status of the individual person ☒ Truly improves the quality of life of the individual ☒ Working with the surrounding circle of the individual

Community Basis	☒ Gives and receives ☐ Added value (benefit for other people in need) for the community ☒ Change the image of the people with ID in the eyes of society ☒ Active involvement in community life ☐ others (please specify):
Innovative approach	☒ Engaging, inspiring, interesting for the target group ☐ Improving the standards of local services for the target group ☐ Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	☐ Alternative, non-governmental financing ☒ Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	☐ Increased cooperation between local/regional/national decision makers/financers ☒ Share resources between organisations ☒ Increase cooperation between stakeholders ☐ ☐ others (please specify):

Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):

Like2Meet is a dating and friendship agency for adults with learning disabilities in South Wales. It support s adults with a learning disability to make new friends, to date and to develop relationships. People taking part must be a member of Vale People First, Bridgend People First, Cardiff or Newport People First and be over 18.

Members pay £20 per year to join for friendship and dating, and then will be invited to all events. Members will be able to meet people on a one to one basis or in a group. There is no pressure on members to do anything.. Like2Meet supports members on their first one to one meeting.. Events include:

- Club outings
- Pub nights
- Speed dating
- Disco's

Like2Meet does not provide transport but will try and support people to get to events. Like2Meet aims not to discriminate on:

- Ability
- Sexuality
- Faith
- Race
- Colour
- Communication

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:



Good Practice Example	
Name of good practice feature (offer / project)	Green Shoots Catering
Institution / Organisation:	Innovate Trust
Sub-Unit / organisation:	
Country:	Wales
Address:	433 Cowbridge Road East, Canton, Cardiff, CF5 1JH
Telephone:	029 2038 2151
E-mail:	info@innovate-trust.org.uk
Website:	www.greenshootscatering.co.uk
Contact person / name:	John Lomax
Contact person / position:	Manager
Accessibility	☐ the offer is free and accessible for everybody ☒ Clear information ☒ Easy access to information ☐ others (please specify):
Person Centred Approach	☒ The project respects individuality ☒ Meets the true needs of the individual ☒ Increase the status of the individual person ☒ Truly improves the quality of life of the individual ☐ Working with the surrounding circle of the individual

Community Basis	☐ Gives and receives ☒ Added value (benefit for other people in need) for the community ☒ Change the image of the people with ID in the eyes of society ☒ Active involvement in community life ☐ others (please specify):
Innovative approach	☒ Engaging, inspiring, interesting for the target group ☐ Improving the standards of local services for the target group ☒ Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	☐ Alternative, non-governmental financing ☒ Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	☐ Increased cooperation between local/regional/national decision makers/financers ☐ Share resources between organisations ☐ Increase cooperation between stakeholders ☐ ☐ others (please specify):

Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):

Green Shoots is a Social Firm set up to offer training and employment opportunities to young people who face disadvantage and barriers to employment. Set up in response to growing demand, Green Shoots provides buffets and sandwich deliveries to businesses and organisations across Cardiff.

It believes in sourcing fair-trade and local produce, with many of its vegetables supplied by the Field Days Organics certified project in the Vale of Glamorgan. The project also tries to minimise its impact on the environment by, for example, supplying recycled or reusable plates and cutlery to reduce waste to landfill from the business.

Green Shoots prides itself on providing a flexible and creative menu catering for all tastes and requirements, with only the best quality ingredients. It seeks to offer a bespoke, responsive service, to meet the needs of customers.

It seeks to achieve the following positive outcomes for its trainees:

- Improved Confidence/Self-Esteem
- New Skills
- Qualifications
- Potential employment within a Social Firm or in open employment
- New social networks
- Work experience and Reference
- Mentoring
- Empowerment
- Involvement in the Participation group
- Support into the next Phase of career development

Placements at Green Shoots focus on the following areas of skill development:

- Basic Food and Hygiene Qualification
- Food Preparation/cookery
- Customer Service
- Deliveries
- Cash Handling
- Team Working
- Communication Skills

Based alongside a busy café run by Innovate Trust in Canton, Cardiff, Green Shoots provides a stimulating atmosphere, interaction with the public and soft skill development. There is also the opportunity to achieve formal qualifications linked to training through Open College Network (OCN) accreditation.

A personal development plan is agreed with each trainee based on their interests, skills and aspirations which identifies training needs and development areas along with career goals they wish to work towards.

A mentoring scheme offers continual support to the individual and bridges the gaps between services, ensuring a smooth progression to the next stage of the individuals career progression.

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:



Good Practice Example	
Name of good practice feature (offer / project)	E.B's Bakery & Cafe, Deiniolen.
Institution / Organisation:	Menter Fachwen.
Sub-Unit / organisation:	
Country:	Wales.
Address:	Ty Llundain, Cwm y Glo, Caernarfon Gwynedd.
Telephone:	01286 872 014
E-mail:	ktoms@menterfachwen.org.uk
Website:	www.menterfachwen.org.uk
Contact person / name:	Kate Toms.
Contact person / position:	Chief Executive Officer.
Accessibility	✓ The offer is free and accessible for everybody ✓ Clear information ✓ Easy access to information ☐ others (please specify):
Person Centred Approach	✓ The project respects individuality ✓ Meets the true needs of the individual ✓ Increase the status of the individual person ✓ Truly improves the quality of life of the individual ✓ Working with the surrounding circle of the individual ✓ others (please specify): At Menter Fachwen we always apply Person Centred Approaches to working with people that need support. We have been working on our Person Centred Approaches training for many years. We find this has greatly improved the welfare of the people we support, and life has

	improved greatly for staff and beneficiaries.
Community Basis	✓ Gives and receives ✓ Added value (benefit for other people in need) for the community ✓ Change the image of the people with ID in the eyes of society ✓ Active involvement in community life ✓ others (please specify):
Innovative approach	✓ Engaging, inspiring, interesting for the target group ✓ Improving the standards of local services for the target group ☐ Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	✓ Alternative, non-governmental financing ✓ Long – lasting, measurable outcomes for the target group ✓ others (please specify): Menter Fachwen has started a business development programme to ensure the sustainability of the bakery and all the businesses. This programme will include the people we support and their ideas will be included in the running of the business.

Networks & Partnerships	✓ Increased cooperation between local/regional/national decision makers/financers ✓ Share resources between organisations ☐ Increase cooperation between stakeholders ☐ ☐ others (please specify):
	Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):
Menter Fachwen runs a number of small businesses (7) They are all based in the Dyfryn Peris (Llanberis) Valley and they are all community based. E. B's Bakery Deiniolen is one of those businesses; we provide a service to the local community in many ways. E.B's is also a community based cafe and it houses a small bakery. The Cafe is a good meeting place for groups of all ages. By making selling and serving good quality cakes, snacks and drinks to customers the profile and status of people who have a learning disability is raised. They are valued by the customers, they belong to that community, they gain respect for a job well done, they are sharing an ordinary place with local people, they are able to prove how competent they are and importantly they have chosen to be there and to be a part of that business. E.B's also has a meeting room which people can book, we do not charge the customer as long as we provide the refreshments. One of our aims is to ensure that there are always opportunities for the public to come into our businesses and for our beneficiaries to go out into the community to be involved with valuable activities. We also have a community allotment where we grow our own fruit and vegetables to make jams, pickles and chutneys to sell in our Cafes. Sales from the bakery, the Cafe and from all our other businesses ensure that we are not 100% dependent on government contracts. Our other businesses are: • Ty Gwydyr: A Horticulture Project, providing plants for sale and to improve the look of our villages. • Craig Y Wylan: A joinery project, making and selling benches, picnic tables, and various other wooden products. • Cafe Padarn: A Cafe based in the Village of Fachwen, this is a seasonal Cafe catering for holiday makers and walkers. • Caban y Cwm: A Cafe based in Cwm y Glo, catering to the local people of Cwm y Glo. • Cwm Derwen: An 8 acre conservation site set in the Village of Fachwen. • Caxton House: A shop and Walk & Discover Centre.	

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:



Good Practice Example	
Name of good practice feature (offer / project)	Recycling Services
Institution / Organisation:	Antur Waunfawr
Sub-Unit / organisation:	
Country:	Wales
Address:	Antur Waunfawr. Bryn Pistyll. Caernarfon. Gwynedd. LL55 4BJ
Telephone:	01286 650721
E-mail:	menna@anturwaunfawr.org
Website:	www.anturwaunfawr.org
Contact person / name:	Menna Jones
Contact person / position:	Chief Executive
Accessibility	☐ the offer is free and accessible for everybody ☒ Clear information ☒ Easy access to information ☐ others (please specify):
Person Centred Approach	☐ The project respects individuality ☒ Meets the true needs of the individual ☒ Increase the status of the individual person ☐ Truly improves the quality of life of the individual ☐ Working with the surrounding circle of the individual ☐ others (please specify):

Community Basis	☒ Gives and receives ☒ Added value (benefit for other people in need) for the community ☒ Change the image of the people with ID in the eyes of society ☒ Active involvement in community life ☐ others (please specify):
Innovative approach	☐ Engaging, inspiring, interesting for the target group ☐ Improving the standards of local services for the target group ☐ Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	☒ Alternative, non-governmental financing ☐ Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	☒ Increased cooperation between local/regional/national decision makers/financers ☐ Share resources between organisations ☒ Increase cooperation between stakeholders ☐ ☐ others (please specify):

Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):

Antur Waunfawr has several recycling projects that contribute to its aims of integrating people with a learning disability in every aspect of its work. The recycling projects are a key part of this integrating process. They also help Antur Waunfawr to develop in a sustainable way, protecting the natural environment and developing green businesses.

Their projects include:

- Warws Werdd

This is the focal point of Antur Waunfawr's furniture and clothes collections. Established in 2004, it is a centre and shop selling furniture, clothes and items to be reused. There is an accessible meeting room available for hire, with a convenient car park, refreshments and technology also available on site.

- Caergylchu

This is a materials recycling facility established in conjunction with Gwynedd County Council in 2005 to create recycling work and training opportunities for adults with a learning disability. Caergylchu treats 15,000 tonnes of materials every year - paper, plastics, cans, cardboard and is also a civic amenity centre for the public.

- Furniture Collection

Furniture is collected from homes and businesses, in order to be reused. This furniture is refurbished if necessary and then sold. It includes office, bedroom, living room, kitchen, bathroom and conservatory furniture.

- Confidential Shredding

Antur Waunfawr's shredding service provides local jobs and reduces the carbon footprint. It has the expertise to provide shredding of confidential tapes, disks and documents, with experienced and qualified staff ensuring confidentiality. CCTV cameras watch over the site, and paper materials are immediately baled after shredding, before being milled into tissue paper.

- Clothes

Antur Waunfawr's Clothes Project includes community kerbside collections, collections from schools and collections from fixed bins, allowing us to reuse resources locally. It creates jobs and training that benefits the local community. Quarterly collections are arranged for each community, village and town in North Gwynedd to collect clothes, shoes and textiles. The aim is to reuse as much of this produce as possible by selling it locally. Antur Waunfawr works with 66 primary schools and has 14 textile collection bins at 9 recycling sites. Resources such as bins and recycling sacks, publicity materials and presentations are provided for the school pupils, and Antur Waunfawr organise the collection directly with the schools. The children learn about the value of recycling and the environment linking with the schools National Curriculum, and the schools receive a payment for the clothes.

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:



Good Practice Example	
Name of good practice feature (offer / project)	Women's Group
Institution / Organisation:	Carmarthen People First
Sub-Unit / organisation:	
Country:	Wales
Address:	Carmarthenshire People First, 16 Spilman St, Carmarthen, SA31 1JY.
Telephone:	01267 234635
E-mail:	sarah@carmarthenshirepeoplefirst.co.uk
Website:	www.carmarthenshirepeoplefirst.co.uk
Contact person / name:	Sarah Philips
Contact person / position:	Support Worker
Accessibility	☐ the offer is free and accessible for everybody ☒ Clear information ☒ Easy access to information ☐ others (please specify):
Person Centred Approach	☒ The project respects individuality ☒ Meets the true needs of the individual ☒ Increase the status of the individual person ☒ Truly improves the quality of life of the individual ☒ Working with the surrounding circle of the individual ☐ others (please specify):

Community Basis	☒ Gives and receives ☐ Added value (benefit for other people in need) for the community ☒ Change the image of the people with ID in the eyes of society ☒ Active involvement in community life ☐ others (please specify):
Innovative approach	☒ Engaging, inspiring, interesting for the target group ☐ Improving the standards of local services for the target group ☐ Utilizes latest technology ("state of the Art") ☐ others (please specify):
Sustainability	☒ Alternative, non-governmental financing ☐ Long – lasting, measurable outcomes for the target group ☐ others (please specify):
Networks & Partnerships	☐ Increased cooperation between local/regional/national decision makers/financers ☒ Share resources between organisations ☒ Increase cooperation between stakeholders ☐ ☐ others (please specify):

Please describe the feature in own words and try to consider all relevant aspects to make it easily understandable for others (approx. 1000 characters):

Carmarthenshire People First is an Advocacy and Training organisation that is for and run by people with a learning disability across the county of Carmarthenshire. Advocacy ensures an individual has greater control over their lives, it allows them to have their voices heard, listened too and acted upon. At CPF we facilitate a number of Peer Advocacy groups, our Women's Group is one of these.

The women's group started 6 years ago and meets on a Friday lunchtime – 12.00 until 2.00 every fortnight. We started with 6 women and now have between 20 and 25 women attending the group sessions. The group is now self-running with regular planning sessions for the women to decide what topics they wish to discuss in future sessions.

A recent planning session asked for topics such as: healthy eating; photography; women's health; personal grooming; alternative therapies; jewellery making and social media safety. The women also asked if they could run a fundraising coffee morning for CPF as part of Learning Disability Awareness week. This coffee morning is booked for the 19th of June.

The women try to have a balance of topics – some just for fun and others with a more serious subject. The women like to try new activities and often "taster" sessions lead onto individuals joining clubs within their own communities. The women feel that their confidence has grown since being involved in the group. They feel that they now have greater opportunities within their own community. Other opportunities include volunteering for other local agencies, part time work, training within the CPF team and the opportunity to make good friends.

The women's group is also used as a Focus Group for a variety of consultation exercises: the local authority have used this group for consultation around charging for services; for service development and for service auditing. The women feel that this work is really important and they are proud that they are so instrumental in service delivery across the County.

Our "ladies that lunch" have real input into their community!

If possible, please insert pictures, logo, example, copies etc. from the described best feature below:



**Carmarthenshire
People First**

**An organisation of and for
adults with learning disabilities**

