

Social Inclusion: working on belonging

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Our challenge

- Traditional services for people with a disability are mainly focused on individual care in one specific environment
- and are mainly focussed on ‘managing the disability’
- Most professionals are not focussed on supporting citizenship in the community
- and are hardly taking natural environments, resources and networks into consideration

How to transform services towards a focus on participation and social inclusion?

What is inclusion?

- * being part of a neighbourhood
- * having a house like others
- * going to school like others
- * working like others
- * having recreational activities like others
- * using public facilities like others
- * having the same rights as other persons
- * being fully acknowledged for who I am and what I do (Wilken, 2007; 2010)

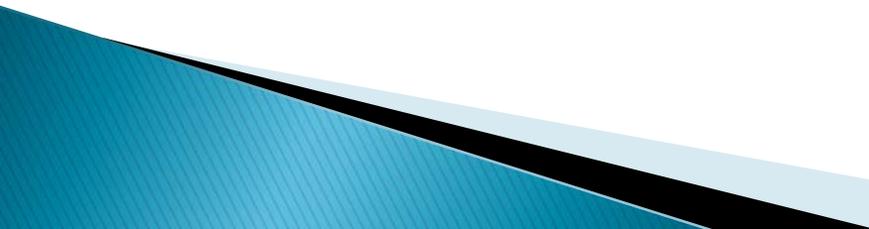
Social inclusion is understood as a process by which efforts are made to ensure equal opportunities for all, regardless of their background, so that they can achieve their full potential in life.

It is a multi-dimensional process aimed at creating conditions which enable full and active participation of every member of the society in all aspects of life, including civic, social, economic, and political activities, as well as participation in decision making processes (UN, 2009)



Facts

Inclusion is impeded by:

- * individual factors (e.g. self-stigma, lack of skills, lack of information, lack of self-confidence, poverty)
 - * physical inaccessibility (e.g. buildings)
 - * social inaccessibility (e.g. by stigma; individualised / network society)
 - * inaccessibility of legal rights and discrimination
 - * separation between health sector and social (welfare) sector
 - * lack of professional support
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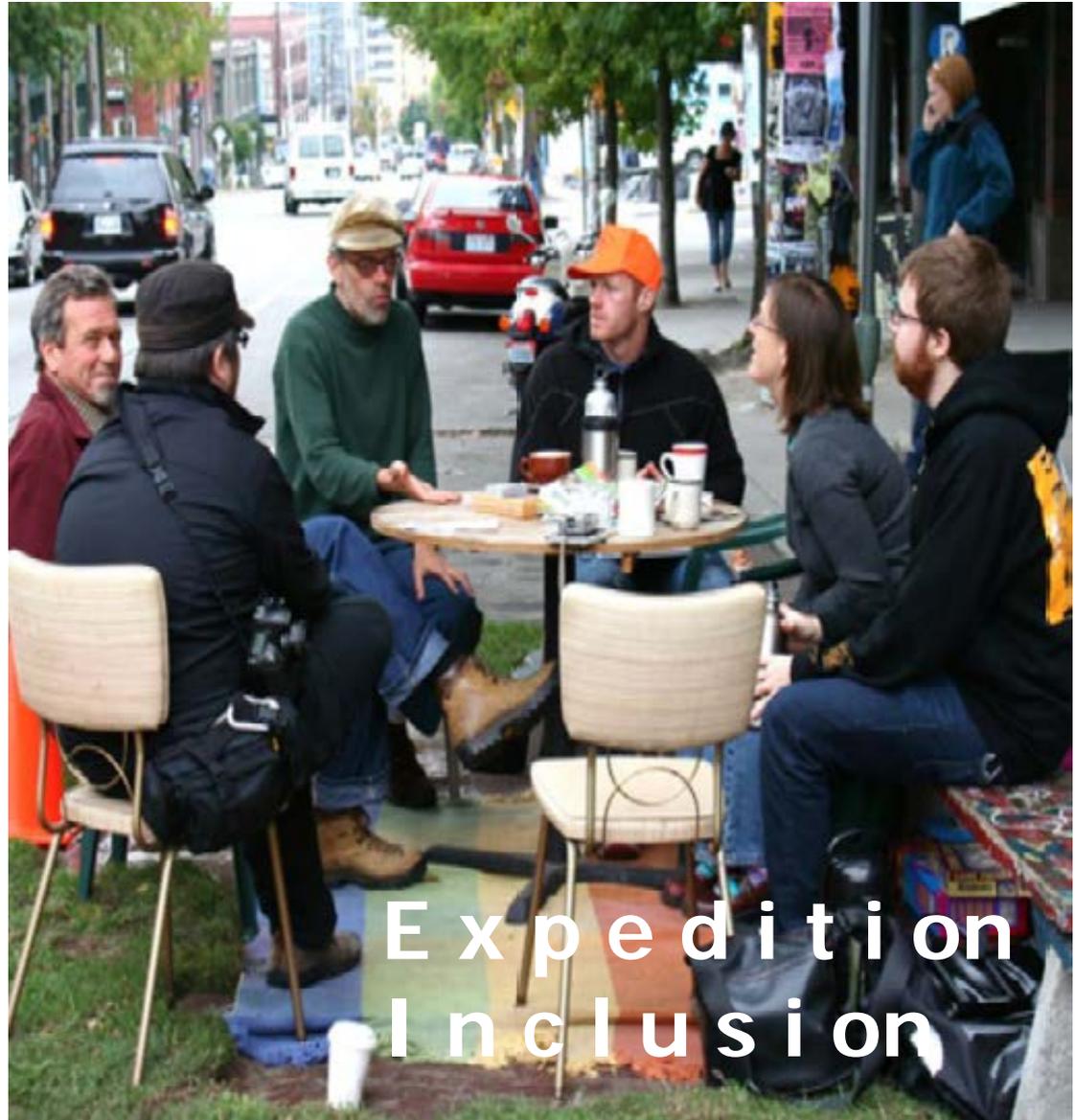
How to work on social inclusion?



Eight pilots in
different parts of
the Netherlands

Examples:

- * creating a
neighbourhood
centre
- * mixed living for
senior citizens
- * local flower
parade
- * breakfast service
- * social enterprise



Expedition
Inclusion

Objectives

- To create good examples of inclusive practices around persons with an intellectual disability
 - To collect knowledge about factors that facilitate or hinder the transition to inclusion focused professionalism
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Data collection

METHODS

Inclusion scan

Individual and focus group interviews

Participatory observation

Document analysis

member-checks

Respondents per category	
Service users & family members	11
Support workers	42
Team leaders	11
Coaches	6
Other people involved in the pilot	11

Results

Factors at 4 levels

Service User &
Support Worker

Team

Organisation

Community

Service User & Support Worker

equivalent partnership

Expert of his/her own life

Co-creator of initiatives around inclusion

Voice: what inclusion is from his/her perspective: wishes to belong

Advocate: the importance of inclusion and how to work on it

project contributed to empowerment of service users and increased valued social role functioning

“Inclusion mindset”

Social Role Valorisation

Personal Future Planning

Solution focused

Guts & entrepreneurship

Making active connections with the community

increased satisfaction professionals and family members

Team level

Team Approach

... working together on the basis of shared beliefs and mission: creating an inclusive practice

Activities

... an important vehicle for inclusion

Process

... value driven, space for experimenting

Leadership

... being exemplary, encouraging, facilitating

Organisational level

Heart for inclusion, inclusion as heart

... throughout the entire organisation

Inclusion oriented practices dismantle traditional institutional culture

... not only 'a project'

Strategic alliances

... with municipalities, civil society

Formalising inclusion

... in professional role / task descriptions; competence profiles

Stimulating entrepreneurship

... crossing borders, creating new initiatives

Investing

... in the development of value driven care, training, coaching, experiential expertise

Community level

Creating relationships

... bridge building

Knowing the community

... social infrastructure

Seizing opportunities

.... great benevolence in the community, and... cold water fear among employees, family members

Creating reciprocity

... win-win

Summarising ...



Creating inclusive practises:

- is a process that takes time
- starts with a vision on 'inclusion' (a matter of normality, rights and justice)
- requires inclusion focused methods
- requires an entrepreneurial spirit
- requires a community orientation
- stepping stones, small scale and concrete activities
- calls for broad support within an organization with a visible role of team leaders and managers



Inclusion is a big thing, make it small!



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