Social Inclusion: working on belonging

Jean Pierre Wilken PhD and Jeroen Knevel MSc

Research Group Participation, Care and Support
HU Utrecht University of Applied Sciences, Netherlands

Amsterdam, 1 December 2017
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
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
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 professionality
Data collection

METHODS

Inclusion scan
Individual and focus group interviews
Participatory observation
Document analysis
member-checks

Respondents per category

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service users &amp; family members</td>
<td>11</td>
</tr>
<tr>
<td>Support workers</td>
<td>42</td>
</tr>
<tr>
<td>Team leaders</td>
<td>11</td>
</tr>
<tr>
<td>Coaches</td>
<td>6</td>
</tr>
<tr>
<td>Other people involved in the pilot</td>
<td>11</td>
</tr>
</tbody>
</table>
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

“Inclusion mindset”

Social Role Valorisation

Personal Future Planning

Solution focused

Guts & entrepreneurship

Making active connections with the community

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

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
- 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

Inclusion oriented practices dismantle traditional institutional culture
Community level

Creating relationships

Knowing the community

Seizing opportunities

Creating reciprocity

... bridge building

... social infrastructure

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

... win–win
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!
References


[www.participatiezorgenondersteuning.nl](http://www.participatiezorgenondersteuning.nl)

jean-pierre.wilken@hu.nl; jeroen.knevel@hu.nl