



**Co-creating future
social services**

Fostering self-determination and citizenship development for people with disabilities

Aylin AYATA and Sophie GUENNERY (project managers)

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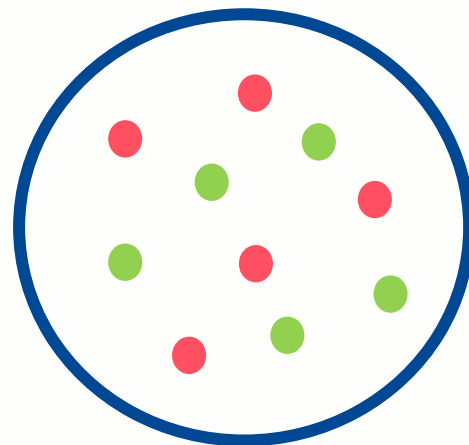
1

Inclusion's stakes

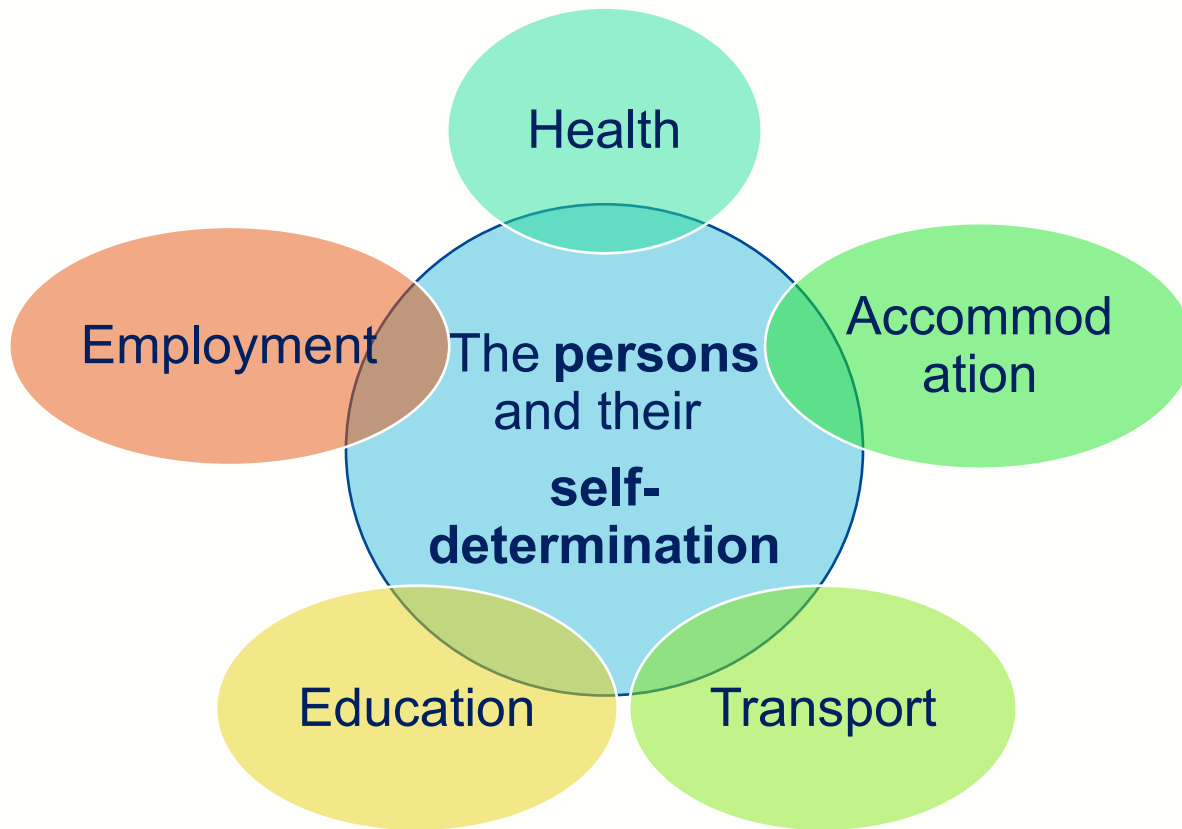
What is inclusion about?

- **Equal access** to opportunities and resources.
- Concerns people who might be **excluded** or **marginalized**

INCLUSION



Inclusion as a social issue



Our actions fostering inclusion

1. **Strategic plan:** public involvement as a priority
2. **Public Involvement Council**
3. **Involvement** of the people using social services in our **guidelines**

People using social services & HAS' councils



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Inclusion in our guidelines

- Working group with people using social services
- Translation of professional guidelines into easy read versions
- Elaboration of a **guide*** about the **collaboration** with people using social services

*[LINK: Guidelines about intellectual disabilities](#)

*[LINK: How to elaborate social guidelines with people using social services?](#)





2

How can we achieve inclusion?

Enhancing People's Self-Determination



- Effects of **self-determination** for the persons in their personal lives: a way to **think by themselves**
- Enable the person to exercise their **citizens' rights** such as participating in **elections**



Enhancing People's Self-Determination

- Consequences of self-determination for **professionals** and the **families**:

→ a new way to consider the person



Enhancing people's social participation

- Asking the persons about their **feelings**;
 - Making activities **accessible** with any kind of **devices**;
 - Developing the **social skills** and **communication** with the daily life (school, job...).
- Key methodologies for professionals to know



Adapting the environment

- Ensuring **accessibility** of leisures and activities;
 - Providing support to **access clear information**;
 - Using what the **person has learned**.
- **Key responsibilities of professionals**





3

Inclusion in daily life

Inclusion in daily life



Easy to read and understandable language aka Facile A Lire et à Comprendre (FALC) for people

– Translation of various legal documents :

- The **individualised care plan** document of every social services' users ;
- The **institutional plan** of every social care service ;
- The **right to vote**.

Inclusion in daily life



The **S3A standard** = Symbol of 'Accueil' (Reception), 'Accompagnement' (Support) & 'Accessibilité (Accessibility)

- To enable **accessibility** for disabled people and the widest range of persons ;
- To improve the **welcoming** of disabled people in every place ;
- To think about a more efficient **signage** everywhere in the society.



4

The collaboration with people, a key principle for the HAS

About the future

- Soon, a **new strategic plan** for the HAS
- A never-ending **reflection** on the **collaboration** with people using social services
- A regular **event**: the meeting of the people's involvement
- Internal **training** on co-production with people using social services
- **Guidelines** about self-determination in the HAS working plan
- Our **learnings**

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