

Les cahiers de LADAPT

#Special issue No 4



IMPLEMENTING SUPPORTED EMPLOYMENT: WHAT IS FRANCE WAITING FOR?

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sociale et professionnelle des personnes handicapées

The International Conference was co-organised by:

LADAPT:



The French Group for Supported Employment



EDEW 2015 – French company partnerships:





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- Mr Jan Jařab, Head of the European Regional Office of the United Nations High Commissioner for Human Rights
- Mr James Crowe, Vice-President, EASPD
- Mr Philippe Miet, General Delegate CFHE
- Mrs Kathy Melling, Independent Trainer and Consultant
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- Mr Jean-Philippe Cavroy, Director of Club House Paris
- Mr Jean-Michel Laborde, Association for the families of people with head injuries and brain damage
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- Mr Serge Volkovitch, disabled person
- Mr Thierry Delerce, Regional Director of LADAPT Auvergne Rhône-Alpes Limousin
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WE WOULD LIKE TO THANK, FOR THEIR INVOLVEMENT AND PARTICIPATION,

In order of appearance:

Mr Éric Blanchet

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of the United Nations High Commissioner for Human Rights

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Mrs Cyrielle Claverie: My name is Cyrielle Claverie. I'm in charge of the knowledge at LADAPT.

I want to tell the speakers that today is intended to be a debate. Don't hesitate to take part. Speak clearly for the interpreters. Don't read text that the interpreters don't have. You should have been given a little kit. Inside the kit you'll find the programme for today and a brief presentation of the speakers and the contents of what they are going to be saying. You will be briefed for the conference and what you are talking about. Now, I hope that you will enjoy today.

I'm going to give the floor to **Éric Blanchet**, Head of LADAPT, for a few words of introduction.

Mr Éric Blanchet: I want to apologise for my accent. I have always been very bad at English. Still, I will do my best. Excuse me again. I refuse to introduce this conference in French.

I'm honoured to open this conference this morning here at the OECD, a conference dedicated to supported employment, with such a prestigious audience. If we are talking about this very important subject for people with disabilities, I would like to say a few words about the Paris attacks last Friday. Paris, France, the French Republic and our values have been attacked. What this country stands for, culture, a way of life, has been attacked. The whole democratic world has expressed its sympathy to the French people. And the messages are comforting, during this terrible moment we're living. And on behalf of my organisation, LADAPT, I want to express my sympathy to the victims and their families. But it will not affect our will to go on. We have decided to maintain the principal events of the disability employment week. LADAPT is proud to help people with disabilities. It was out of the question to penalise the population with special needs. Thank you for understanding.

I want to thank the OECD for letting us organise such an important conference today. I want to thank everyone for the quality of the organisation. As part of the DESC project, LADAPT and the European partners have organised the first international conference to learn about the Disability Employment Week for the first time ever. We have had an event in the European Parliament, a conference on Article 27 in the UNCRPD as well as the progress made in Europe to support employment. The working day included an afternoon session with the Jobdating© and the presentation of a guide on best practices to support employment elaborated by the partners of the DESC project. On the same lines, we are very happy and honoured to introduce this conference today, about supported employment, which appears to be a real opportunity to help people with disabilities go back to work. The values and principles of supported employment

are completely consistent with the concept of employment. Social inclusion and respect for individuals: LADAPT has always believed in those values and has always shown its capacity to bring innovative solutions to help people with disabilities in their professional careers. For instance, the project created by LADAPT where a job coach assists a person very closely. We believe in flexibility with staff and organisational structures who are able to help the needs of the service users. Services that are flexible and responsive to the needs of individuals and can be adapted to meet special requirements. Accessibility: supported employment services facilities and information are fully accessible to all people with disabilities. We think as well that empowerment is one of our goals. Supported employment assists individuals to make decisions about their lives and their role in society. Individually, they are centrally involved in planning and evaluation.

Supported employment sees each individual as unique, with particular preferences, conditions and life history. This is exactly what we do at LADAPT. I want to mention also that LADAPT is a member of CFHE and EASPD, and we really define ourselves as a European organisation.

I wish you a very good conference. Thank you very much.

Mrs Cyrielle Claverie: Thank you. We are going to begin our first session which is going to be looking into supported employment. Is it a way of responding to the demands of Article 27 of the UNCRPD. We will be beginning this session listening to Jan Jařab who is the European Representative for the United Nations Commissary.

Mr Jan Jařab: Ladies and gentlemen. Well, it seems that the interpreters have intentionally created obstacles. Because, independently, Mr Blanchet decided to speak in English and I had decided to speak in French. I have to apologise. My French is far from perfect.

Let me first of all express my condolences and deepest sympathy to the victims of the attacks and the French people after the terrible events last week. Sometimes France is criticised in the area of disabilities or other areas. But in times like this, we realise to what extent we love and admire France, its values, its spirit of courage, solidarity, and culture as well.

I'd also like to express my true admiration to LADAPT for maintaining its programme. You have been determined to continue. And you have decided not to be intimidated by this wave of violence. We are here today to think together about a subject about which many of you have a lot of understanding and knowledge: supported employment. I'm delighted to have the possibility to be here to learn

from your experiences. We have experts, we have service providers here. We have companies. We have people with disabilities as well here.

Allow me to start by talking about the legal issues. The right to work is enshrined in Article 27 of the convention. The rights of people with disabilities, non-discrimination and independence, you can find throughout the convention. It makes an explicit reference to the possibility of earning ones living by carrying out work which has been freely chosen or accepted on a job market or in an open work environment, which would encourage inclusion, accessible to people with disabilities. I stress the terms free and open. As we all know, the convention is a very modern instrument which questions the heritage of what we used to call internalism. In fact, its approach can be used and is being used in discussions on the rights of people who belong to other groups such as, for example, the elderly.

This convention co-defines the gradual development which begins in a paternalistic ethic and moves more towards an interactive set of ethics. This evolution began a few decades ago, before the adoption of the convention and remains far from being fully implemented by the members of the EU. The convention creates a dynamic interaction between the greatest human aspirations and the present state of legislation and strategies, which need to be modified in order to be compatible with the convention.

The convention is by its nature innovative. Some states who have signed up to it claim that their national legislation requires only very little fine-tuning. They maintain their paternalistic vision as if the convention didn't exist. In the scope of Article 27 of the convention, this is visible in the argument which suggests it is too difficult to hire people with disabilities and to prefer it to traditional models of employment such as supported workshops.

Some member states continue to justify this approach, with a very selective interpretation of the convention. And, the convention is sometimes considered to be too individualistic, giving too much importance to independence and autonomy, stressing the issue of protection and solidarity. Allow me to be clear about this issue. In the office of the High Commission, we are absolutely convinced that this logic is wrong. Autonomy and solidarity are perfectly reconcilable in the 21st century. These 2 concepts should not be in contradiction with each other. We should be able to express support and solidarity, in a way that people with disabilities are allowed to be among us, not in a parallel universe. They live in autonomy, working in the open work market. All of these do not aim at creating individualism. People with disabilities can live their lives fully like all social beings, which is far harder for them if they are, for reasons

of 'protection', to remain living in a parallel universe of special teaching or other forms of employment.

So, that's why I'm very happy to know this event has been organised today by LADAPT. A French organisation which strives to challenge paternalistic thinking in France, to show that true change is possible. The committee has recommended to several member states to take all necessary measures to increase significantly the percentage of people with disabilities in the work market. But how can we do this? One way, supported by the committee, would be to introduce amendments to the labour code, in order to put clear obligations on employers to provide reasonable adaptations for hiring people with disabilities. This is necessary, but it is not sufficient. In some countries, quota systems have been introduced regarding the number of people with disabilities to be employed. And otherwise employers are fined. However, in most countries where you can find this system, it has not been very successful because a large number of companies prefer paying the fine, which they consider as a sort of tax, rather than hiring people with disabilities. Which leaves us with 2 remaining instruments: occupational training and supported employment. Article 27 provides for occupational training. Allow people with disabilities to have actual and true access to technical orientation and occupational programs, placement services at occupational services and continue to offer these to all the population. This paragraph doesn't mention specifically supported employment. The following paragraph promotes the employment and promotion of people with disabilities in the job market, to help them find and keep a job and allow them to return to employment.

And it also says in paragraph J: acquisition by people with disabilities of occupational experience in the general mainstream work market. And it is exactly what supported employment is, if we interpret it correctly. It is supported reinsertion into the mainstream work market. The high commissioner of the UN for the rights of individuals has defined it in the report on the employment to people with disabilities, supported employment is the following: generally, it involves a period of training on the spot in a mainstream work environment, allowing the people with disabilities to learn in the workplace with a monitor. If they obtain a work contract or have a trial period once the training has finished, they continue to benefit from help above and beyond supported employment. In the work market, supported employment can take the small companies or mobile team workers in specific companies. Supported employment in the mainstream is actually a preferable solution to other forms of supported employment. If technical and professional training and supported employment are highly desirable, should one have to make a choice between the two? It is not a choice in absolute terms. There is space

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for both. In fact, resources are limited. It is important to find reasons for investing more. At the moment it would seem national investments generally go to occupational training, rather than supported employment.

Since there are no specific recommendations on this issue drafted by the committee, I would like to give you my personal opinion, which is influenced by the knowledge of the professionals in EASPD. My own experience in other areas, such as migrants and Roma people. This vision is that, generally speaking, the potential of supported employment is really underutilised and that much more funding and lobbying is necessary in the area of supported employment, compared to what has been done so far. Of course, one shouldn't ignore the potential of technical and professional occupational training. One has to admit, particularly for people with intellectual disabilities, and for migrants, Roma's and other groups who are difficult to employ, what would appear to be a massive resort to the kind of occupational training which produces certificates. The beneficiaries are the training bodies rather than the people receiving the training.

The hirings for the people who had the training remains very small. Either because the certificate is not recognised in the labour market, or it is recognised in theory, but there are such prejudices that the people with the disabilities or minority groups have little chance of finding a job where they are in competition with other people. When it comes to Roma people, millions have been wasted providing professional training, which hasn't been successful. The Spanish program, which adopts a similar approach to that of supported employment for people with disabilities, directs insertion into the labour market working very closely with employers. The coaching system has in fact produced far better results, offering jobs to tens of thousands of people, who it was felt it was impossible to find a job for. The weaknesses of the schemes are looked at in the report which I mentioned earlier on.

Drafted by the Commissioner, I'm quoting, many countries have drafted technical training strategies, aimed at people with disabilities. Very often however these training courses tend to take place in specific establishments. The skills and activities are not being looked for by employers, marked by low expectations as to what the people with disabilities might be able to do. As a result people with disabilities can be trained for many years without any possible hope of finding a job on the mainstream job market.

It is quite clear that supported employment based on efforts to directly find jobs on the mainstream work market for people with disabilities has a higher cost. There are also greater chances of success. So, why do a lot of countries

continue to invest enormously in the methods which have so far tended to fail? One of the arguments is financial. Those who defend the status quo say that supported employment costs too much money.

But, if occupational training is not linked to looking at the real needs of employers, it may cost less. But if it fails to produce any results, it seems pointless. If we want to have a policy based on facts, the assessments need to look at the efficiency of how the money is spent. When it comes to medical health, it would be imaginable to spend millions. The other part of the response is that people say, we should continue to invest in professional training which has absolutely no link with employers. Linked more to offers for the training courses, rather than looking at the needs for the job market. And this appears to be a very comfortable argument. Very often these are training bodies which can simply hand out certificates. And very often this option is also the better option for states to simply do business as usual. The third part of the response, perhaps more provocative and more worrying, is that states and professional training bodies are satisfied very often with the poor results of the training courses. It is not linked to the labour market. They don't believe that people with disabilities can truly be hired. The expectations are based on prejudices. And those in charge are satisfied to see they are doing something rather than doing something really effective.

But that's simply not sufficient. There are enough facts to prove that supported employment does work. If there is real will and resolve, true inclusion of people with disabilities in the working market is possible. With consequences for the individuals themselves, but also for all of society, in economic and broader terms. Because human beings should not be reduced to a purely economic interpretation of themselves. In fact, the economic argument and human rights argument go hand in hand towards critical reassessment of the occupational training. We don't want to throw the baby out with the bathwater. But we must stress that it should be closely linked to the needs of employers and the real demand on the labour market. We must move towards supported employment. This is what we need to encourage. Thank you very much for listening to me. I will be delighted to know more about practices in the area of supported employment, in order to help us work more in our lobbying and offices. Thank you.

Mrs Cyrielle Claverie: Thank you very much, Jan Jařab, for your inspiring speech. I think, what we should take away from what you said is that being innovative doesn't necessarily mean having new ideas. But getting rid of the old ones. It is a new approach to training, policy design, and I'm sure you were heard and understood clearly in

direct line with what we had planned for today. The title of the conference is implementing supported employment: what is France waiting for?

Now the floor to James Crowe of EASPD and Philippe Miet of CFHE. How is Article 27 implemented in Europe and France? So, James will talk about Europe. Philippe about implementation in France. What are people with disabilities expecting? What are organisations expecting in order to reach the goals set in Article 27? Jim, if you could introduce what you do at EASPD so we can hear where you are coming from. And I think, there was a text you adopted in 2014. Could you tell us more about that?

Mr James Crowe: Good morning everybody. Thank you for your kind introduction and for inviting our organisation to be represented at this important conference for France today. I would like to, as Jan did, refer to the horrible incidents of last week. I have always admired the spirit of France. My eldest son has lived very happily in Paris for several years. I felt the attacks very personally. And I commend and fully support the reaction the French population is having. And also the fact you decided to continue with this conference. Thank you.

Yes, I represent the European Association of Service Providers for People with Disabilities. We represent 11,000 organisations in the European Union and beyond, in 27 countries across greater Europe. And I also, within the organisation, fulfil the function of chair on the committee of employment.

My day job is director of an organisation: Learning Disability Wales, an umbrella organisation of 80 organisations in Wales. We work in intellectual disability, service providers, self advocacy organisation, people first groups and parent care organisations.

I have a personal commitment to supported employment. I was a founder of an agency in South Wales 20 years ago. That organisation has proved to be highly effective in an area of South Wales where there were coal mine closures. The agency has been successful in getting people with intellectual disabilities and mental health issues into real jobs with wages. I have a personal connection. I have been director there for 20 years. And Vice-President of EASPD for 1 year.

We are talking today about the United Nations convention. Article 27. I think, as Jan said, some member states in the European Union are selective about their interpretation of Article 27. To my reading, Article 27 is very plain and clear. And I think there is a challenge there for all of us to actually respond to Article 27 in a meaningful and powerful way.

In EASPD, we created a declaration last December, which was approved by the whole organisation. We, within that declaration, emphasize the fundamental right of people with disabilities to work on an equal basis in jobs, if they wish, alongside other people. We have noted the participation of the disabled people in the labour market across greater Europe. And, to a very large extent in most of the countries, people with disabilities are excluded. We do recognise that culturally and socially, in our own countries we have had various models of assistance and support for disabled people. It is important that we acknowledge and recognise those various models. But, we need to respond to Article 27. It is very clear what we need to do. The process that should concern us is, how do we get to achieve Article 27. EASPD has said that it will seek to work with collaborators, with the European Disability Forum and other key network organisations across Europe to work for the achievement of Article 27. And I would ask us to consider what are the challenges to us around this table and in this conference room. We are all experts in the field of disability. Or work in significant positions within the corporate and business world. What is the challenge for us? I would say there are a number of challenges. We each have an individual responsibility to spread information about Article 27. I think, in many of our countries, I'm not sure about the situation in France, but we need to examine closely the legal status of people with disabilities. Particularly people with intellectual disabilities. In some of our countries they are non-people. They do not have full right of citizenship. They cannot be protected by normal employment laws and have the rights to employment laws that most of us enjoy. We need to really encourage the voice of people with disabilities to be heard and to be supported to speak up if they need that assistance. We need to ensure that people with disabilities really do have informed choices about how they wish to live their lives and wish to pursue a job and be supported to that end. In many of our countries we have reasonable adjustments. Whether that is funding to pay for physical adaptation or participation for people with disabilities. We need to enhance those schemes where they are weak. Or we need to create them where they do not exist. And, we really need to ensure that there are clear incentives to assist the transition of people with disabilities from sheltered workshop environments into and towards open labour market. I believe in France there are 118,000 disabled workers in ESATs. I can't comment for France. In Wales we have people in day centres. Many people who could work if we had stronger and better incentives to allow them to move on from those day centres.

So, those are some comments, building on the EASPD declaration. We do recognise that we have a variety and range of models of support currently. With 118,000 people in ESATs in France, that's an important reality that needs to be acknowledged and we need to find ways to move

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on. From EASPD's point of view, we have a willingness and interest in working in collaboration to take forwards this agenda. We admire the initiative LADAPT has taken in France. And now to extend that, that high profile event, across many other European countries. So, it is great to be here, just after your highly successful week. I gather, despite the dominance of the tragic events of last week, that it has achieved second profile in the news media. It is incredibly encouraging, given the nature of the last week and the media concerns.

I would end on a personal note. I think, Jan Jařab made reference to quotas. And we were talking about this the other day in Barcelona, with my good colleague there. A personal view about quotas. I think, we are here to talk about supported employment. I think, again, quotas are a reality. They are the wrong nature. They distort the debate. I firmly believe that people with disabilities can gain real jobs based on merit. That's what the essence of supported employment is. It is about matching people's skills and competences to jobs, real jobs that exist. I think that quotas tend to change the debate into a discussion about charity. And actually take us away from the individuality and individual contribution that the people we know who are disabled people can make in terms of seeking and retaining jobs. In the agency that I assisted in founding, the continuous feedback we get from employers is about how successful the employee is, how reliable he or she is. And how they felt they have improved the whole workforce. That is a personal thought on which to end my contribution. Thank you.

Mrs Cyrielle Claverie: Thank you very much for raising a new challenge in the field, how to transition to the open labour market. I wanted to thank you for your personal opinion on quotas. That will trigger a number of voices around the room. I think we should maybe listen to Philippe. And then have a question and answer session. I hope that the people who want to speak about what he said on quotas, will keep their positions for later on. I am now addressing Philippe. Could you tell us what the situation is in France?

Mr Philippe Miet: Good morning. I'd like to thank LADAPT for having organised this day, dedicated to the European view in reference to the United Nations convention we don't speak sufficiently of in France. And supported employment. I represent the French Council for disabled people in Europe. That brings together 45 associations of disabled people. We try to address these issues at the European level.

Regarding Article 27 and its application in France, the first thing to say is that French public authorities and the French government have ratified the convention in 2010.

But without fully being aware of the differences and in what way the convention went beyond the French law.

This is really a handicap for France. There has been this overlap between the French law and the convention that was introduced and ratified in 2006. We never really understood in what way the convention could add something and add to the rights of people, versus the French law.

And as evidence today, France was to make a report 3 years ago, regarding the application and implementation of the convention. This report has not been done. It is in draft stage. And the various ministries and the administration failed to see what would be the added value as compared to the various systems that are provided for, under the 2005 law. Today, civil society is getting organised to raise the questions that should be in the report as regards to the application of the UN convention. And to show how the convention for each right goes further than the 11th of February law. I don't want to anticipate what will be in the report by civil society. This report is now being drafted. What I would like to do is raise this question. A question that should be raised by the French government's report and that we will be squarely asking in our report. The international convention does not provide concrete answers or solutions. It is a legal instrument. And it is a goal, an objective, to achieve real exercise of fundamental rights and freedoms of persons.

So through these questions, we will once again see the questions raised in the 2005 French law. But we will have more specific questions directly related to the convention.

The first question has to do with how we define disabilities. The UN convention is intended for all people with disabilities. Not just those who are recognised administratively as having a disability. The definition is very important. We should think about it. According to statistics on employment rates, there are very significant variations. This is shown by statistical institutes such as Dares. Where it can go from 5% of the population who would have disabilities. And other statistics will bring that number to 25% of the working population. It means that the definition of disabilities and the consequences it has for this population are very significant. The second question we can raise has to do with training organisations and systems. Is initial and ongoing training accessible to people with disabilities? What is the reason for the very low level of training for people with disabilities? There is a connection with the article on vocational training and education. The third question also has to do with common law. Because the convention has to do with common law. So, what is provided for by the law in terms of job searches, is it provided for people with disabilities?

The 4th issue, that James raised, has to do with the 6% quota in France. What we see is that 30 years later, we are far from reaching that quota. What lessons should be drawn from this? How can we accept the fact that the government does not comply with its own legally mandated objective? The 5th issue that will be raised in our report has to do with discrimination and appropriate measures. This is the term that has been used in France. Does the general job market protect people with disabilities against discrimination, is there refusal for the necessary adjustments? This is an absolutely fundamental question for France. When the job directive had to be transferred. We see it from the employment aspect. But the convention proposes this be done in all fields. Employment, accessibility and other areas.

Now it remains to be seen whether French law should be amended as regards to definition of reasonable adjustments and appropriate measures.

The 6th question that can be raised is whether accessibility to places of work makes it possible for people with disabilities to be on equal footing with other people. Does the accessibility to the environment, to housing, transportation, make it possible for people with disabilities to have access to the job of their choice. Here again, in supported employment we may find materials and information that proposes that all of these aspects are to be taken into consideration. Finally, the last question has to do with protected work and the status of workers with disabilities. The question that will be raised, to which the report must provide an answer. What is the role and scope of protected work? Are the conditions in ESATs for people with disabilities, consistent with the convention and European legislation? Are there programs to make it possible for people with disabilities who have protected employment to transition to a regular job in the open job market? The report at present is offered to various organisations and people in civil society. It should make it possible in 2016 to come up with proposals and make recommendations on all of these points. It is important to see that in France we have had for many years special provisions that crowded out any possibilities such as supported employment. The spirit of the convention and the civil law should make it possible in all areas involving the lives of people, to have equal access. I'd like to thank you.

Mrs Cyrielle Claverie: Thank you, Philippe. Another point that has been raised when rounding out the description that we are making of supported jobs is accessibility, all of the social aspects. People don't live in isolation. And this will assist us in giving a perspective on everything that job coaches will be working on. This is a natural way to move to maybe a more educational movement in supported jobs.

Before we look at how it is done in other parts of Europe, I'd like to give the floor to Kathy, a consultant and trainer. She is going to give us some background on the movement, how it was built, how it developed. Kathy, you have the floor.

Mrs Kathy Melling: Hello everyone. It is a pleasure to be here today. Thank you very much to LADAPT for inviting me to come over and speak. My condolences to everyone in France. Very tragic circumstances. And solidarity with what you are going through at the moment which is difficult. And solidarity in terms of the fact that this conference is going ahead today. I'm really supportive. I am at a loss of words about it. I get tearful and caught up about it.

I'm here to talk about what the definition of supported employment is. That is often misunderstood. And I was very lucky in that, I'm originally from the United States, I was very much at the forefront and at the beginning of supported employment when it started back in the 1970's. For those people who don't know of the origins and roots. Back in the 1970's in the US as in many countries, a lot of people with a variety of disabilities were not entitled to an education. And people were labelled as being eligible or ineligible. This is when it began. Mark Gold began with this. Those people could in fact learn. Where supported employment started is the University of Illinois. What happened, the first supported employment service was set up. It worked with people who were moved out of long stay institutions, some really horrific places to live, to get real jobs working in the service industries at the university. I felt very privileged to be trained by Mark Gold. But also to be one of those first job coaches that supported a number of people into jobs. I immigrated to the UK in the 1980's. That was at the start of the journey when it started coming over to Europe. It was an exciting time. You had the first services in the UK starting up around that time.

Supported employment is something which is very misunderstood. Sometimes people think it is a special type of employment without recognising that it is a type of service model. And very specific way of working with people. And I think, fundamental to supported employment is that it is very much about making sure that people can get real jobs. Proper jobs. Not special jobs for special people in special places. But I think very much it is about people getting real jobs. Jobs that they want. And jobs where employment values their contribution. Where people are paid the going rate for that as well. It is important to remember what we are talking about in terms of jobs.

Supported employment is a model which can start in education. It can be embedded in education. Providing

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people with first experiences of getting jobs. Fundamental supported employment is that everyone can work given the right job with the right support. Around work readiness is not a helpful concept. In the UK, up until a few years ago there was a misunderstanding about what supported employment was. And there was a lot of work that I started off when I was working as part of Valuing Employment, where we worked towards developing national occupational standards in supported employment. A benchmark, so people knew what it was. That was a very, very exciting moment. And those were ratified by the UK commission of employment and skills in the UK in 2012. In terms of what supported employment looks like.

People think supported employment is support to someone with a disability. What people forget is about employers. Supported employment is not only about supporting people with disabilities. But it is about supporting employers. Sometimes, I think, for a lot of people, the support to employers is far more critical. And, it is about making sure that people have choice and control throughout the partnership. Not something that we do to people, but with people. In partnership. Making sure that people have full choice and control along all bits of the journey. So, supported employment starts with getting to know somebody. Having a really good understanding of their talents. Where are those environments in which their talents will shine? Also understanding their aspirations, and the needs and support and reasonable adjustments that people will need to make so their talents can shine. What you do is also working with employers. And making sure that employers understand the business case for having a diverse workforce. There is a very very clear case for employers for having a diverse workforce, and there are some real benefits that supported employment brings to employers. It is really about making sure that you work with employers to get them to understand what the business case and the benefits to the business will be. How it will help their business, improve their profitability. And finding out about the jobs the employers have. What supported employment has, once there is an understanding of the jobs, of the person, is matching people to jobs and providing just the right amount of support to both to the person and the employer to make sure that the relationship succeeds. It shouldn't stop there, supported employment. Your first job isn't necessarily your dream job. It isn't just about getting that first job in the open labour market. It is about ongoing support, understanding that what you are doing is providing support to people, to develop sustainable careers. People have such a huge array of talent. Throughout my career in working in supported employment, sometimes it really does astound me what people go on to achieve in their lives. Including people with quite significant learning disabilities. People with profound and complex needs that have firmly very much succeeded, not only in getting a job, but developing a career.

At the British association for supported employment conference this year, the most inspirational speaker we had was Laura Green. Laura Green has Down syndrome. She is 24. When Laura went to school, everyone told her she was never going to be able to work. And they told her that if she was going to work, she might be lucky if she worked in a supermarket and maybe could stack shelves. Laura, at the age of 24, now has her own business: Serendipity. A fashion accessory business. And she employs other people with disabilities. Absolutely quite phenomenal, in terms of thinking about what people can achieve with the right support. I think there are a lot of lessons to be learned.

Interestingly, in the UK, in terms of the national occupational standards, we never waited for somebody to come along and say: come write this wonderful definition of supported employment. It was started as part of valuing employment and valuing people now. When the coalition government came in, it was stopped. There was a group of us, associated with the supported employment association that did it. It is important. You can wait for ages for mandates to do things. It is important to go out and do it as a result of the standards. What we are saying is that the professionalisation of the sector is driving the changes, what the founders are saying, when services are trained, and they do it as they should. The number of people going into employment rises significantly. It is creating a cultural change within the country.

The other thing at the moment, to learn in the UK, which is something I very much bring from the United States, is that there needs to be far more research into investment in employment as it should be delivered.

It is looking at the very strong economic argument, especially when we are facing very austere times. There has been significant research in the United States, about the economic argument of why we should invest in supported employment. In the US you have significant investment in supported employment. As well in the US you see higher levels of employment of people with disabilities in the open labour market.

What the research in the US has found, linked to the model, is that for every amount of money, every dollar that you invest into supported employment, the return that comes back to government in the US is between 2 and 3 dollars. Research has varied. There has been limited research in the UK. That research has been showing similar things. If you invest in good quality supported employment, there will be a benefit back to government for that investment. Because people are no longer in services. No longer in receipt of benefits. They are earning their own money. And therefore becoming tax payers and contributing to the economy, which I think is an important thing to be thinking around

and learning about. I think, there are lessons learned across France and Europe with that.

There is a very exciting project which I am very hopeful about. It is going to benefit people across Europe. An Erasmus project is looking at quality standards in the sector of supported employment. Hopefully that work can lead to an evidence model, internationally recognised, to make sure more people with disabilities become full citizens, contributing economically to their countries. And have jobs and all the benefits that it brings to people.

Thank you very much.

Mrs Cyrielle Claverie: Thank you Kathy. When we talk about supported jobs, we talk about real jobs, real people, real wages. And a career. We talk about companies, not just people. It is truly a business model with studies that show the cost benefit analysis. I know in France and in Europe, we are a bit cautious about this. There is no true evidence. In the US the evidence is there. We have an association that supports supported employment. The Vice-President, Luc Henau is with us today.

EUSE has developed a toolkit and has defined standards for supported employment. Can you tell us something about this, Luc? And can you tell us, Europe-wide, what is the situation? Where do the various countries stand in supported employment?

Mr Luc Henau: I'd like to join Kathy in supporting France and the French people with all the things that are going on. The president, Margaret, sends her regards and support to France. Maybe today that's just why we are here. Diversity is more than ever the answer to terrorism and extremism. Also congratulations to the French association. Last month, on the board, France was accepted as a full member of the EUSE. We have at this time 21 countries who are working together. And the countries in the EUSE are always networks. So, it is 21 countries that are working together.

I'm very pleased, among other things, with what Kathy said. It gives me some thoughts that I can bring to you also. It started in the 70's like Kathy said. For some time now, we are all thinking that we are doing supported employment. I see and I hear sheltered workshops saying they are doing supported employment. So there is something wrong with the word. It is like a common word. We are all supported employment people. At conferences we have hundreds of people. But, what do we really mean by that? We all know that it starts at the place and train change. But, again, I link into Kathy, I think that we should really move away from the training aspect of supported employment. Maybe it is no longer to place and train. Maybe it is just place. And maintain.

And develop. Maybe that's supported employment. That's what it should be. Kathy said, the talents of the people can shine. We all say that. Why do we train these people then? They can do it. Maybe our training should be with the employers instead of the target groups. We don't do that. Supported employment is maybe supporting employers' work instead of the people we think we have to do it for now. It is not about jobs, it is about careers. Do you know at this moment in the United States, the average contract time of you and I is 2.5 years. Every 2.5 years there is something moving in our careers. Do you know that no one ever asked that question about people with disabilities? They have to be lucky that they have a job. And stay there. Supported employment is not only job coaching. And career or profile. It is more than that. It is a vision. It is a policy before it is a methodology.

So, that's one very important first thing to say. And we are working in the EUSE to promote that. The very simple and second thing is that I see, we see, still in too many countries that supported employment is about jobs. But supported employment should be about paid work. We sometimes forget the paid notion of the work. And we see in a lot of countries still, programmes that lead to a job, which is useful, meaningful and so on. But we think that these people don't need money for their work. They receive happiness and coaching. And warmth from the coaches who are well paid. But they are not paid. It is about paid employment. Yes? Place and pay. Instead of place and train. What about the place in Europe? We see and we are glad, and I'm hearing Jan Jařab for the second time this week. I'm glad on that level people do understand, do support, do promote the work that we are trying to do. There are some links in the European 2020 policies about supported employment and about employment for people. There is in the disability strategy of the European community. It is stated that disabled people need to be paid in open labour market. Period. It is there. In Article 27 of the European disability strategy. It is in the United Nations convention. What are we waiting for in some countries? Don't forget. Kathy knows that. She comes from that field. When it started in America, supported employment was always combined with deinstitutionalisation. Supported employment is also about closing down institutions. It is an alternative. And it is a meaningful alternative to institutions. So, we don't go one step further with supported employment, if we don't think also about that policy. Institutions become bigger, larger, supported employment has failed. In the US, some states promote that. There are some states where all the daycare centres have closed down. They don't exist. It is out of legislation. Daycare in some of these states is supported employment. It is not always paid. But, the daycare centres were closed. About that methodology, yes there is a handbook. I am looking at the people from the French

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association. It exists in Dutch. So, now it is the time to translate it into French. It is a European handbook. Shared by everyone in Europe as the handbook of the methodology. It is very useful for all the coaches. And I was very pleased and I worked with it a little bit in the field. I was so happy in Lisbon. We went out with several people. The centre of Europe is now also in the EUSE. It is time. We did it with 2 people, translating this. Having the right. And the EUSE gives you the opportunity to share this book. You don't have to pay rights to the EUSE. No, you have to do the translation and work with this book. What's in the book? The 5 step model. It all starts, that's the vision, with client engagement.

Yesterday, I had a meeting in my own organisation with some very very good psychologists. But they did not agree with me that a client should know everything that the psychologist knows or thinks about the client. It is terrible. It starts with the engagement of the person you are looking for, for the job. And then you do the vocational profiling. You are trying to search. It is what I said about training. You can find it on the website of the EUSE. There has been a very good investigation about the work in the EUSE. In many countries. And someone from Norway who is keen on the theme did the investigation. We do a lot of vocational profiling. But there ends supported employment for a lot of people. The emphasis is on the profiling. The profiling is just a small step towards the real job finding. And the employment engagement. Again, working with the employers. And then, of course, the job support which we should deliver with our job coaches.

So, translate the book. Give it to all the job coaches. Give it to workshops. But also, I don't know if Margaret will be pleased when I say this. But, it is not about that. I am going to give you the secret recipe that I use for supported employment. Supported employment is Sigmund Freud plus Jean Paul Sartre, plus the Spice Girls. Yes, it is that simple. Forget about books. Tell all your job coaches 3 things: Freud, Sartre, Spice Girls. Why? Freud. It all starts with your dream. The only question you have to ask in the first interview with the client is: what's your dream? If you know the dream, you have to say, we'll work together on it. Even if that dream is the most impossible thing you have ever heard. I had a client when Renault Belgium closed their doors. 2 weeks later there was someone with a psychologist of my organisation, she asked "What is your dream?" He said "I want to become the CEO of Renault Belgium." Every good institution worker would have said "Dear boy, didn't you know Renault Belgium closed their doors 2 weeks ago?" She said to that young man "That's brilliant. Let's try to realise it." That boy now works in a carwash. He said to his coach "I was wrong. I don't want to become the CEO. I don't want to go to Renault. All the other cars are good too. But I want to work with cars." Start with Freud. The second

part is about Sartre. I read, Sartre is very difficult to read. I read an article from a Dutch person about Sartre. There was one sentence that has followed me now for 25 years. I am a psychologist myself. Dear coaches, dear psychologists, dear social workers, stop thinking about what people are. And that's what we learned. I recognise them. Someone in a wheelchair. Oh, physical handicap. Someone with a strange behaviour. Maybe mental health. I know what they are. That's the wrong question. The real question, what Sartre taught me, can you see as soon as possible who they can become? That's the right question. Who can he or she become? And then the Spice Girls. The end of the whole methodology. It needs spice. If there are directors of organisations here, give spice to your people. Let them do the things you don't want them to do. They have to be out of the normal system. They have to be very colorful. And the Spice Girls was about girl power. Supported employment is about girl power and boy power. Empowerment is the key of supported employment. Never forget that from now on. If you start with new coaches, tell them it is about Freud, Sartre and the Spice Girls. Kathy mentioned quality supported employment. It exists in my organisation. In that project we want to combine it. It is not only about methodology. It is about values in the first place. And these values, if you don't work with these values, your methodology is not about supported employment. Even if you follow the handbook.

I said something about working with the employers. I believe that is more important than anything. We had an initiative with Irish partners where we do a dual day, a job shadow day, once a year. And EUSE now wants to initiate the dual day initiative in every country. It is an awareness day. It is opening one day a year in Flanders. Last year 600 employers opened their door to someone, to give a first work experience. It brings a lot of attention, awareness raising. Our prime minister had someone for a day who was working with him. At the end of the day, there was a press conference. The minister asked me when we went in for the press conference: Luc, I have one question for you: what is the disability of this person? He knows more about some things than I do. It is awareness raising. It is giving an opportunity to everyone who wants a job with a disability to have one job for a day at least in an employment world. It is also giving employers a unique opportunity to learn to know people that they were not aware of. And to learn to know talents they were not aware of. And, that's the triple win as we call it. It is also a unique opportunity for all the staff to stop job profiling in their office and go to the employees' floor together. I'm very glad, in France, I have some part of me that is a bit French. Some colleagues in the Garonne started with Duoday France. On the 24th of March 2016 there will be a Duoday in France in that region. I hope that the whole France will do a Duoday this or next year. And I hope that Europe is following. Duodays in

Finland, Germany, Holland are coming. We will have more Duodays. I have some magazines. They are also in French, if you want to see what a Duoday is. Two final points to finish. I would like to invite you all to the first world conference on supported employment in June 2017 in Belfast. We are not alone. There are American associations and South American associations like the ones we have in Europe. There are some associations in Asia. Southern American associations. We'll have the first world conference in June 2017 in Belfast. To end with a thought: I am very enthusiastic about Article 27. But for all our organisations, that text should just be article 1. Thank you.

Mrs Cyrielle Claverie: Thank you very much for having talked about supported employment as a true vision, a policy, rather than methodology. Very interesting. That's great. Thank you for having made it clear that it is about deinstitutionalisation. This is also something that is quite interesting. It doesn't necessarily cover the reality of the situation. Involvement of the client, that is important. And Freud, and Sartre, what can somebody become. And the Spice Girls. That's great.

Now, you didn't help me with what you said. You have stolen my thunder as far as Jacques is concerned. And the Supported employment in France has only been around for 1 month. Allow me to give the floor to Jacques Ravaut, the Chair of the French association.

Mr Jacques Ravaut: Good morning. After the presentations this morning, we still have a lot of work to do in France when it comes to supported employment. Let me thank LADAPT for having devoted this day to supported employment and asked us to come along. I want to pay tribute to Luc, the representative of EUSE. An organisation we joined about 1 month ago. We will be making great use of your manual.

The French association for supported employment came out of a meeting between 2 working parties looking at the issues of employing people with disabilities. One under the CFHE, a group working on Article 27 of the international convention. And the other, the FEGAPEI. Given stagnation, when it comes to employment rates in companies, and the high rate of job seekers (20%), when it comes to people with disabilities, we thought very quickly that the resources were not being mobilised in France in order to encourage jobs for people with disabilities. What was missing from the toolkit was an important tool, assessment, analysis. And what was missing was an ongoing lasting support tool, towards and into jobs.

The existing policies, providing support for specific periods of times, limited in terms of services, may suffice for some individuals. For many more the companies need

to see changes in securing jobs and promoting access to communication requiring mediation. What is missing in France is what has been demanded for a long time. A lasting structure support. Perhaps throughout one's entire career for people with disabilities. Depending on the needs of the company that employs them. It is true that long term support services exist in the field. They have been tested. Nevertheless they are limited, confined to specific regions. They don't have a legal ad hoc framework. And they don't benefit from the results of funding. Specific lasting earmarked funding. After having joined EUSE 2 years ago, which introduced us to the concept, we were convinced we needed to develop in France this kind of concept. We named it Employ Accompany. It is often called assisted or open employment in other countries. It exists in many countries, in the EU and beyond. France seems to be the only country in Europe which doesn't actually use this concept. So, bringing together associations, federations and different bodies working in the area of social occupational working is important.

It led in June 2013 to the creation of the French Association for the Research and Promotion of Supported Employment. In order to promote and act in favour of supported employment in mainstream work environment in France for people with a disability. Depending on their needs and expectations. To encourage research, debate between different partners and pooling of experiences. To inform and document initiatives concerning supported employment for people with disabilities and to encourage and disseminate all actions which could be good practices to represent its members on the subject of supported employment. Particularly working with the government and political bodies. And incorporate organisations in France and elsewhere. We have 47 members to date. It is not very many. It is a start. 11 national associations have joined us. Associations which represent the origin of the organisation. LADAPT, FEGAPEI, which participated in the creation. But also 23 local organisations who have managed services in the area of support. And 2 local organisations who are not managing, but represent people with disabilities. And 11 individuals in the association. Our association disseminates a magazine every 6 months with 5 aims. To promote, encourage, research and incorporate. Recently, we set up 4 working parties. One group to look at the scope which could define supported employment. Namely, the fundamentals. For example signing a job contract for a person requiring support.

The access conditions to benefit from the support. In other words, a French concept of supported employment. And a second group was to set up to think about and propose 1 or several economic models, forms of funding. Another group was set up for a communication plan. To get us

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known and promote our concept of supported employment. With the government, but also with NGO's and companies. And a group to discuss amongst professionals, to look for good practices. All of the proposals which come from these groups will be debated at the next AGA in 2016, so that we can adopt the proposals that we want to promote and the models that we feel we can support.

We are in the area of social innovation. Supported employment is for people with disabilities, but also for companies. We also need the companies in order to do our work. And we invite them, we encourage them to participate actively in the working parties.

Now, there is still a lot of work to be done. Mrs Annie Le Houérou was an MP. She filed a report, "Dynamiser l'emploi des personnes handicapées en milieu ordinaire : aménager les postes et accompagner les personnes". She has supported us when it came to the vision in supported employment. Her report came out a year ago. Things haven't changed since then. There is an urgent need to do something. We must come together. And continue to move forward in our work. Supported employment is not aimed at replacing what we have. It is to flesh out what we have. To encourage employment for people with disabilities. By giving them long lasting support, adapted to their needs. Thank you very much.

Mrs Cyrielle Claverie: Thank you very much, Jacques, for talking about the French situation which of course is so important.



ROUND TABLE 1

VIEWS FROM OTHER COUNTRIES



Mrs Laura Davis
Managing Director, Ways Into Work

Mrs Gloria Canals
Director of AURA and Board Member
of the Fundación Emplea

Mr Luc Henau
Vice-President of EUSE, General Director of GTB

Mr Jacques Marion
Honorary President of Trisomie 21 France

Mrs Patricia Scherer
Director of the European Affairs at FEGAPEI,
Board Member of EASPD

Mrs Sophie Cluzel
Member of FNASEPH

Moderator:

Mrs Cyrielle Claverie
Knowledge Manager at LADAPT

ROUND TABLE 1

ROUND TABLE 1 VIEWS FROM OTHER COUNTRIES

Mrs Cyrielle Claverie: I suggest we move onto perhaps a more concrete session, where we are going to be able to have a look at what is going on in other countries around France to see how supported employment is carried out. I'll begin with a British example, Laura. Ways Into Work. I hope she can tell us more about what her organisation does and how she applies this methodology. We are moving from the policy level to the hands on level with your speech.

Mrs Laura Davis: Thank you very much for inviting me. I'd like to take the opportunity to reiterate what others said. The support to France and the French people in this difficult time. I'm the managing director of Ways Into Work. Until March we were part of the local authority. And we have moved out of the community interest company. I won't bore you with the details. If anybody wants to ask about this model, I'll be happy to go through it. We are a supported employment service that supports individuals with a range of disabilities and disadvantages, age 16+. The way we work, we vocationally profile. That's just a tool. It is a way of getting to know an individual really well and understanding everything you can about them. What are their aspirations, their loves, how they travel to places. You get to build up a really good picture of that individual.

And then equally, we go into the market and get to know employers. Find out about their business needs and what challenges they have in recruiting people, where they struggle to retain good members of staff, and understand their business and how we can work with them to fill gaps they may have, or finding ways to make it more efficient. It is a business led model. Not, we have dear little people, it would be very nice if you can help them. No, individuals that have skills and talents that will add value to your organisation.

Once we have done the profile and we know the individual well and we have gone out and know the businesses, we go through a process in expert matching. The skills of the individual to match the businesses. Essentially we were introducing them. We have this individual. They are fabulous. I know you have a business need. This person can help you to meet that business need. We spend well over 50% of our time, engaging and working with employers. I completely agree that actually the investment really is around supporting employers to understand that this is a model that will add value to them.

We support that employer to look at the barriers that prevent people with disabilities from doing the work. It is

the recruitment processes themselves. I have amazing individuals. The thing they struggle with is coming in and articulating why they are good at a job. We work with employers to have recruitment solutions. Working interviews. Work trials. It is nothing fancy. It is about doing things in a different way to enable that person to demonstrate their competences.

And actually, it is a practice that I use as a recruiting employer. We all have people coming into an interview that are good at interviewing. But that doesn't mean they can do the job. It is something most employers are receptive to.

We then support that individual. Maybe to undertake a work trial. That's where the person goes in. Instead of having a face to face interview, they demonstrate they can do the job. If they can do the job, they get offered a contract. If they can't, we get feedback and we think about how we can help that person to move forward.

It is really important to stress that the relationship with the employer does not end at that point. It is an ongoing relationship that is very much about partnership working. So we have employers who know that they can come back at any point throughout that journey to ask for support, guidance, advice. We deliver free disability awareness training, as part of our package. Not just about employing an individual within the organisation. But thinking about the goods and services. How can this knowledge and understanding enable you to be better at your job. To tap into the market. Things you may have not thought about. Getting employers to see the added value.

We work with employers to think about job carving. That's where you take a total job description and analyse what tasks have to be done. As an example, I was working with a legal firm. They were advertising for a legal secretary. When we analysed the job description, there were tasks you didn't have to have a legal background for. And actually speaking to the staff team, the legal secretaries had elements that they found frustrating. It took them away from providing the support they should provide to the solicitors in the firm. We took some of the tasks and carved them off and created a post. It was specifically for someone with a disability. It looked at the skills needed to do that task. In this instance, they needed someone with amazing attention to detail. Someone who was going to be resilient. Someone that was happy to work across departments. We were able to match that requirement of the employer to an individual that

VIEWS FROM OTHER COUNTRIES

had all of the skills and talent. That individual came in and undertook those tasks across the whole department. It freed up all of the legal secretaries to get to their core function. I wish they were here to say it. They work more efficiently and more effectively across the whole organisation. Because we looked at doing things differently with them.

One of the things we have done in Ways Into Work, that I'm proud of over the last couple of years, is about thinking of the need to start looking at this much earlier on. When I first started my career in supported employment 17 years ago, the people referred to us were 37, 45... and one of the things we were passionate about was that they should be starting from childhood. Starting with our 4-5 year olds. "What job do you want to do?" My daughter was asked that question in nursery. When she was 3. When I was asked that question, my response was: "I want to be a beggar". It doesn't happen for young children with a disability. We have embedded the model in the school. We have job coaches that actually work within a special needs school, based in Maidenhead, with our 15, 16, 17 and 18 year olds, to think about jobs. We support young people so that they have access to Saturday jobs. Apprenticeships, trainingships. It is starting that process much earlier on. And the lovely thing is, there are 4 and 5 years old in that school, who are seeing the older children in the school going out and getting a job. The discussions around the jobs they'd like to have is starting. A 7 year old said: you are the job lady. I want to be a chef when I'm older. Awesome. We'll help you. That's where you can change culture. We provide the job coaching support. That's in work support. Both to the individual and to the employer. And a lot of the coaching is around helping an employer to overcome their fears around getting it wrong. That's probably the biggest fear. What if I get this wrong. It is empowering them to get to know. If you have an open discussion and conversation with the employees, all of the employees, you are not going to get it wrong. We are here to support you with that.

I sometimes get asked, does this model actually work? I think, the proof is in the pudding. Nationally across the UK, around 6% of the people with a learning disability had paid employment. When we talk about paid employment, it is a real job. With the going rates with the contracts of employment. In using the supported employment model, we have people access a real job, with a real wage that meets their aspirations with an ongoing career path. An increase from 6% to 19.6%. We think it needs to be higher. It shows some investment really works.

We have started a piece of work around tracking. We have been able to evidence that getting someone a job reduces social care. It is an increasing pressure. Beginning to be able to evidence in the UK that this is a model that not only

gives outcomes to people and businesses, but also can save you money. That is important. It is a model that works. From the ground, that's what I can share with you.

I think it is important to end with a story of an individual. That's what it is about. I can talk for hours, but it is about people. I want to share a story of a young lady, Paige. Paige has given me permission to share the story. Paige is 17. She is an amazing young lady. When I first met with her she said to me: "I can't get a job." I replied: "Okay, what makes you say that?" She replied: "Schools have told me I am too slow and not confident enough. No employer would ever consider me." She then got into college. They said, "no, no, you can get a job in catering." Paige hates food, hates getting her hands dirty. A career in catering is probably not the career for her. We spent time with Paige to get to know her. What was she passionate about? We asked the question: "What is your dream job?" She wanted to be a teacher. And in particular, she wanted to teach children who had a disability. Academically, Paige was not going to be in a position to get the qualifications she needed for the teaching profession. Does that conversation stop there? No. You think about, what other professions or careers are there that take your passion and love? In a sector where academic qualifications are not so important. We did some work with a school, the school we have embedded the supported employment model in a special educational school for young people from 2 to 19. We did some work, one of the best ways to change culture is for the young people in your school to work in your organisation. People with a disability working for you. And we talked to them about learning support systems. They are the people that work alongside the teachers, delivering education to young people with a disability. And we were able to work with them to look at a different level of learner supporter system, that didn't require the academic level. I'm pleased to say, Paige is working as a fulltime member of staff. Working with young people, age 6 to 12, who have a disability. Delivering education to them. I asked Paige how she feels about that. And her description to me was, I actually look forward to getting up every day. Earning money. I'm giving my mom money, towards bills and rent. And that's really important to her. And that she took great pride in going back to the school which told her she would never get a job and the college to tell them she has a supported job. That's what it is about. Any message should be with high aspiration. Using the evidence based model. Investing in individuals and employers. Thank you.

Mrs Cyrielle Claverie: Thank you, Laura. So, interesting point of view from Laura about job sharing. And also paying attention to her, we can adapt this to workstations. Talking about the benefits to the employer. Looking at this from a very early age is an example, this partnership she talked about with the school, which makes so much

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sense I understand. I just wanted to add something. I was lucky enough to see Laura's staff at work. And I saw one individual who was suffering from one disability, working with children, playing around and they were preparing food, all the children together. And they wanted to stay doing this one job. The assistants wanted to ask them to do other jobs as well. I have to admit, that my rather silly attitude was challenged. With this new approach, you can take things so much further. I was wrong. Laura's team won an award. It goes to show, reward for the hard work. Well done.

Now I'd like to ask Gloria to take the floor. She comes from Spain. Director of Fundación Emplea, which has been working for more than 30 years in supported employment. I'd like to ask you to talk about supported employment in Spain.

Mrs Gloria Canals: Thank you for inviting us. I'm going to be speaking French. Congratulations for having organised this day at the OECD. It is very interesting. A lot of things have been said around the table this morning. And I would like to go back to the origins of supported employment in Spain. Its origins in Spain go back to school orientation programmes for people with disabilities.

I'm perhaps not as young as you may think. And I was working in this area back when this work began. People were asking in the school orientation programmes, what was to be done with these pupils after their studies? Should they be put in sheltered facilities? And I felt and others felt we needed to set up supported employment. ECA, that is the acronym we use. It is a bit more than support. I like the English word support more than the French word "accompagnement".

ECA is a logical methodology. I was lucky enough to launch the first programme in Spain back in 1989, to help the first 200 people with intellectual disabilities, mental disabilities. There were people with Down syndrome and other disabilities, and I helped them find jobs in large companies. And today the first are actually going into retirement. After having careers in supported employment. Now we have new problems to deal with. These are people who, from 45 to 50 years of age, can perhaps no longer work in the companies that have been employing them. And I have also visited more than 2000 companies. I think it is fair to say that I know the situation. I have gone to the companies and talked about the possibilities of hiring people with disabilities. Spain was a pioneer when it comes to the first experiments in supported employment. Catalonia and Mallorca were amongst the first to launch these programmes of supported employment. The AESE, a Spanish organisation in supported employment, in 1993, also began a programme, and was behind the creation of the European Union of Supported Employment.

In 2005, Barcelona hosted the 7th European congress of supported employment with the presence of 600 delegates. At that time I was president of the association in Spain. But there were no French delegates. I called up the French organisations but none of them were able to come to Barcelona. More than 12 different associations I talked to. They were invited, but none of them came. At the moment, supported employment is a fully fledged reality in Spain. We have more than 100 bodies in Spain that belong to the AESE. It is difficult to count exactly. About 30,000 people with disabilities have found a stable job in companies in a mainstream work environment.

In 2008, we created the Fundación Emplea throughout Spain and Spanish speaking countries, involving the private sector and other bodies, in order to optimise and promote supported employment, thereby creating real synergy between the private sector companies, associations of people with disabilities, public services and so on.

The Fundación Emplea works in the framework of the Erasmus project. It also has a responsibility for technical issues and it is associated with the EASPD. We are firmly committed to working with the countries of Latin America and want to work with Chile, Argentina, Peru and Brazil which sit on our board. We provide training, organise research and so on. Spanish legislation in the matter dates back to 1982. We have a law for people with disabilities which stipulates that the aim should be to get people with disabilities into mainstream employment. We have created a quota system for private companies with more than 50 employees. That's a 2% quota, 3% for the public sector. After that, what happened was that some companies couldn't or didn't want to hire people with disabilities, then a new law was drafted, or implemented. And now, alternative measures can be applied. These companies can choose to buy products or services from specialised bodies, which work with people with disabilities. In 2007, we introduced a law, in order to give a professional status to those providing support to people.

Many programmes have proved the interest of this approach. Financial assistance, in order to fund these programmes, still remains far from satisfactory. Sheltered companies, special centres for employment, have grown enormously in Spain. I think it is the case in your country as well. And they receive more than 90% of the overall employment budget earmarked for people with disabilities. The remainder is for supported employment.

For us we think that supported employment involves 4 prerequisites. Employment conditions must be the same as for people without disabilities. Training has to take place in real life situations. What we call on the job training. Wages

should be the same as other employees. And support should be made available throughout the person's career for as long as it is required. It has to be professional support. In 2005, the EUSE published the quality standards for supported employment. This was translated and implemented in Spain. You can find the details on the webpage of the EUSE. It is interesting if you have a look at that site. Work and projects were conducted in Spain. Every 2 years we organise a congress, Supported Employment. This year you are invited. It will be in Cordoba. It will be the 12th congress. We'll have key speakers from around the world to speak. There are annual national meetings for employment trainers working in supported employment. These are trainers who are particularly important of course. And we also have carried out work in other areas. We have had experience exchanges amongst specialists. There are a lot of publications which have been made available from universities. Guides for supported employment looking specifically at some areas, like people with autism. We also publish toolkits for practical information in supported employment. And we have translated a lot of documents. Specifically the toolkit of diversity, translated into Spanish. We have newsletters published for users, families and companies.

We have a cost benefit analysis of a comparative nature, looking at supported employment. This is something conducted by the university of Salamanca and Inicio institute. We have published ethical guides for professionals in supported employment, published by Apse and translated into Spanish as well. We have annual reports of contracts in supported employment which highlight the characteristics of the companies, the training, professionals, and the type of disabilities of the users.

We encourage self determination on the part of users and support all initiatives taken by them. We call these the "Self-Advocacy". I am not sure how to say that in French. We have online courses providing basic courses in supported employment. This is the 23rd year we have done this. There is basic information for supporting individuals. Our association created these online courses. We have activities involving the drafting proposals for changes in laws facilitating inclusion of work. Creating a culture of supported employment. What are the challenges in the future?

Recently, the CERMI, the Spanish Committee of Representatives of People with disabilities, recognised and rewarded the employment system. It was one of the best systems of encouragement in the labour market. We continue to work in Spain and Latin America. We see it as a right for individuals, living in some of the most vulnerable situations. Support is the key to success, as far as we are concerned. We have to provide the stability of the services provided by paying attention to quality standards.

We need to improve training and qualifications for people with disabilities, providing new opportunities so they can get a better qualified job. We need to be able to make sure that Spanish employers are also involved, that they will receive the help that they need. And they will thereby participate in reducing unemployment for people with disabilities. We highlight the unique values of employment, supported employment. One of the founding principles is to be found in putting these individuals with disabilities at the centre. They receive a thorough assessment, an innovative methodology is rolled out for these individuals. And as a result, this person can provide a service to the company that employs him/her and improves society. A fairer and more supported society. We need to wait for governments to promote this. Despite the difficulties a lot of work has been done. The Fundación Emplea is a real model for institutions for helping the most vulnerable people in society. I do apologise for my French. Thank you for listening.

Mrs Cyrielle Claverie: Thank you very much, Gloria, for speaking in French. What I have noted down from what you said was the aim of Spanish legislation which is to make work for people with disabilities mainstream. The work begins in schools. The issue of careers and elderly people. The over 45's who find themselves out of a job. The status for those working in supported employment does exist, but there is not enough money. Most of the money goes to sheltered employment. We can see that there is a problem there. Of course, the training courses are not recognised, but the work has been done by your association, Fundación Aura. You also talked about the importance of self determination, self advocacy. Working with the people with disabilities, you talked about lack of training. But also with concern for high quality services, provided to the people and to companies. Thank you very much for having shared that. Now I am going to ask Luc to talk about what is going on in Flanders, in Belgium.

Mr Luc Henau: When I started, we were in a closed and sheltered environment. But it was beautiful. There was a castle, a garden, a fountain. In 1987 I made a trip to Ireland. And the last evening, we had a full Irish party. And I still have this very strong attachment to Ireland. What did I see in Ireland? The people who were in our sheltered workshops back home, their counterparts in Ireland lived outside in the open world. And some of them even had jobs which were in the open labour market. And at the time, I was certain that the model we had in Flanders was better for care purposes. We have specially adapted bathtubs, special adapted kitchens with sophisticated electronics. I thought that was the best way to go. That has nothing to do with normal. What I saw in Ireland was people in the normal world. So, I came back to Flanders. I opened a training centre and a supported employment centre later on. And what I will say might be

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a little bit provocative. I think there is one turning point in history. Up to 2007, training services, personal support services, special assessment services for work were paid for and managed by the medical and social authorities. So, we were working with a medical and social hat. But in 2007, a study was carried out. And starting from January 1st 2008, everything was transferred to the department for employment and labour.

At the beginning we were terrified. We were worried that we would be losing all of the experience from doctors and psychologists and everything we work to create. But, what happened was exactly the opposite. And I think that every single country, if you really want to realise the vision of supported employment with the person with disability at the heart, needs to have an approach of work. We have been working under this format for 7 years. We have grown, we have increased our client base, we have built our experience, and we also constantly improve our services.

So how do we actually work in GTB, which is the name of the organisation I work in? We are fully integrated in the public general employment services in Flanders. So, GTB no longer has separate offices or separate facilities, because we have our own offices in the general public employment services. So we share office space with general public employment services everywhere where these public services are available. We call them the job shops. We also created a new organisation. GTB is made up of a merger of previously existing services.

And, at the time in 2007 there were a lot of demonstrations. We went to Brussels. We demonstrated against the reform, but the minister stood his ground and he asked that the Board of GTB be made up of 3 colleges, and this organisation is now inscribed in law. There are 6 representatives of employers, 6 representatives of trade unions. And 6 representatives of the people we are working for. So that's the board of directors that I work with. So, we have representatives of trade unions as well. And after our first meetings, I went to see the minister and asked: "Why did you make us do that?" The minister said, "Luc, sorry if you don't understand. But who are you working with? You are working with the employers. You are working with the trade unions, and with people with disabilities. It is clear, the Board of Directors you have now is a full stakeholder participation model". So now we have 400 people working for GTB who are in the 100 offices of job shops around the country. And we have personalised support services that we offer. This personalised approach does not exist in the training centres. If we identify a specific training need for a person, we will go out and look for the training centre to provide this training. What we try to do is to streamline training for attitudes, for technical aspects, and then, the

person we are supporting can go back into general training. The integrated, inclusive approach we have in our own facilities, we also have it for our IT systems. We have the same IT system as the colleagues working in the general employment services. But that's not the main aspect of integration. We are also fully integrated at the management level of public employment services. So I am a member of the board of the national public employment services as a representative for people with disabilities.

Then we have regional coordinators who are in direct contact with the regional coordinators for public general employment services. Because what we are advocating for is that people with disabilities be taken into account by general public employment services. It is true that at the beginning GTB was afraid of dissolving its experience in this new structure. But in actual fact, our integration has changed the way that the public employment services now work.

And what the client sees is a single unified team. Sometimes it makes it difficult for our coaches. What I tell our coaches is that the employers don't care whether you are from GTB or whether you are from the regular job services.

But to our GTB workers, we want to say that we are from GTB. We are very proud of what we have done. No, we are a single team. We have around 8,000 new clients a year, we place 3,000 people in paid jobs per year, which is a remarkable thing, considering the size of Flanders. We work in a cooperative, inclusive manner, where we are really embedded in the system. Just this week, we launched a new team together with regular job services. A team made of specialists across Flanders who are in charge of screening, of first interviews with the people we meet. And, this inclusive team is also the one in charge of allocating subsidies and financial support for our clients. We have different tools at our disposal. Guidance bonuses. We have a guidance premiums. We also have benefits for transport, for example. And allocating these benefits is a decision of a team made up from GTB and general job services.

Every year we assist about 20,000 people. 80% of the people are coached by GTB job coaches, and 20% are coached by regular job coaches from the general employment services, who are learning from our experience. Sometimes it doesn't work out. And we have launched projects that are still ongoing. We have a project for a school to work transition in place. Previously, when you turned 18, you were supposed to leave school, take a 2-3 months holiday after graduation and then sign up for job seeking services. But that was very inefficient because after holidays we lost track of people. Now what we have are GTB people who meet pupils in January of their last year of school, so we already have

VIEWS FROM OTHER COUNTRIES

contact with them. And in July when they graduate, when they leave school, they are already in contact with the pupils. We no longer have this vacuum over the summer holidays. Another problem we have is rehabilitation after illness. We have a partnership with a major heart disease clinic. Since US and UK studies have shown that if you completely forget about work in the 6 weeks following a serious illness which prevents you from going to work, there is an 80% chance that you will not return to work for 5 years. So that's why we can't lose track of the pupils we monitor. The GTB people are with the people in the hospital. We are not trying to rush them back to work, but assist them. Asking whether their work was stressful and if it was one of the causes of their illness. When they feel ready they go back to work. Or maybe change their line of work. Retrain and find something else. We also have a similar project to activate for the labour market and people with intellectual disabilities. We are working with psychologists on this project. And we also have another project, which might seem surprising. If we really have confidence in the people who we are working with, if we really listen to them, I think we can find a solution. Sometimes a person with a disability cannot find a job in the regular companies that we are used to working with. We had a person with autism who did not manage to find a job in our client base, and he is now working as a freelancer in IT systems, and he can work from home whenever he wants. He works at night. He works over the weekend. He does not work during the day. When he receives an email, he responds to it and does the work. Another story I'd like to tell is that of a person who I know really well. He loves motor cycles. He is the Chair of the local Harley Davidson club. He is even more overweight than I am. But we knew that he had a personal talent. He has his love of motor cycles. Every year he organizes the yearly trip with all of the members of the Harley Davidson club, like doctors and lawyers. He organises this trip every single year. He has tattoos all over, people are sometimes weary of him, but he knows everything there is to know about Harley Davidson motorcycles. He knows the history of the motorcycles. We tried to place him in a Harley Davidson job. He doesn't really like having a boss or colleagues. So now, he built up his own internet store for parts. And his business is constantly growing. Now everyone around the world knows, if you are looking for a 1962 Silverwing Harley Davidson part, you go to him. He is the man. He has built up his own business. So, those are the stories that I wanted to tell. My conviction is, if we really want to reach our goals, we need to transfer from a social medical department to employment. Thank you.

Mrs Cyrielle Claverie: Thank you, Luc. I think this will be one of our key sentences, real integration. We don't lose our skills, but rather we disseminate them and make it possible for other professionals to acquire the skills. Early

intervention. This is all about the transition from school to the job search. And also, starting to talk about jobs as soon as treatment is given. And then independent work. I know that your foundation is developing a European project in partnership with France. But not about disabilities. It is really aimed at developing and encouraging entrepreneurship. That's very interesting. It would be good to give an opportunity to everybody to ask some questions.

I did want to ask a quick question in terms of the personal budget in Belgium. Can this be used for services connected in some way with supported employment?

Mr Luc Henau: That's not the goal but it is done. I haven't seen it, but I heard it said by others. This is very important. 10% of my staff also come from the target groups for whom we are working. I have a physician working for me who has multiple sclerosis at a far advanced stage. Even with the special benefits we have for transportation, this is not sufficient. She uses her own budget and what she gets for personal assistance to get transportation. A friend brings her to work. She cannot pick up her smartphone anymore. She has great difficulties. Someone hands her phone to her. Or a piece of paper. The response of the government was: why are you doing this? We are viewing it as a test. It is working out well.

Mrs Cyrielle Claverie: Thank you. I'm going to ask to hand the microphone around. Raise your hand if you want to ask a question. The gentleman back there and then Patricia.

Mr Jacques Marion: My name is Jacques Marion. I'm the Honorary President of Down Syndrome France and the Founder of another foundation called Down Syndrome 21 Gard. Thank you for your presentations Kathy, Laura and Luc. They have made me understand that what we are doing with our foundation is actually supported employment without knowing that we have been doing it for 12 years. I'd like to thank you.

I thought this was probably the case but the very specific information that you gave us reassured me regarding the work we have been doing for 12 years now. We came here with my neighbour who is in charge of the programme. Our success rate is 73.5%. And I'm talking about the signed contracts by disabled people that have a cognitive impairment. Most of them have Down syndrome. Most of them have had jobs now for over 10 years. We brought a DVD and you'll find it as you leave the room in a box on the left. We only have 100 DVDs and 120 people are here today. If you haven't been able to get one, come and see us and give us your contact information we'll send a DVD. Progress happens through exchange. We want to share with you everything we have accomplished. We are very proud

ROUND TABLE 1

of what we have accomplished. Proud for the people we support on a daily basis. I am myself the father of a young woman. She is actually 39. She says she is young, but she is not quite so young anymore.

And 35 years ago I never would have thought we would be able to achieve such results. When I heard you speak, my heart quickened. I urge you to take the DVDs and share with us your own thoughts and ideas. Nationally we are part of the collective supported employment that we heard from earlier. We are going to try and play a more active role nationally in France. We know there is a great deal of work to be done in France. Thank you. Help yourself to the DVD as you leave the room.

Mrs Patricia Scherer: Good morning. My name is Patricia Scherer. Director of FEGAPEI. We are a member of CFEA. I really believe in supported employment. This is the future. And I hope it is the near future for people with disabilities but also for all people who have difficulty finding their spot in the mainstream labour market.

I'd like to present the European Association of Public Services at a conference on diversity in Luxembourg, organised by the Luxembourg presidency. And I was very very surprised to find out that 15 countries in Europe have a diversity charter. The first country that created a diversity charter, surprise, surprise, was France, 10 years ago. I had never heard about that. I have been working in France in the sector for 3 years. We were there, employers, associations, fighting for lesbian and gay rights, for migrants, but there were very few representatives of disabilities, even less representatives of people with intellectual disabilities. We think about standardizing people so they fit in the boxes, the recipe for success. The economic model is the difference. It is written in the employment declaration of EASPD. To work more closely with employers. We are not doing enough to come out of the disability box and sector and to engage people that are around us, with employers and society at large. Thank you very much.

Mrs Sophie Cluzel: My name is Sophie. I'm the mother of a girl with Down syndrome and member of FNASEPH, an association of professional inclusion in the mainstream environment. We have tried to work for insertion in schools today. The organisation is the only avenue open to them. Financing is basically dedicated to the medical and social services. We just need ordinary support. I know the association that was just presented aims to get financing directly from the corporate world. We didn't talk about the involvement of companies, and I think a lasting solution is to be found there. We can't do this anymore. AGEFIPH is no longer the organisations that are working with us. We don't have lasting, sustainable financing. The only thing

that has been offered for people, it is only a cut and paste of SESSAD. We need to change track. We don't have any feedback. We are working on a case by case basis. We need to think, how can we involve companies into knowing who they would like to have as a counterpart. I'm talking about young people. People have failed in terms of the 2005 law if we are not able to support the young people in the transition from the school to job market.

Mrs Cyrielle Claverie: What you said will be developed this afternoon. I'd like to thank you for a very productive morning. As you leave the room to your left, take the escalators and you'll see some signs. We will be able to have lunch together and continue our discussions before we resume this afternoon at 2 pm.



ROUND TABLE 2

INSIDE PERCEPTION, THE KEY PLAYERS' VIEWS!

Mrs Marie-Lucile Calmettes
Director of Foundation Malakoff-Médéric

Mr Jean-Christophe Dahouindji
Job Coach, CAFAU Un autre regard

Mr Thomas Roquancourt
ZUB employee

Mr Frédéric Karinthe
Board Member of Fegapei

Mrs Dorothee Évrard
Professionnal Inclusion Counsellor, COS-CRPF

Mr Bruno Grollier
Director of Cap emploi 91

Mrs Cécile Leca
Training and Professionnal Inclusion
Unit Coordinator, MDPH 75

Mrs Sandrine Casenave
Diversity Officer, Siemens

Mr Éric Blanchet
General Director of LADAPT

Mrs Kathy Melling
Independent Trainer and Consultant

Mr James Crowe
Vice-President, EASPD

Mrs Gloria Canals
Director of AURA and
Board Member of the Fundación Emplea

Mrs Patricia Scherer
Director of the European affairs at FEGAPEI, Board
Member of EASPD

Mrs Laura Davis
Managing Director, Ways Into Work

Mr Jacques Marion
Honorary President of Trisomie 21 France

Mr Jean-Philippe Cavroy
Director of Club House Paris

Mr Jean-Michel Laborde
Association for families of people with head
injuries and brain damage

Mrs Sandrine Dhellemmes
Head of Social Integration and Disability
Department at Société Générale

Mr Michel Rigaud
UNAFAM

Mr Serge Volkovitch
disabled person

Mr Thierry Delerce
Regional Director of
LADAPT Auvergne Rhône-Alpes Limousin

Mr Jan Jařab
Head of the European Regional Office of the United
Nations High Commissioner for Human Rights

Moderators:

Mrs Cyrielle Claverie
Knowledge Manager at LADAPT

Mrs Véronique Bustreel
National Councillor Labour-Employment Training &
Resources at APF

ROUND TABLE 2

ROUND TABLE 2 INSIDE PERCEPTION: THE KEY PLAYERS' VIEWS!

Mrs Cyrielle Claverie: This afternoon I'm pleased that I'm not alone to moderate. This has been co-organised with the French Group for Supported Employment (CFEA). I'm happy to have the member of the board with me, Véronique Bustreel, who will be A moderator as well.

Véronique, can you tell us something about our session this afternoon? And how we are going to work this afternoon?

Mrs Véronique Bustreel: We wanted this afternoon to be participatory. We knew that this morning we would have more top down information from a great spectrum of organisations. This afternoon we want to give the floor to people working in the field as an opportunity for everybody to be involved in the discussion. As the President said this morning, we are building a French association. We are interested in all sources of information and contributors. We are laying the foundation for France.

Mrs Cyrielle Claverie: First we are going to be looking at the requirements of employers in the aftermath of the publication of the observatory of the employment of people with disabilities in companies. This was partly financed by the Malakoff foundation. The lessons from this observatory will be presented. This is focusing on the situation here in France.

Mrs Marie-Lucile Calmettes: Good afternoon. Thank you for giving us an opportunity to speak. Our foundation is very young. We were founded in 2013. You know the group Malakoff-Médéric has been committed to people with disabilities. Supporting sports with disabilities. And we have more than 6% of our own employees who are people with disabilities.

When we created the foundation in 2013, we thought that it was entirely natural to focus on disabilities. Something we thought was under control was access to employment and maintaining employment. We are also interested in access to healthcare. It is not why we are here today. We wanted to help our companies, we have more than 200,000 in France. To assist them in recruiting people with disabilities and reach the famous benchmark of 6% and going beyond the threshold of 3%. It is referred to as the glass ceiling. It seems impossible to get beyond it for companies, meaning that the friends with disabilities are kept outside the world of corporations. So, we decided first to listen to what the employers themselves had to say. And we heard a lot today from the organisations that represent people with disabilities.

And we heard from them what are their innovative solutions. And now the companies, how they will be involved.

The first thing was to take stock of the situation and review all of the literature and surveys done over the past few years. And this gave rise to a report. We have 40 by the door. If you don't get a copy, you can download it from the website.

From these studies we extracted a few issues we wanted to submit to companies. Questions such as: the law on disability, is it a good law or not? What is your experience with it? Do you experience it as a constraint or a downside in economic terms? If we don't put measures in place in France, things are not likely to change. Companies need to be involved. We need to know exactly how they experience and perceive the system. Over 600 companies responded to the survey. This was not accidental. We surveyed them last March when they were actually reporting on their own obligations in terms of the employment of disabled people. 600 companies, they were all sizes. We had companies that had less than 20 employees who don't fall under the legal requirement of 3%. So, in all sectors, all sizes and all regions. Across the board.

This first study will then be followed up by a qualitative analysis. We surveyed about 40 companies, submitting more open, broad questions to them without any kind of taboo, about the issues and promises they encountered. We also surveyed the people with disabilities, we wanted to have both points of view. That will be a second study. I hope I'll have an opportunity to present it later on. This study, the first glance of the observatory has yielded its first review.

So, the first conclusion is something that is certainly reflected in our logo. That is to say, the wheelchair is still there and seems to convey the idea of disabilities more than anything else. In other words, for the companies surveyed, 70% say as far as they are concerned, the law on disabilities is primarily about people with motor disabilities. Around 70%. And of course, these companies think they are not very accessible because their workplaces are not suited to this. Then for 13%, it is other disabilities. And mental disabilities is below this. There is a lot to be done still. Because 9 out of 10 disabilities are invisible. And corporations are not aware of it and not inclined to do anything about it. The companies say, for us, if we take someone in, we have to make adjustments. We need special equipment. That's what you do. When it becomes obsolete, it will be replaced. That is one of the reasons we are not getting beyond the famous 3% threshold.

INSIDE PERCEPTION, THE KEY PLAYERS' VIEWS!

And then there is something that accentuates this phenomenon. 2/3 of the companies think that only some functions are accessible to the disabled. 1 out of 10 think they don't have any jobs available for disabled people. We see this clearly. With the larger companies disabled people are in employed positions. And only 10% are in managerial positions. Here I have been looking at the glass half empty. On the other hand, there are the determined companies, the better pupils, who have really taken on this challenge and have been able to recruit and maintain the positions of disabled people.

These companies say to the other 94% of them, they want to bear testimony. They want to speak out, be advocates, and convince others. They say this experience has been productive for them, has completely changed their perception of disabilities. We need to do something about it. They have an opportunity to speak out and be heard.

So, we need to give this opportunity to speak out and speak in their own corporate terms. We don't want to make them feel guilty so they speak in a way that focuses on the situation. But we want them to have an opportunity to speak about the advantages and full contribution made by a disabled person to their company. Let me give an example.

Our own company has a person who works as a doorman, who welcomes people when they step into the company. It is significant for a company of our size. At the forefront you have a person who is important. And the General Delegate says he cannot do without this individual. He will be speaking about what Benjamin represents for the company. 90% of the companies say the issue is skills. They don't find the skills out there on the market that meet their own needs. We have worked on sourcing tools. They can find the required skills. We know it is possible if the situation is as it is. A law on accessibility that yielded the results that are well known because we knew that we had to make the law binding so that premises and workplaces are truly open and accessible to the people with disabilities. And, through this law, we had to make it possible that accessibility doesn't just mean a ramp for wheelchairs. It meant that we have to be open to all forms of disabilities.

And companies say that administrative processes are too complicated. That they are a deterrent and that they need help in this respect. Our foundation will now be in a position to simplify or streamline the administrative processes. We are thinking about a programme where we could pool disability missions in a geographic region. Or in an area, so that SMEs could use this know-how that will be developed by these special missions if they don't have the resources within the company to do that.

So, it would be a pool service that would be complementary to what already exists. Encouraging training in companies could be worked on. 60-70% told us they wanted to have specialised services. Of course, that is what supported employment is about. I want to thank the companies for working in that direction and our partners to do this work. We try to help the companies. As you can see, by doing this we come up with stronger arguments to make things happen and change.

Supported employment is a service adapted to the person with a disability. The second customer receiving the service is of course the company. Around this table we have people who are professionals in supported employment who speak for them. We also have people with disabilities. Our group is a group of professionals. Together, we can work and be even stronger. We all have our skills. With the foundation, we can make the voices of 200,000 companies heard. Those who have the privilege of joining us they need to be helped. And this is the right time to do this. I'd like to give you some more figures you can see in our survey. 33% told us that they intend this year to hire a person with a disability. When it comes to jobs available, 73% of them would prefer to hire a person with a disability, if it comes down to 2 people with the same skills. You see it is a virtuous circle to be set up. We have to be innovative in the future in order to get through this 3% barrier. It is innovation which will allow us to do this which will mean we can make available these tools and respond to the expectations of people with disabilities, mental disabilities, or, as Sophie was saying this morning, there are young people with mental disabilities who are more and more helped in schools. And who will be coming out of school in a few years with diplomas and good qualifications? For them we need to be innovative. So we can find solutions and help them find jobs. Autistic people are increasingly being helped in schools. Our organisation is setting up a programme for people with Asperger syndrome. Only 1% have jobs at this moment. There is a lot of work that needs to be done. We have to look at the issue of intellectual disability. Of course, when you ask somebody in the street, do you know someone who is affected by such disability, they say yes. Together and with the supported employment policy, we can open up new avenues so that these people can at long last find jobs.

And I think, today the time of reports is over. Now we know what has to be done. We have got ideas, not necessarily innovative ones. Supported employment has been around for some time. As we heard, more than a decade. Nevertheless, it is innovation for the public authorities, for funding this, what our association can do. Together we can convince people, prove that it works. Explain how it works. Work out the legal framework and the funding, and really get to grips with the political decision makers. You can't go back now. If

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we don't do it now, for years to come, we will remain at the 3% level. And we won't be able to benefit from the wealth that these skilled people could offer. Thank you very much.

Mrs Cyrielle Claverie: Thank you Marie-Lucile for your comments. Before we begin the round table, I would like us to be able to identify where everybody is sitting. First of all, Dorothee Évrard, you are an advisor for vocational training. Jean-Christophe is over there, advisor in supported employment. With Thomas on the right. Sandrine Casenave is over there from Siemens, in charge of the diversity programme. Bruno Grollier at the back of the room, from Cap Emploi 91. Cecile Leca is here from MDPH. Frederic Karinthi who is director of FEGAPEI. Before we begin this discussion, I would like to give the floor to Thomas and Jean-Christophe to simply give us a concrete example of how things can happen in the job situation. Wonderful story. Let's listen to them.

Mr Jean-Christophe Dahouindji: So, the idea is to hear from you about your experience as a person who received supported employment. What were you doing before?

Mr Thomas Roquancourt: Well, up until 18, I was in a different situation. I was in an institution. I was in a sheltered situation. I was doing training courses.

Mr Jean-Christophe Dahouindji: At 18 you sent an application to the MDPH?

Mr Thomas Roquancourt: Yes, I sent in an application to the MDPH.

Mr Jean-Christophe Dahouindji: So, what is it you wanted to do?

Mr Thomas Roquancourt: Well, I wanted to work in the mainstream job market.

Mr Jean-Christophe Dahouindji: Your social worker put you in touch with CAFAU. And you began the preparations for employment. What did you actually do?

Mr Thomas Roquancourt: Well, in CAFAU, I did some training courses, learning all about jobs and the work market and companies. I was able to follow a training course in the area of security, in companies that paid leave and sick leave.

Mr Jean-Christophe Dahouindji: You learned a lot more about life in the company.

Mr Thomas Roquancourt: Yes, I did.

Mr Jean-Christophe Dahouindji: And you worked on your own professional sector. What was your dream? You

did training courses that were technical. You had a dream, didn't you?

Mr Thomas Roquancourt: Well, I wanted to work in an administrative job.

Mr Jean-Christophe Dahouindji: We listened to Thomas' dreams and desires. There was one very hands on company. They said, we want to hire somebody with a disability. The company was Zub. It might be difficult to send people outside of the company. We talked about what the best possible job might be. We thought about the upkeep of hardware and equipment. By good fortune, that was actually where the company was placing people who were outside in difficult situations. We didn't want to jeopardise the position of others in the company. In the administrative service there was a lot of work filing and doing photocopies. We thought of Thomas. You began with a training course, didn't you? How did it go?

Mr Thomas Roquancourt: Well, the first training course went well apart from a couple of incidents. I had a hard time working with the other staff.

Mr Jean-Christophe Dahouindji: You worked with an elderly lady. You had some problems?

Mr Thomas Roquancourt: Yes, I did. After that it went better. I changed department. And I was put into the accounting department.

Mr Jean-Christophe Dahouindji: Okay, first of all you were working with somebody who didn't appreciate the fact that you needed time to adapt and learn. That person didn't want you to continue.

There was a first assessment. You changed. You went to accounting. Working with different people. At CAFAU, we did some work to adapt your working environment. Thomas doesn't remember. He made so much progress. It was 4 years ago. We did an assessment. Since then things have been getting better for you in the long run. If we did our work well, when things go better, you just fly with your own wings, don't you?

Mr Thomas Roquancourt: Well, I feel I need to continue to improve. For example if the company were to close, I'd have to find another job.

Mr Jean-Christophe Dahouindji: What we are talking about here is providing support throughout one's career. Not just simply finding one job. We meet occasionally, don't we?

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Mr Thomas Roquancourt: Yes, we meet once a week.

Mr Jean-Christophe Dahouindji: What happens when we meet? Tell us.

Mr Thomas Roquancourt: Well, we take stock to see what is going well and what isn't going so well.

Mr Jean-Christophe Dahouindji: Don't look at your notes.

Mr Thomas Roquancourt: Well, we look at what is going well. And what is not going well. We try to tackle the problems.

Mr Jean-Christophe Dahouindji: This year, 2015. Can you tell us a little bit what we worked on together? Can you remember?

Mr Thomas Roquancourt: Yes, we worked on the fact that I needed to find a flat close to my job.

Mr Jean-Christophe Dahouindji: It is true. It took 2 hours to get to work. And 2 hours to get home. In 2014, at the end of the year, how were you feeling?

Mr Thomas Roquancourt: I was fed up with the commute. At the end of 2014, I decided I was going to leave the job at Zub. And then we found a solution. And I found a 1-room flat near my job.

Mr Jean-Christophe Dahouindji: That was pretty ambitious. Some people were worried that it wasn't a good idea. They didn't think you'd make it.

Mr Thomas Roquancourt: I moved in January. My hours have been adapted at work.

Mr Jean-Christophe Dahouindji: Your working hours. Let's explain that. Thomas was working in the morning generally. Several times he arrived late and got ticked off. But we realised it was possible for him to work in the afternoon. He sleeps in the morning and comes in in the afternoon.

What was decided once Thomas lived closer to his job was to try working 2 hours in the morning. Then have a break at lunch. And work a little bit in the afternoon for 2 hours. And for the moment, how is it going?

Mr Thomas Roquancourt: It is going well.

Mr Jean-Christophe Dahouindji: What about the future? Do you think you need to be supported in the future?

Mr Thomas Roquancourt: Yes.

Mr Jean-Christophe Dahouindji: Tell us why? Well, as we were saying before, if the company were to go bust, then perhaps we might have to help you. You are not going to wait for your company to go bust. Have you thought about the idea of trying to look for another job? Perhaps having a new dream? Have we talked about that? About working in clothes shops?

I have been supporting Thomas for 2 years. I wasn't there at the outset when we were putting together the procedures. I met Thomas and started working with him at a time when he was accepting changes in his work environment. At the beginning things didn't go well for Thomas. It is important people find themselves with people who want to help them move forward. And, I think it is also a possibility for companies to discover the huge possibilities of working with people with disabilities. And above and beyond the jobs that people can do, it is important for companies to realise that the presence of people with disabilities can be a huge added value. I'm here on behalf of Aurélie who is Thomas' assistant, but who couldn't come. Thank you very much.

Mrs Cyrielle Claverie: Thank you very much for that, Thomas. I can well imagine you might want to work in a clothes shop. You dress so elegantly. Let's get to the heart of the subject and the issue of supported employment. For whom, why and how? Don't hesitate to take the floor if you want to say something. Véronique and myself may chip in as well. What I'd like to do, is think back to the survey mentioned and ask Frederic to comment about that. In France, supported employment. Who can benefit from this? What are the figures? The numbers? This study was conducted in order to look at the situation. Perhaps you can say more about it?

Mr Frédéric Karinthi: Good afternoon. I'll try and be brief. Nevertheless, it is a huge subject. Because FEGAPEI, back in 2013 launched, together with Malakoff-Médéric, a programme of support with the support services. A 4 year programme, it began in 2013 and will end at the beginning of 2017 and at the moment, it supports over 100 teams of employees/employers. Now, thinking of what was just said by Ms. Calmettes. We had to look at who really needs it. We decided to launch a study and present it. It was a study carried out by a specialised consultancy following a call to tender. That study looked at 3 subjects which concern supported employment: access, integration and careers. Careers, we haven't chosen the words maintaining a job. Career or development is a broader term. It analysed the supply and demand. Looking at 3 subjects, I'm not going to go over the 100 pages of the piece of work. It is available online. But it looked more specifically at 30 monographs

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by comparing 30 teams of employers/employees in the framework of support or no support. Its conclusions were qualitative in nature and echoed enormously by what has been said this morning, I think. We all drew the same conclusions. In quantitative terms, the study today suggests that we are talking about 75,000 people in France. Which is a lot. Some 2500 more people are coming onto the market every year, looking for supported employment. I suggest you look at the site if you want more information about the study. Where are we today? The project continues. It has taken on board the results of the study and is now continuing to roll out the methodology. And we have other associations helping us on the project. But also, we are looking at other issues. One issue which was mentioned this morning, which is inevitable now: the funding. Who is going to provide the funding? There are partnerships. The partnership I mentioned is an important one. Today, there is the health issue, where France spends a lot of money. There is also the employer aspect. Who represents the employers? The official funding bodies. I think, the public authorities and employers need to get to grips with this issue and need to make a commitment to covering in a coordinated way the relevant costs, to put together supported employment with the authorities, inspired by the results achieved so far and by the initial experiences and experiments which have rolled out. There, I summed it up.

Mrs Véronique Bustreel: Thank you for that quick presentation of the work of the GPS Emploi. It began 3 years ago. Is that the case? It is true that that experience was very important. Of course, it is very important to identify the fact that there are structures and possibilities that exist. You can see the people around this table that prove that. There are some specific bodies working in this area. Common law bodies as well. I think the important thing is that we have people who are experimenting, testing out new projects, such as CAFAU, that has been around for 10 years.

And others there have been around for a longer or shorter time. Coming back to the 3 issues. For whom, how and what? Let's hear from Dorothée Évrard.

Mrs Dorothée Évrard: I'm an advisor in supported employment. I have launched an experiment for 6 months. It is a new experiment. A pilot project. What we decided to do is to supervise support for people who have been involved in CRP, in training. People who have been out of CRP for 1 year or more. The aim was to provide support to these people. Most of these people have a hard time overcoming certain obstacles to get a job. We try to take on board their concerns and help them find a job. We have been lucky enough to have different premises in the department. We really can get very close to the people and help them find a job as simply and quickly as possible.

Mrs Véronique Bustreel: Perhaps I can ask you a question. You said that you provide support to people who don't have solutions. And yet they have been trained and given support. What are the tools that you use to help them even more?

Mrs Dorothée Évrard: Well, for the moment, I'm working with 4 people. We are working on an individual basis. I get in touch with all the people involved in the department. The employment agency, social services and other bodies. One individual I'm working with has to begin a psychological support program. He cannot do this alone.

So, he accepted that I made his first appointments. It is a tailored solution for each individual. We try to satisfy the different needs for the individuals and match their skills to the jobs. After all, they have skills. I have been contacting companies.

Mrs Cyrielle Claverie: One thing, we use a lot of acronyms in French. It is not always easy for the interpreters. We are trying to explain what CMP is. A centre for psychological support. It was mentioned by the speaker.

I'd like to hear from other people. I'm going to try not to use acronyms too much. So, I'm going to ask Bruno to take the floor and then others to take the floor afterwards. And let's find out what your various associations and bodies do. Many people are not aware of the French system.

Then we would like to know who the people that you work with are and how you link your own support services with other support employment systems. What about the links in these different programmes? Bruno, would you like to kick off?

Mr Bruno Grollier: I will be speaking about what Cap Emploi means. I'm leading one in Essonne. There are 102 in France, one for each department. The network which coordinates these 102 departments is Cheops. Previously there were 2 separate ones.

This concept of supported employment is something that we are very familiar with. Support is the DNA of Cap Emploi. We support individuals with disabilities and try to find them a mainstream job and that is fair to say that we have shortcomings. We'd like to be able to roll out supported employment for a larger group of people. Or at least some form of support. Strengthened support we call it. Partners around these individuals, to get them to find a job and keep that job. Allow them to change jobs and move up in the companies.

So, yes, the work we do in Cap Emploi is pretty much that. And of course we are part of the French association. And

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many of the people in Cap Emploi sign up spontaneously to the national association.

Spot employment is for who? We are generalists. We work in all areas of disabilities, including psychological disability. We also work with people with intellectual disabilities and others. For all people with different kinds of disabilities. The concept of supported employment is relevant. There are 2 possibilities. I think I speak on behalf of all the network when I say this. I am very happy to work with all bodies in France, in order to come up with partnerships and make the most of synergies.

For some of the people with disabilities, who really truly need this, the Cap Emploi staff are all convinced that we need to provide tailor-made support which brings together all support. Going into companies, perhaps going to the individual's homes, working with different stakeholders. You need to remember Cap Emploi is part of the public job services in France. Since 2012, that has been the case. So we have certain obligations. It is fair to say that partnerships are very important. And we work often between the different departments in France.

And above and beyond that, well, we perhaps need to think about Cheops which we have been developing over the years. We are adapting to new situations, to the requirements of people with disabilities. How can the offer develop in order to take on board new approaches, methodologies, quality commitments that have been drafted?

For me, this is a recent line of work. It is very recent for everyone at Cap Emploi. So, that's why we need to offer secured careers. And we are trying to help the individuals we have supported throughout the recruitment process to stay in the same company and be promoted because sometimes we only come in as problem solvers when there is an emergency.

So, what we try to do is to really integrate the person in the company. If you want more details on the way we work, I suggest that you meet up with your local Cap Emploi representatives. Some of us might be doing supported employment without really knowing it. Whatever the case may be, we have our own approaches and methodologies. I think these can be complementary to what you are doing on your side. Thank you.

Mrs Véronique Bustreel: To come back to what you have said, Bruno, to explain to the people in the room today, this morning we did not present the general situation, the context in France. What we know is that in France today we have 700,000 people working in the mainstream job market, in the public business or private sector. There are

a lot of people with disabilities working. There are also 500,000 job seekers with disabilities. A large number. And 160,000 people working in sheltered workshops. And 33,000 people working in adaptive companies. At Cap Emploi, you have about 150 people per year that you look after.

Mr Bruno Grollier: The general public employment services has delegated support to Cap Emploi for 77,000 workers with a disability. People who have been recognised as having a disability, we are trying to place in the open labour market. They are job seekers under the public definition, Pole Emploi. For the general structure, with limited resources, we have over 100 people. 750 actually. And that stretches our resources. We strive to provide tailor-made solutions. In our own agency, I believe that we can support about 60% of the disabled job seekers who are registered with the public employment services. We are not supporting everyone yet.

I was very happy to listen to the representative from Flanders this morning, telling about his experience. We are not as integrated as they are in Flanders. It might be a good idea for the individuals we might want to support and the employers. That is also essential. We need to listen to employers, especially in SMEs, who don't always have a specific HR unit. Or a specific adaptive unit. We need to be on hand to help them recruit people with disabilities. At all stages: training, recruitment, job retention. Compliance with the law. And I think we have heard it said this morning, we are not a medical institution, we are in the employment services, which has its advantages and disadvantages.

What Cap Emploi does, sorry if I'm advertising our own services, is manage the needs of people with disabilities. And we are also ourselves managed by associations who represent people with disabilities. Now, administratively, this structure is not always the most adequate, and we do need to find complementary resources in order to provide the best service we can.

Mrs Véronique Bustreel: Regarding supported employment. There can be general support or tailor-made support. Continuous support. Or off systems. The system you mentioned, enhanced support, becomes more and more relevant in the context of growing unemployment in France. There needs to be a more continuous approach to supported employment. I'd like to hear from Cecile Leca, representative of MDPH in Paris.

Mrs Cécile Leca: Thank you. I hope everyone can hear me. Thank you very much for the invitation. I'm very happy to be here. I have heard a lot of very interesting remarks this morning and this afternoon. I was very happy to hear

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testimonies from people around the table. And especially hearing from Cap Emploi who is our partner who said they also want to work towards supported employment. Because unfortunately today the will might be there, but the resources aren't. That is unfortunately the case in Paris. We cannot provide supported employment at the degree that was presented this morning. We do need to have a tailor-made approach. We need a long term approach, every step of the way. I'm in charge of coordinating the team for professional training and placement. We meet training requirements for young workers or those who are older, and we also distribute benefits, such as adult disability benefit. We also guide people to sheltered or mainstreamed jobs.

The Paris MDPH is very young. We were created in 2005. So, we are only 10 years old. As a 10 year old child, we have a lot to learn. We cannot function on our own quite yet. We are still relatively modest. MDPH is present everywhere in France. We are a public administration. Our role is to allocate benefits, recognise benefit claimants. There are a large variety of benefits. Child benefits, old age benefits. Our mission is described in a law from 2005. In accordance with this law we should meet the requirements, needs of claimants and allocate benefits.

Our first line of work is assessment and screening. In Paris, we receive 42,000 claims each year for which we need to screen on a medical level, on an occupational therapy level, or with nurses. So we receive a large number of claims. We need to screen these claims in order to allocate benefits.

How can we best assist the individual with these benefit claims and find the correct support mechanism that follows? So, we are on the front line, as I said, and we need to listen to the person. We need to assess the needs of that person. And we need to guide them to other partners, for example Cap Emploi if they are looking for a job or training partners if they are looking for training.

To answer your question, I completely agree with everything that was said this morning. It is true that the population that we have the most difficulty in integrating is people who have intellectual disabilities or mental disorders. That is also the feedback from our partners. Often these people will come to us claiming benefits. They will not dare ask for professional guidance. They often have a very low self esteem. They suffer from a social stigma which makes things very difficult to find a job. So that's why we need to place a lot of our efforts to target this specific group. People who have difficulty understanding how a business works. Understanding social dynamics. And who often repeat failure after failure and who have a lot of difficulty finding their way.

So, for us, we feel that people who suffer from mental disorders are the ones who really need support. I am not saying that people with other disabilities don't deserve support or that non disabled people don't deserve support. Of course not. If everyone could have the same resources as CAFAU, I think we could help everyone.

Mrs Cyrielle Claverie: I have a question for Jean-Christophe on the issue of the groups that you work with. Now you have some experience with CAFAU, who exactly are the people you help? And what exactly do you understand by reasonable adaptation of the work schedule? Is that to be considered as supported employment?

Mr Jean-Christophe Dahouindji: Thank you for your question. The groups we work with are often people who suffer from low self esteem. People with mental disorders. People who have had difficult experiences. They need to build their self esteem, build their self confidence before they can try to find a job where they can bloom.

Our working methods are specifically targeted towards people with intellectual disabilities or mental disorders. And what we organise are group workshops, Thomas participated in one of them. What Thomas told you about those workshops is what he recalls. How to work in a business environment? There are also other aspects such as stress management, managing one's emotions. That's essential. Especially for people who have specific vulnerabilities.

And so, we are trying to help people progress step by step towards work. We also work with the MDPH. When they meet with someone who could work in an ESAT but has not asked for professional guidance yet, then the MDPH, who is familiar with what we do, can refer us to this person.

So we are ready to assist the person to help them find the right services. So that's how we come in contact with the people we help. We now have a wider range of disabilities that we are managing. Everyone is different. Sometimes you have multiple disabilities. For example, there is a tremor disorder. A person who cannot write by hand because he shakes. But, he had his own business. He had his newspaper shop. And he would like to change careers. And we are trying to figure out how to help him out. In France, we can help people who have been officially recognised as a disabled worker. So, anyone can come to us. But in fact, in 95% of the cases, we support people with mental disorders or intellectual disabilities.

Mrs Cécile Leca: Yes, you mentioned official recognition of disabled workers. So, this is a status that is handed out by MDPH and it covers a wide range of disabilities. As soon as there is a disability or obstacle, barrier to entering into

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work or staying into work, then, people can benefit from this specific status. And this status will help them gain access to benefits, tailor-made support in training, in job seeking.

So, obtaining this status is the necessary first step. And this status can be claimed from the age of 16 onwards. What the MDPH can do is speed up the process to benefit from this status. Because the time it takes to process the claim can be from 2 days to 1 whole year. And since the status is necessary to gain access to other benefits, it is necessary to work very fast on it.

Sometimes young people are in difficulty. They don't want to claim this status, because they don't want to be seen their whole life as disabled workers. Sometimes they don't want to be shoved into a sheltered workshop. They don't want to claim, or their families don't want them to claim special status. But they are just wasting time. What we are saying is, it is not a label.

We are still trying to get to know the person on an individual basis. We won't call up the potential employer and say, that person is disabled. We will present things in another manner. That person has special needs. We need to tell the employer. You said you prefer to work in the afternoon. The employer has to know, to make things clear. This special status of disabled worker is the necessary trigger. No one should waste time or be too shy to claim it.

Mrs Dorothée Évrard: Regarding the renewal of this disabled worker status. In our pilot project, we decided to open our offices to people who have not made this claim. People who are disenfranchised, who are no longer familiar with all of the administrative procedures and are no longer registered with any benefit agency. We have already targeted 2 people who are in this situation. We need to support them along the way, to show them what benefits they can claim. And of course, we support them with our partners, with counsellors in the MDPH to try to speed up the processing of the claims, to make sure these people can enter the labour market as fast as possible.

Mrs Cécile Leca: People with mental disorders have had access to the disabled status since 2005. Before 2005 people with mental disorders could of course find a job. They had no access to specific services that were offered to people who held the disabled status. Things have changed with this law. Now people with mental disorders can have access to ESATS or sheltered workshops.

Mrs Cyrielle Claverie: I wanted to come back to what we have been hearing on ESATS. One of the main partners in supported employment is business. Sandrine is here with us. She works with Siemens corporation and you have

launched an initiative which has to do with this transition from sheltered work to mainstream work. I'd like you to tell us about what you are doing with this initiative and what Siemens is doing with supported employment. How could we create a partnership with a corporation as large as Siemens to promote this?

Mrs Sandrine Casenave: Siemens created in 2009 a system, I won't give all the details about it. We now have at the head offices about 15 people, who for the most part have a mental disorder and who work in administrative positions.

These people are not Siemens' employees. They are people who used to work in sheltered work but who wish to transition towards mainstream work. And what we offer is support in this transition phase. A stepping stone towards the mainstream working environment. As an employer, what do we do? We tutor them. We give them work to do. And we also take into account the specific needs of these people with mental disorders. We offer part-time work and training. We call it place and train. On the job training: we don't train people before they come to us. We have a tailor-made approach. And we also partner with supported employment structures. So, we have been partnering with LADAPT for a long time. Some of the individuals we work with come from ESATS and so our partners are the ESATS themselves. And I think it is very important for us to understand who does what. Who is in charge of what aspect of the persons' working life, and so on, for each individual working at our head office we have one specific partner with whom we meet every month to assess what has been going on, to discuss what has been positive. Because we have realised that positive reinforcement is very constructive.

Because as we have heard this afternoon, low self esteem is an issue for almost all of the people we have had working for us. Without generalising. It is a widespread issue. So, we use positive reinforcement. We try to see if there is maybe a new responsibility that they could take on. Maybe there is a new career that they want. Maybe we can add new tasks. For example, checking expenses claims, which is a little more complicated. But we will wait for the person to be ready to assign them this type of task. We also work with occupational therapists. With actual job coaches as well. And thanks to these partnerships, we can have a better idea of the emotional situation, of the cognitive capacities of the individuals who work for us. We have never actually used the term supported employment. But maybe, what we have been doing all this time is in fact supported employment. Actually, it is in that frame of mind that we are doing it.

Mrs Cyrielle Claverie: Thank you very much. That gives us information on how colleagues working with disabled

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individuals is also an essential aspect of supported employment. Frederic you talked about this triple relationship, that was at the heart of the service, GPS. You need to have the company, the person and the service provider.

Mr Frédéric Karinthi: That is essential. There are 3 parties signing the contract. It is a balanced contract. Each party retains their autonomy. Because the autonomy of the individual needs to be guaranteed. And with this tri-party contract, the individual can assess the quality of the services provided. Mr Henau who was here this morning mentioned it as well. The problem sometimes is that you have service providers who are doing business as usual. That's why it is essential. Through this contract, each one is on equal footing with each other. Another one of the findings from GPS on employment is that there are different situations, depending on the size of the company. I'm familiar with Zub, the company which is represented here. It is a small to medium sized business. But they do have a rigorous approach regarding the services.

What is more difficult in large corporations is that often the special unit for disabled people is in the head office. If they don't have representatives in the local facilities around the country, then you won't be able to get in. You'll find people with a poker face telling they don't have time to see you, because there is no communication. But, if the disabled workers' unit in the head office has contacted all of the potential partners in local areas, who are effective professional partners, who aren't asking for charity, who aren't pushing for corporate social responsibility, but who want to provide a recruitment service, then in that case that is a more constructive and positive approach.

And then, in an internal memorandum, this will play an important role. It is important. It is between the departments. If you don't have it, we fail. If the central disability department says, I'm going to call so and so, and that person sends him back, this is very important. Sorry if I'm so insistent. It is fundamental. It is what Ms. Calmettes said earlier. We hope to get help from the Malakoff group. They are in contact with the people. It is an approach that will make it all work. And this is how it will work at grassroots. Going back to Sanofi, one of the largest pharmaceutical company. We went in through a department head who was able to take it up the chain to the head of the facility, all the way up to headquarters. It really came up from the grassroots or the field level. That's important to understand.

Mrs Véronique Bustreel: Frederic, what you were saying right now is just how much supported employment can happen in a very large corporate structure through decentralised units or entities. You are also working with small companies that don't have human resources and

who may not have the large apparatus to have a disability department for the whole company.

Mrs Frédéric Karinthi: Yes, there is something more needed for SMEs. They have to be able to figure out the maze of subsidies and help that's available to them. To figure out their way through them is difficult. It is a major obstacle. It is something we have all encountered. How do SMEs have access to the funding and the subsidies from the government and through other partners?

Mrs Patricia Scherer: We carried out a small project called Subskills. We organised a focus group with employers. If memory serves well, this was 2 years ago. They came from Carrefour, EDF, a retirement home. They were all ready to hire people with disabilities, either mental or physical. But they didn't really know how to go about it. It was interesting to see that they were willing. But they didn't really know what to do. And they had nobody around to say, this is what you have to do and this is how we are going to do it. They simply couldn't conceive how to go about it.

With this project we were able to understand it. Not only the technical skills were lacking, it was rather all the soft skills, the social skills. So, HR heads are not so much concerned with the technical skills. They are really more concerned about the soft skills and the social skills. And this is what Frederic was saying. We need to work on those skills with those companies who simply cannot conceive how it can work, how they can make it work.

Mrs Marie-Lucile Calmettes: This is shown very clearly in our report, we surveyed both the managers in SMEs or those working in HR. They said the same thing. They don't know how to position themselves. The information flow was not that good, they said. And if a person is identified as disabled person, that is one thing. If the person doesn't communicate about his/her disability, they think it might play against them. We have to send out a different message and raise awareness. It is not contagious, it is not a disaster. They live happily with their disabilities. Let's take out the drama out of it. We need to really work on unplugging this major block. Otherwise we are not going to succeed. And we are always going to be using words. And this is very well explained and shown in our study. And, it is very clearly expressed by all the managers surveyed who really don't know how to go about hiring. There is a human side. We can do something by proposing concrete solutions, very practical tools that can be used in the field. Tools that have been identified, tested and tried.

Mr Éric Blanchet: I would like to follow up, because I think that we are at a crossroads. There is the 2005 law, when it comes to accessibility, and now we are looking at

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employability. And this very nice law that sent out a dream to citizens with disabilities simply failed to deliver on the promise. Why is that? Yes, there is a collective will, but there is a lack of political will. On the right or on the left, they were not able to turn it... This is the situation today. There is one thing that has been left out. Companies have progressed. There are always good and bad people. Companies have tried to tackle the issue. We know that some partners are involved, trying, and they are here today.

Europe is mobilised. There may be one thing that we have forgotten. It is exactly what you have been talking about. To bring on board French citizens, the people have not been brought on board. Overall, on the perception of disabilities, all you have to do is ask the man or woman on the street. They just see people in a wheelchair. If you talk about mental or cognitive disabilities. What? You want us to work with people who are crazy, people say. People don't understand and don't know. From an educational standpoint, French people have not been brought on board. Whereas the subject touches upon a society wide issue. Because, making progress on disability means making progress for all of us. We are talking about illnesses that can constitute disability. So people who are not specialists and who don't work in the areas of health or in the social realm don't really know what it all means. It is time to talk about these topics. It might be difficult in terms of citizenship. It really is a distillation of human rights. Why would we exclude disabled people from certain rights? People don't have the right to vote. There are 9 million people in this category. This could really be a swing vote. It could be a real way to affect change. And then there is the media. Politicians continue to talk about disabilities in a paternalistic way, which is extremely annoying. I think the movement has to come from people with disabilities themselves. People who are convinced that by talking about this, the society at large will benefit. So, I think we have to find a new way to talk about these topics. Otherwise we end up with the same answers. With all of the work we do we see the outcomes and the outcomes are not always satisfactory. In spite of all the energy put in by the volunteers and professionals. The topic of supported employment seems to unite everybody. Everybody agrees on that. We need a taskforce now. We have elections soon. It is something that could be used. Children and adults. For everybody. To target civil society.

Mrs Cyrielle Claverie: At this point, I would like to ask our foreign guests about these questions we are raising in France, what do they think about all these questions? Do you see similar things in your countries? Laura, Jim, Kathy. I think Luc is gone. Does this seem to be reminiscent of what you see? You talked about how this was put into place in the UK. Do you have any suggestions or comments?

Mrs Kathy Melling: It is interesting in terms of some of the categorisation. One of the things that has been pivotal in the UK in changing things has been around the equality legislation disability discrimination act. Based on the social model of disability, as opposed to the medical model. There was also quite a significant report published by Dame Carol Black. She looked at the cost of illness, sickness and disability on employers, and the high level of absence in relation to mental health. That really has been pivotal. What we have now, especially around people who have mental illnesses, we have a large campaign and a large initiative going on for some time, called Time to Change. Quite a large advertising campaign. Recognising that either 1 in 3 or 1 in 4 people at some point will suffer from mental illness. That's a significant change in terms of taking away the stigma of people with a mental health condition.

That really has been quite significant. As well as what you have now in the UK around mental health, there is now something in the workplace, people are taking on health and wellbeing charters. And mental health first aid. What they want to do is retain their workforce and not bear additional costs. If you think about it, if 1 in 3 or 1 in 4 people are going to suffer from mental health issues, that's a significant bit of the workforce, 25-33% of the workforce. There is a lot that can be learned from that. Disability affects more people. There needs to be openness and willingness to discuss it, from my experience in the UK.

Mr James Crowe: One point that was being made from LADAPT about voting and people with disabilities. In Wales, certainly for a number of years we have been encouraging people with intellectual disabilities to register to vote. I don't know if there are barriers in France to that. They are able to vote. We work with the political parties, encouraging them to print their manifestos in easy to read English and Welsh. And we do it with other NGO's. We'll be doing it this spring. We have Welsh elections next May. A number of organisations across the UK have been lobbying for many years about polling stations to be physically accessible to people, and the adaptations that need to be made. Perhaps sensory impaired people can use the voting cards. And they do surveys. They ask volunteers to assess polling stations for accessibility. They are scored and the details are published and sent to the body that oversees fair elections in the UK. I was asking one of our facilitators at the end of lunch about people with physical disability in France, about access to employment. Véronique was saying, people are becoming increasingly active about that. So, I think, our politicians should be held to account about the rights of people with disabilities to get a job, to get access to help for public services which are available to everybody else. Why not open them up to people with disabilities?

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Mrs Gloria Canals: The problem is partly internal and with the professionals who are working with the disabled person, the professionals working on integration. In 2009, we had a very difficult time in Catalonia. We had a round table, bringing together people with disabilities to try to devise a different support mechanism for each type of disability. There is a website, it is in English and Spanish, but not in French. It took 2 years to get the agreement for all the different types of support. And it has been signed. So, I urge you to go to the website and you can find the result of this work.

Mrs Kathy Melling: I just wanted to say one last thing about people with learning disability that you can perhaps benefit from. In 2001, in England, we recognised that people with learning disabilities had poor life outcomes. Too many people were consigned to stay in long-stay institutions, and were denied many of the things that we take for granted. There is a policy and strategy. Valuing people now, people with a learning disability. As part of that strategy it had a strap line along with it. One of the straplines was, nothing about us without us. No decisions, nothing around people with a learning disability, political decisions were made without making sure they were co-produced with people with a learning disabilities and their families. There was a “valuing people now” team that I was a part of. There was a Director and also a Co-National Director. Someone with a learning disability. That puts a marker out there in terms of what people with a learning disability can do. And being able to define what a policy should look like has been instrumental in changes in the UK as well.

Mrs Cyrielle Claverie: I wanted to come back to our situation in France. And see how the different jobs, agencies work in their region. And what was the collaboration between the different actors. What is there, what needs to be done. And this will probably bring us back to the 3rd issue, which is: what can we do together to improve appropriation and dissemination of supported employment? This evidence based methodology, what can we do so it can be put in place and work in France? Maybe we can hear from people working in the field. Maybe Jean-Christophe, you can tell us. How does this work with the other mechanisms and programs there to support people with disabilities?

Mr Jean-Christophe Dahouindji: At the departmental level, there are certain recommendations. And the result is that we are now well identified people. People know who we are. I'm talking about a town north of Paris. But, it was a step by step process. It took some time, especially with those who work in the social and medical fields. The professionals. In the corporate world, it is much more difficult. They don't see us as people involved in the jobs field.

We heard about it this morning. With the example given by Mr Henau in Flanders. We need the change. We are no longer talking about a medical/social issue, but a corporate issue. And, when we have to collaborate with other support services like The CMP's, the ESAT's, all the agencies that are involved, the collaboration is without any problems. And I will even say, it is rather natural for us to cooperate.

The fact is that our support is really, in the broadest sense, a proximity type service. And our partners tend to think of us in certain situations. In some cases we will go and find somebody else when we don't really have the skills or competences required to handle a situation. If you take Thomas' situation. He doesn't know how to handle the whole question of transportation or housing. We can go out there and try to find solutions. So, it is also in our support culture. I don't have 150 or 200 people to support. And that's the important aspect, the ratio. Your geographic coverage. I can well imagine that in a different area, it is on a different scale, it would be entirely different if you looked at Cap Emploi.

Mrs Véronique Bustreel: Bruno, what's your response to this?

Mr Bruno Grollier: I think the partnership with other actors is important. Because Cap Emploi can't do everything. In our region, we are working with LADAPT. And that's very well suited for the target audience. This is how I approach it. Cap Emploi basically offers services. Our partners, other actors who support disabled people, also offer specialised services.

What is important is that disabled people and employers can benefit from the whole range of these services. They don't overlap. They are there to benefit the employers and the people. We try to work with various social support services. They are one of our key partners. So, that they can take over in some situations where Cap Emploi can't. The job placements services prepare the person, they provide the training and place that person. We will look to somebody else to hand it over to. Maybe provide ongoing supporting services. And, it is difficult. There are not that many spots available.

So, there are not that many solutions available. LADAPT has developed another service in our department in Essonne. It would be important to work with our departmental councils. I apologise to our foreign guests. There are some spots and they are financed. I don't quite know where that financing comes from.

Mr Jean-Christophe Dahouindji: It is the regional health agency.

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Mr Bruno Grollier: I think it would be wonderful if that agency could finance some spots, some slots for supported employment. And I think, Cap Emploi should be working with partners. And we would be able to hand off part of our partners to them. To the benefit of the individual.

Mrs Cyrielle Claverie: Maybe we need to explain something. The regional health agency is really medical and social and the other agency has a holistic approach. If that's what you were referring to. Because we also have a job coaching project, which is not yet operational.

Mr Bruno Grollier: Let's try to be patient.

Mrs Véronique Bustreel: Well, I think what comes out of what we have been listening to for some of this afternoon is, this whole issue of readability. How can we identify all of these initiatives, experiences, local, micro-local sometimes? National. I know something about what goes on in companies. I have a problem. I represent a company and I have a problem, who do I go to? Do I go to the job agency, somebody else? People don't know. It is for us an important issue. We need to help companies know who to turn to. Make a map of what is going on and put this together. How can one get help and where one should turn to. So, let me come back to what you have just said previously.

Mrs Dorothée Évrard: I had to take people to training courses in companies. Support that. I did it recently in fact. Employers feedback was: well, we have people who have a disability. And they do need to be supported. To adapt their workstations. Their question to me was whether there is a one single stop shop? So they don't have to do things again and again? Something needs to be done here. There is the same issue for the people we are working with. They told me recently that they are quite lost. Too many people to turn to, depending on what they need. Couldn't we just have one person to turn to? And they could pass on the request to the responsible person.

Mr Frédéric Karinthi: I would like to rectify something that has been said. I apologise Christophe. There are 6 members working in GPS. It is co-funded between the private sector and the agency. It is true that ARS is the driving force. The aim is to move from local private actions and to come up with a national programme co-founded and promoted by the areas and the employers through the ad hoc structures. Which are basically funded by the companies. That is the idea on which this concept is based.

Mrs Cyrielle Claverie: We were talking about this issue the other day. Supported employment. Adaptation, workstations. And funding. So, perhaps you could tell me what your position on this is?

Mrs Sandrine Casenave: Well, yes, what seems to me inevitable and essential when it comes to supported employment is the fact that we identify potential partners. Also, how we fund it. Funding it on a permanent basis. Companies are more interested in long term funding. If we talk about careers, we shouldn't confine ourselves to funding immediate supported employment, but long term employment.

In the structure I talked about with you earlier on, we are lucky enough to have the top level people. And to get funding, we have the possibility. This is in the framework of the agreement. When we negotiated the agreement, I was really nervous. I was wondering what was going to happen. I was hoping that the new people on the other side of the table were going to be supportive of the project. I don't have answers. I'm saying the major challenge in companies is going to be the funding. Who is going to fund it? I think if all companies are asking for this, probably they are going to realise how important it is.

Mr Frédéric Karinthi: Yes, I fully agree about making sure it is lasting funding. But there are public bodies in every area in France you could get involved with.

Mrs Marie-Lucile Calmettes: I'd like to come back to the concept of dual clients in supported employment. The companies are asking for help understanding disabilities, maintaining the person in a job. But also help in order to smooth out the bureaucracy and red tape. We were thinking, the supported employment structure could have a chapter providing help to get through the bureaucracy, proving we are working for the companies as well. And thereby supporting the idea of co-funding. This is just an idea. We are probably going to be exploring this in more detail. One of the keys to future success.

Mrs Patricia Scherer: One comment. When I came to France 3 years ago, I was given a list of 10 pages of acronyms in the medical centre. Even today I still have a hard time identifying all the different players. I have a question for James and Laura. I know what is happening in the other countries. Learning disability in Wales... You mentioned it briefly. The "people first" policy you have in the organisation. In France, as you may know, self advocates or organisations where people with learning disabilities and intellectual disabilities represent themselves are not yet very developed. What people did the "people first" organisations have on employment, on this topic, in your countries?

Mrs Laura Davis: Certainly around things like the equality act. That came as a movement from people with disabilities and their families saying that this is not good enough and we deserve better. And that's how the movement became

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enshrined in law so quickly. Individuals and their families have more power than they realise. It is important to understand. In the organisation that I work with, we now see social enterprises, small businesses being set up by people with disabilities to actually promote and self advocate. Employment is high on that agenda. It has moved from people being part of, to people setting up their own organisations to deliver some of this stuff. Things are moving quite far ahead within the UK.

Mr James Crowe: I would say, the self advocacy movement in Wales 20 years ago was nonexistent. In that time it was local groups. It developed Wales' "people first". It has been functioning well for the last 15 years. That organisation, voted for employment issues. And I think, it makes sure that its views are put under the attention of the Welsh government and the benefits organisations from the UK government which organises benefits for disabled people. It probably would say it would like to do more. But I think its voice is increasingly being heard but not always being listened to.

Mr Jacques Marion: I'd like to talk about our experience in the area of the Down syndrome association in France. Philippe said this morning, we have modified the statutes in our regional and national association so that people with intellectual disabilities, (we also have people who don't have Down syndrome but other disabilities), can actually be active and present and have their voice heard in the board meetings we have. It wasn't simple. We wanted to bring on board facilitators to help these people participate fully. Because they are the ones who initially made that demand. Earlier on we were talking about this in more detail.

So, these are the individuals who have asked very clearly that they be present in the decision making bodies. So the decisions which are taken are their decisions and not the decisions of adults who are indirectly concerned. That's what we are moving towards. It is closely linked to this work. These are the people with disabilities who are demanding jobs. We needed to invent what I have explained this morning with the video I suggested you pick up when you leave and have a look at later. It is their demand. That's why we have acted. As Philippe said this morning, if there is no political resolve on the part of politicians, I do hope there are some in this room who hear it. They have the power to change things. We were saying earlier on, all the gaps that exist. I can't remember who said it. Loopholes that exist when it comes to understanding. To what extent people understand disabilities. If we want to change society, we need to change attitudes of people towards disabilities. We have to do a lot of lobbying. We need to find a way to do it. Lobby politicians. The problem of disabilities, the UN convention, the 2005 law. All very well. This morning we heard somebody saying that

the 2005 law was a failure. Well, we shouldn't pretend these things work well. Things are not working well in France. In schools we have changed the semantics. Nevertheless the situation is not better for people with disabilities. We need to radically change the classroom environment so people with disabilities can attend schools. Otherwise they will never be included and go on as we did 10-20 years ago. That's the political problem we have. There is a real break on everything we are trying to do around this table. These new experiments we are launching.

And this means we are unable to grow and develop these issues. If the report on the UN convention that should have been done under the presidency of Sarkozy wasn't done, let's hope it is done under the present presidency. Make sure it will happen. Make it happen. I sit on the board of CFHE. I'm trying to do things. I'm trying to change things in France.

Mrs Véronique Bustreel: We have half an hour left before we have to finish. It would be worthwhile to broaden the circle. We are talking amongst ourselves, and with you. Maybe there are comments elsewhere. Do you think it is worthwhile? We have been talking about the idea of spreading these programmes. Perhaps some of you may be wondering about this. So, why don't you comment if you have ideas? And what about those of you who have ideas about this? I'm talking about politics and politicians. That's important. There are other issues. Perhaps in the room, there might be people who want to comment on all this?

Mr Jean-Philippe Cavroy: Yes, good afternoon. My name is Jean-Philippe Cavroy. I'm Director of the Paris Clubhouse, a support provider for people with mental disorders. I found this meeting fascinating. I'd like to thank all the speakers. Most of what was said reflected my own experience in the Paris Clubhouse.

I have 2 questions now. The first one is, in supported employment, be it in France or abroad, is there not an aspect of peer support? Jean Christophe, do you rely on Thomas, or the co-workers of Thomas, to help each other out? For my second question, I had a question on the profession of job coach under supported employment. Do you consider that as a new profession with new requirements? Or is it a job that's already been around and re-named?

Mr Jean-Christophe Dahouindji: Thank you. I spoke about what we did in our own structure, in the CAFAU. For us, peer support is essential. Because sometimes we have people coming to us who don't know what they want to do. They want to work. But they don't know exactly how. We usually help them meet up with people who used to be in the same situation, people who are just one step ahead. And

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I have been working with Thomas on this. We are expecting him to come back to CAFAU to our workshops to tell us about what he has gone through. Today was, so to speak, a practice run for him. He is training to speak in front of a group. He will be coming back to share his experience at one of the workshops.

Because otherwise supported employment can be too much of an imbalanced relationship. With the tutor or job coach giving a lot. We are trying to set up groups, discussion groups, with a counsellor, who is mediating the discussion. But the discussion is taking place among people who are working in the same line of work for example, who will be sharing their direct experience. Sometimes the messages are easier to understand when they come from someone in a similar situation than from a job coach. And regarding professionalisation of job coaches, we have a multi disciplinary team. I have a background in occupational therapy and psychology. In the field of occupational therapy we have absolutely no training as regards to mental disorders. Our training only focuses on people who have lost one arm or who are partially sighted. And we are trying to fix the situation with bandaids basically. Now I have people who I am working with who are educators, doctors, who have different backgrounds. I think this pluri-disciplinary aspect of the structure is one of the aspects. I think that regarding the knowledge needed to become a job coach, it is not formalised yet. I think, it might be better to have a multi-disciplinary approach. To have people from different backgrounds.

Mrs Dorothée Évrard: Concerning the first question, I'm not able to answer you. Currently I am on my own. I have 10 people that I am supporting. I will be organising group sessions regarding the job of job coach. Articles have been written on this issue. And what should be required is more of a business background than a background in a medical institution for example.

Mr Jean-Michel Laborde: Yes, my name is Jean-Michel Laborde. I represent the Association of families of people with brain injuries. What can we do to push things along? There is a lot of inertia. I'd like to advocate for innovation. Innovation sometimes comes from where we least expect it. The person on my left spoke of his association which has been doing a lot in the last 12 years. And we are also part of the same type of initiative. I think that innovation can also come from our organisations.

Now that's maybe not enough to get rid once and for all of the problems. Madame Calmettes mentioned prejudice against people with disabilities in companies. It is true that most of the time when you think of a person with a disability, you think of a person in a wheelchair. That's not the case if you look at the statistics. Mrs Calmettes spoke of people

with disabilities who are suffering a lot, who have intellectual disabilities, or mental disorders. This puts us in a very delicate position. You have employers on one side who have a skewed view of what disability is. And on the other side people with disabilities who are misunderstood. We work with people who have suffered with brain injuries. An acquired disability. They have a lot of difficulty finding a job or returning to a job. Our experience has shown we need to do something about the situation. There are a lot of regulations, a lot of rules. What we actually need is an effective response. A response that meets the needs of this specific group. And what we found is that the people with brain injuries often have what we call cognitive disability, which is little known. And, we feel that there should be a specific category for the people who have this disability. And so we contacted LADAPT. And we defined a joint project, that has not been launched yet. We are hoping to launch it very soon. We are aiming to set up a supported employment project.

We wanted to be specific and tailor-made for people with cognitive disabilities. How far have we gone? What we need to do now is act. We need to experiment on the ground. See how things go. We need to do that in a streamlined manner. To prove our point. And so, we are thinking about small scale pilot projects. We have had speakers this afternoon telling us about other types of pilot projects. That's what we are considering now. But our major issue is, how do we actually get things started? How do we find funding? We have found partners and we are hoping that this materialises into financial solutions. How do we guarantee long-term funding? This morning it was said that the money is there. The rules are there. There is a lot of money around. The problem is with the resource allocation. And how do we allocate resources to a project that can have a tangible impact on the daily lives of people with specific needs? I'm not the first to say it. There are also issues with training, there is a lot of waste in training. I think resources could be allocated in a more intelligent manner. Maybe we need to report this type of situation. Because otherwise, if these people do not work, they are costing money. They are costing benefit money. They are not bringing in social contributions. So, what we need to do is set up projects that help integrate these people in society through employment by making employment easier. And I listened to what was said by Cap Emploi who mentioned a strong relationship with the family organisations. I think that is also essential. We have also contacted Cap Emploi. We have reached out to them. Sometimes dialogue can be very difficult. Cap Emploi is decentralised, a local organisation. Their resources are also limited. But I think that with local contacts, we can manage to get things going. I hope that it will be the case for our pilot project as well. What we need to do is act. We need to see the tangible impacts. And we need to start now. Without expecting all the conditions to be met.

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Mrs Sandrine Dhellemmes: Thank you. My name is Sandrine Dhellemmes. I work at the Société Générale bank. I admire everything that is going on in the field of supported employment. In large corporations it is difficult for highly qualified staff to integrate people with disabilities. So, in our specific field of work, some of the initiatives that were mentioned are not possible.

But I think we also need to think about the cost. It is costly for society to hand out benefits to a group that is disenfranchised, out of work. And at the same time, we do want to find solutions in work. But what we'd like to see is all these pilot projects producing a results matrix that enables us to say that with these projects, we can cut these famous hidden costs. Because thanks to CSR regulations, we have a much more efficient manner to measure direct and indirect impacts in the field of CSR.

And we have a culture of metrics in large corporations. Until we have the metrics, we have the feeling this doesn't concern us, it is not adapted to our situation. We can't replicate it. Unless we have the figures, even if we agree on the principle, we can't really do anything. Two conclusions. We need the statistics, the figures. Second thing, it is unfortunate that we don't have representatives from all fields of study. AGEFIPH, FIPHP. I would have had a lot of questions to ask them. But we also feel that job facilitators and organisations need to adopt a more comprehensive approach. Because we were told this morning that there are European reports that have not yet been translated into French. How is that possible? Do we have to wait for a company to take charge, to pay for the translation into French and then disseminate the report? Because everyone is expecting businesses to act and go one step further. But, we are seeing a lot of initiatives. I'm still waiting for everything to become more coordinated.

We have heard about the Malakoff-Médéric association that needs companies for the employment aspect. We heard a lot of information around the table. What will come out of this meeting? How can we ensure that the next meeting will be more effective? We need to be more effective if we want to have tangible solutions for people on the ground.

Once again, how do we get the figures? What types of studies exist? We carried out our own studies with Malakoff-Médéric: "Travail Handicap Entreprises 2025". You can find it on the Internet (travail-handicap2025.fr). So we need metrics. And we also need more coordination. Better coordination. Pilot projects are all well and good. We need to have concrete tools. We need to know who to go to. We need to know who to partner with. Otherwise businesses won't get on board. For now, it is more of a bandaid, DIY situation. It needs to be formalised. It is a call.

Mrs Véronique Bustreel: Thank you. This is an opportunity to say we have created a collective for supported employment. It was created a year and a half ago. It brings together the main voluntary organisations that work in this area. And we are open. We would like for other organisations to come and join us. We are thinking about opening a college with companies so that companies can contribute. This is in process. Last March at our general assembly we invited AGEFIPH, DGEFP and DGCS. They were interested in what we are doing. We are moving ahead. We are making progress. Our resources are insufficient, but we are on the right path and we need to build on this dynamic.

Mr Michel Rigaud: I am Michel Rigaud from UNAFAM. I represent the families of people with mental disorders. I agree with almost everything that has been said today. We are in favor of supported employment. This is something we have supported for a long time. One thing we haven't heard is the importance of continuity, to avoid jumping around. People who have mental problems have a hard time sorting it out if they have to change their source of support every few months or years. We were talking about financing. We need to have something that is formalised. As is the case with the SAMSAH. With fairly clear specifications. Financing that is known by everybody. And the disabled people will know where to go to and what door to knock on. This is the most important thing. That's my contribution for today.

Mr Serge Volkovitch: Good afternoon. My name is Serge Volkovitch. I am disabled as a result of a car accident 35 years ago. I have been able to develop a business. I was able to overcome my problems through sport. I was able to find a slot in which I could have a job. But I do need support to create my business. I would like to develop a business that would be coaching young people with disabilities. I would like to help young people with disabilities to overcome their problems. And I would like to get some help.

Véronique Bustreel: I'm certain that what you have heard since this morning is giving you ideas.

Thierry Delerce: My name is Thierry Delerce. I'm in charge for the Rhône-Alpes Auvergne Limousin region of LADAPT. It seems that everybody agrees on the merits of supported employment. I don't know if it is the solution or one amongst many solutions. The fact that everybody agrees it is worthwhile, if we are not able to move ahead, maybe it means that the blockage is elsewhere. We need to take a more systemic and broader approach. I'm not going to go into whether society always needs to preserve a margin to maintain its functioning. That's an entirely different issue. But, maybe the problem is borders. We see how important it is to have open borders. And you'll see what I'm driving at. But we need to have some kind of sense of border, because

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they structure us. Listening to all of you, this idea of borders is a real problem. We were saying this morning, how is it that the diversity charter is not known in this area? This is already amazing. It is a border. Maybe because the whole sector of disability is very shut off from the rest. And we are self sufficient and we don't look beyond. And this brings us to another question. How do you cross these borders? Disabled people need a passport, which is the recognition of the merit of disabled people to get financing. So they can move in a country that is fairly well equipped.

As soon as they leave their border, they will encounter the hell of discrimination. It is not only them who have borders. Those who finance schemes are the first ones to make sure they are not financing what somebody else could be financing. But, they will experiment. But the problem is, nothing is sustainable. There is another approach I believe, through companies. We are already seeing some hybrid mechanisms. We are seeing the aspect of people coming together.

If an HR director understands there are supported employment projects, he or she will have many ideas and will see the merit of having that support. Specific financing for supported employment has to be sustainable, to compensate for the difficulties of that person. There is a balancing act.

I would like to finish with the last border. My short term hopes from the medical and social sector. LADAPT has been doing that for some years. They have gone as far as possible with health insurance schemes to do all kinds of programmes, including SAMSAH, employability and other types of financing as well from civil society. I think we should be able to cross this border in a sustainable way and to say, with the finances we get, we do something beyond that border. Which is interventions with all of our skills. We have to be bold. And the national health insurance scheme has to be ready to follow us. Sometimes it is even less on board than everybody else.

Mr James Crowe: Our colleague is here. It marks the interest she is taking in this agenda. There is a challenge for employers as much as non-governmental disability organisations to actually take a step forward. It is not always necessary to wait to gather further data and information. It is really about your corporate governance responsibility and the profile in society. And whether you are willing to make your recruitment policies accessible to people with disabilities. That is something hopefully the Société Générale and others are looking at.

Mrs Sandrine Dhellemmes: We have already taken that step forward. As a company, we organise hiring forums

where we take all the top companies. We bring them together in The La Defense neighbourhood. This is how we empower and support through special workshops. And people with disabilities are taught how to write their resumes and how to conduct a job interview. Then we launch partnerships with the sector with the programs for forecasting the skills requirements. We have different software and training initiatives. Many people have benefitted from this.

And force people to work in co-management with sheltered environments. We create a circle so that these people can be hired on board into our organisations. We have launched forecasting perspective studies to try to remove blockages. We are doing certain things. They have to be coordinated. We are all doing something. We waited for 10 years for the law. The outcomes are not very positive. What I say is that we are working with the organisations, the job agencies. With the SMEs. We are working with enterprise associations. We are doing all of this. But it is extremely frustrating, because in spite of everything we are doing, we are not able to get beyond the 2.85% threshold at the end of 2014. It is astonishing that we work so hard and can't get beyond that glass ceiling. This is why we need the coordination, outside coordination, to help us make the step forward. This is something understood by companies themselves. We go to the discussions, work with the voluntary sector organisations. Cross cutting programs. We all know one another. But it is not enough.

Then we have to be honest. The companies are not the key to everything. Even if we have a budget. Even if we advocate, financing special programmes. And it is not always understood. Even though there is progress, it is not sufficient. We also have to defend this before our own executive committees. Why are we outside the company? If we only work within our company, then we won't raise this level. This percentage. You can be sure that French companies are very much committed to this. And it is not just within the disability departments, within the corporate structure. We work with this on a daily basis.

Mr Frédéric Karinthi: Perhaps I could take the floor again to comment what has been said. I'm Vice-President of the organisation. I think I speak on behalf of the organisation. You should join the association. That's really where the momentum is. The second thing I wanted to say is, commenting on what Thierry said, there is an American newspaper which published in 2012 a comparison between different solutions suggested. In the UK, Australia, Germany when it comes to supported employment. This whole issue, cooperation between different finances and the scope and the limits of the structures, is very revealing when you look at the case of Germany.

ROUND TABLE 2

The German association for supported employment has been working with partners at the Länder region and working at the federal level as well. 20 years of experience which allow us to understand what the issues are. We have translated these documents from German into French. We are going to put them onto our sites. Because it is interesting. An economic study looking at the American system, comparative studies looking at these 5-6 countries. It dates back to 2011. It is high-quality research. It is complex. As complex in Germany as in France. It is a back and forth process between civil society companies and the public policies. It is normal. A healthy debate. The problem is when there is no debate. I'm saying, there are sources of inspiration to find solutions.

Mr Jan Jařab: I wasn't intending to intervene again after my opening statement. But it was such a fascinating debate that I couldn't resist doing it. I will speak in English now. In the beginning, when I was saying those opening words on paternalism, on evidence based strategies in support of supported employment, I hope you all understood I wasn't characterising France. I spoke in general. If you did recognise some of the French issues in my description, that's fine. That was not a statement about France. I would have had the same statement if we had been in a different country or similar one.

Having heard the discussion here, I will have the courage to say something that is my reflection on France. Please, take it as being as a superficial one after one day of listening. It does seem to me that there are on the one hand some very encouraging efforts in this direction already in France in the direction of supported employment. Yes, there are some difficulties that need to be addressed, perhaps through inspiration from some of the other countries whose representatives were sitting around the table. Some of the difficulties seem to be, as was said by the representative of LADAPT, linked to the fact that there is a sophisticated system. But that keeps the development in the disability niche. Within a niche out of which, as we heard from the Flemish example, it is useful to step out. It is not a lack of sophistication, but over sophistication of one type of regulations and of rather technocratic knowhow. It was very interesting to hear about the 10 pages of organisations whose acronyms were relevant and could be here. France probably has more structures of this type than most countries. And, there might be something to be said in bridge building in other sectors. Bridge building towards other countries, as some kind of simplification. I know that is easy to say and difficult to do. Once complicated systems exist they are difficult to simplify.

One other thing I would like to go back to is what I was saying in my opening statement. It is in favour of a "can

do" optimistic approach in terms of the direct insertion of persons in the labour market, as we heard from some of the other countries, rather than investing a lot into preparation for the sake of preparation at various other stages.

It may be very well intended. There is a lot of experience to benefit from if the systems work properly, things are done which the general public is not able to do. To overcome that general atmosphere, in order to get there, they will need many more years. They need that support to get there. They need to be supported, not just at the moment of getting the job. But shortening that time interval. And making it much more direct. As we heard from the Flemish example, it could perhaps be a good advice. Thank you.

Mr Éric Blanchet: The subject of supported employment is interesting. It summarises what is going on in the NGO area. The institutions are at a crossroads. The choice of institutions, institutionalisation, is important. But for whom? For the right people. If one wants to offer that individual the possibility of achieving more autonomy. And I think what Sandrine said earlier on shows that we, the associations, can rise to the challenge and help companies to find their place in society.

We talked about inclusion. We all believe it is not right that people don't have their rightful place in French society. And I think that we need to ensure that within the associations, we work together. We shouldn't delude ourselves. We are in an economic environment. Associations dealing with funding. And we need to recognise what the various challenges and risks are. Today when an association is setup to work in the supported employment, they need to have real strength. They need to understand what is going on. Today, not everybody, I think, has the same understanding of what it is. That is the first thing. The second thing is, we shouldn't deny what is going on in the system. There are thousands of people working in the system. When we are talking about institutionalisation. When we see things changing, we need to understand what this means for the associations. It doesn't mean we are not going to do anything.

Policies wise, those in charge of the associations have to follow this development. Because our sector today is one which is facing 2 challenges. Either we change and evolve or we die. We are no longer to satisfy the needs of the individuals nor companies, nor civil society. Today, 10 years after we began, there is still the accessibility problem, transport problems. Well, I think it speaks for itself. We are responsible for that. If we cannot change things, then it means we are responsible. And I believe that supported employment has benefited people enormously throughout Europe. We have been helped by countries who have tested things. Made mistakes. Corrected things. Legislation may

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not be the same in every country. There are enormous lessons to be learned. That should help us.

There are companies, this year. Studies have been launched and published. Very interesting ones. A lot of associations were involved. They are real levers to help us make changes. Either we put them in a drawer and let them gather dust: Okay, fine, we meet again and nothing will change. Or we do something different. When it comes to those in charge, we must do something, now, this year. On this issue. Make changes happen. Because supported employment may be the first part of a new and different construction compared to what we have seen in France in the past. I think that increasingly, we distance ourselves from the real needs of people. We can see, when we look at the figures, they speak for themselves. The figures are bad. At the right wing, left wing. Whatever. Doesn't make any difference. We can see the policies. If we don't help them change, nothing will happen. We are the ones who know what needs to be done. It is up to us to trigger it. With you and the companies. The answer is working together. I think, as associations alone, we have a hard time making things change. If we can unite our strengths and build something pragmatic and simple and economically viable, I don't see why we can't change things.

Mrs Cyrielle Claverie: Thank you. We need to stop now, to let the interpreters rest, and the captioners as well. I would like to send a message out to Nicolas from the German organisation. Unfortunately he is not with us. He was instrumental in organising today.

Thanks to the captioners, interpreters, technical staff. You are all welcome to become members of the collective. Join LADAPT as well. You have information about all of that in your delegate bags. You can find at the back of the room the different studies and surveys that were discussed over the course of the day. So, get everything you need. We also have the Société Générale study on the website travail-handicap2025.fr.

Thanks everybody for your attention.

ACRONYMS

- AESE:** Spanish Organisation in Supported Employment
- AGEFIPH:** (French) Association for the Management of Funds Employability of People with Disabilities
- APF:** French Association for Paralysed Individuals
- ARS:** (French) Regional Health Agency
- AWIPH:** Walloon Agency for the Integration of People with Disabilities
- CAFAU:** (French) Accompaniment and Training Centre in Useful Activity
- CERMI:** Spanish Committee of Representatives of People with disabilities
- CFEA:** French Group for Supported Employment
- CFHE:** French Council for People with Disabilities regarding the European Issues
- CRPD:** Convention on the Rights of People with disabilities
- DESC:** Disabilities, Equality, Security, Careers
- DGCS:** (French) General Directorate of Social Cohesion
- DGEFP:** (French) General Delegation for Employment and Vocational Training
- EASPD:** European Association of Service Providers for Persons with Disabilities
- ECA:** Education Corporation of America
- EDEW:** European Disability Employment Week
- EDF:** European Disability Forum
- ESF:** European Social Fund
- EU:** European Union
- EUSE:** European Union of Supported Employment
- FEGAPEI:** (French) National Federation of Managers Associations Serving the Disabled and Vulnerable People
- FIPHFP:** Fund for the Integration of Disabled People in the Public Service
- FNASEPH:** (French) National Federation of Associations Serving Students with Disabilities
- GPS:** Group Health Priorities
- ILO:** International Labour Office

MDPH: (French) Departmental Centre for Disabled People

NGO: Non-Governmental Organisation

OECD: Organisation for Economic Cooperation and Development

SAMSAH: Medico-Social Support Service for Disabled Adults

SESSAD: (French) Special Education Services and Home Care

SMEs: Small and medium-sized enterprises

UK: United Kingdom

UN: United Nations

UNAFAM: (French) National Union of Families and Friends of Patients and/or People with Mental Disabilities

UNCRPD: United Nations Convention on the Rights of People with disabilities

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