



# **I01: Desk Research & Best Practices Analysis**

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Erasmus+

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## Table of Contents

<b>1. Executive Summary .....</b>	<b>3</b>
<b>2. Introduction.....</b>	<b>4</b>
<b>3. Target Group.....</b>	<b>5</b>
<b>4. General Situation in terms of long-term unemployment in each partner country .....</b>	<b>13</b>
<b>4.1 AUSTRIA.....</b>	<b>13</b>
<b>4.2 BULGARIA.....</b>	<b>17</b>
<b>4.3 CYPRUS.....</b>	<b>21</b>
<b>4.4 GREECE.....</b>	<b>25</b>
<b>4.5 IRELAND.....</b>	<b>28</b>
<b>4.6 SPAIN.....</b>	<b>31</b>
<b>4.7 UNITED KINGDOM.....</b>	<b>37</b>
<b>5. Needs Analysis .....</b>	<b>41</b>
<b>5.1 AUSTRIA.....</b>	<b>41</b>
<b>5.2 BULGARIA.....</b>	<b>42</b>
<b>5.3 CYPRUS.....</b>	<b>44</b>
<b>5.4 GREECE.....</b>	<b>46</b>
<b>5.5. IRELAND.....</b>	<b>47</b>
<b>5.6 SPAIN .....</b>	<b>49</b>
<b>5.7 UNITED KINGDOM .....</b>	<b>50</b>
<b>6. Best practices .....</b>	<b>52</b>
<b>6.1 AUSTRIA.....</b>	<b>52</b>
<b>6.2 BULGARIA.....</b>	<b>55</b>
<b>6.3 CYPRUS.....</b>	<b>58</b>
<b>6.4 GREECE.....</b>	<b>59</b>
<b>6.5 IRELAND.....</b>	<b>63</b>
<b>6.6 SPAIN .....</b>	<b>66</b>
<b>6.7 UNITED KINGDOM .....</b>	<b>69</b>
<b>7. Conclusion .....</b>	<b>71</b>

## 1. Executive Summary

The aim of this desk research was to identify the needs and obstacles that long-term unemployed persons with acquired disability face in their everyday life and in their quest to re-integrate back into the workforce. In the EU, long-term unemployment is defined as being unemployed for a period that exceeds 12 months. For the purpose of this research, partners of the New Horizons project provided information and data on their respective countries (Austria, Bulgaria, Cyprus, Greece, Ireland, Spain, United Kingdom) in order to give an overall view of the current state in European partner countries and provide a solid background which will serve as a guide to the successful implementation of the New Horizons project.

Therefore, this report presents the key findings of each partner country on the issue of long-term unemployment due to acquired disability, which is the main topic of the New Horizons project.

The desk research has identified key organisations in each partner country that are directly involved with the New Horizons project target group (persons with acquired disability that have been out of the workforce for more than 12 months) with a short description of their scope of work and their contact information. These organisations will provide necessary information and assistance on assembling the project target group.

In addition, the desk research identified existing initiatives in each partner country that aim to support persons with disabilities, socio-economic benefits provided by each respective government and most importantly the needs and barriers that long-term unemployed persons with acquired disability face in their everyday life. Statistical data are also presented, but it must be emphasized that all partners stated that current statistics on disability are limited and not accurately represented.

The report also outlines some of the best practices implemented in each partner country which provides a useful insight on what is already being done to assist persons with acquired disability to re-integrate back into the workforce.

In conclusion, this report has identified a considerable amount of research on long-term unemployed persons with acquired disability in European countries and has provided a thorough overview of the current state of affairs in regards to the New Horizons project.

## 2. Introduction

The European Union promotes the active inclusion and participation of disabled people in society and has set eight (8) major objectives. The objectives of the European Disability Strategy 2010-2020 are pursued by actions in the following priority areas: Accessibility, Participation, Equality, Employment, Education and Training, Social Protection, Health and finally External Actions.

With regards to Employment, the main goal is to raise significantly the share of persons with disabilities working in the open labour market. Disabled persons represent one-sixth of the EU's overall working-age population, but their employment rate is comparatively low. The New Horizons project's main objective is to help persons with acquired disabilities to re-integrate back into the workforce in line with the agenda set by the EU.

The aim of this report is to examine the degree to which European countries have progressed in matters that concern persons with disability in the framework of employment and investigates questions such as: "What is being done in EU partner countries in order to meet the objectives of the EU?" "What are the main challenges that disabled persons face in their everyday life and in their quest to return into the labour market?" "What are some of the best practices currently implemented in EU partner countries?"

The following desk research has been carried out by a consortium of seven (7) EU organisations and presents a comprehensive analysis of the current state of disability in the following EU countries: Austria (Die Berater), Bulgaria (CATRO), Cyprus (IMS R&D), Greece (University of Thessaly), Ireland (Exchange House), Spain (Defoin) and UK (Dacorum).

### 3. Target Group

In regards to the New Horizons project target group, all partners agreed that the project target group will be comprised of persons with acquired disability after an injury or illness that have been unemployed for at least 12 months. The partners agreed that the project will include a variety of disabilities, both physical and mental and will not be limited to a specific gender or age group. The assembly of the group will be established through organisations that work directly with the target group via electronic communication or face-to-face meetings. The partners also decided to create a brochure that will include information relevant to the New Horizons project that will be then distributed to the organisations and target group.

#### 3.1 Identification of Organisation/Associations of the New Horizons target group

All partners were asked to provide a list of organisations that work/assist people with disabilities which will help assemble the New Horizons target group. Below is a list provided from each partner country:

##### 3.1.1 AUSTRIA

**BBRZ** [www.bbrz.at](http://www.bbrz.at): The institution „BBRZ“ (Abbreviation BBRZ stands for „Berufliches Bildungs- und Rehabilitationszentrum) supports people in to find their way back into their professional life after an accident or a long-term disease. It is the main institution and competence centre in Austria for questions of professional rehabilitation and prevention. The concrete work of the BBRZ will be described as a best practice example.

**fit2work**: Initiative of the Austrian government. Funding is provided through the cooperation of Labour market service, Austrian social insurance, Austrian federal ministry of social affairs/social services. Fit2work is a free measure to prevent unemployment due accident, disease, physical or mental disability – to keep the workplace and to offer coaching - early intervention in case of health problems at the workplace/or support in the facilitation of medical support and professional rehabilitation measure – if necessary. [www.fit2work.at](http://www.fit2work.at)

Public institutions that offer support and counselling in questions of professional rehabilitation:

- **Institutions of the Austrian social insurance ([www.hauptverband.at](http://www.hauptverband.at))**
- **Austrian health insurance funds ([www.sozialversicherung.at](http://www.sozialversicherung.at))**
- **public pension scheme ([www.pensionsversicherungsanstalt.at](http://www.pensionsversicherungsanstalt.at))**
- **Austrian labour market service ([www.ams.at](http://www.ams.at))**
- **[www.sozialministeriumsservice.at](http://www.sozialministeriumsservice.at)**
- The **Austrian chamber of employees**/employee representations/union offers support in consulting in case of the need for professional rehabilitation

**Reintegra:** professional rehabilitation for people with mental health problems (in Vienna) [www.reintegra.at](http://www.reintegra.at)

Organisations and institutions that represent interests of people with disabilities and which offer consulting and services in several areas of daily life – including work/occupation. Representatives of these organisations might be an important source to find out what needs the target group has, what of the provided services works well – where are the deficits?

- alpha nova – Styria [www.alphanova.at](http://www.alphanova.at)
- Job service for university graduates with disability of chronic disease [www.abak.at](http://www.abak.at)
- ivs wien – Advocacy group of social organisations for disabled people [www.ivs-wien.at](http://www.ivs-wien.at)
- Jugend am Werk - <http://www.jaw.at/> (service for young people)
- Mosaik [www.mosaik-web.org](http://www.mosaik-web.org): offer qualification for disabled people...more with mental problems and inherent disabilities
- Österreichische Arbeitsgemeinschaft für Rehabilitation [www.oear.or.at](http://www.oear.or.at)
- Österreichweite Zukunftsorientierte Interessenvertretung für Menschen mit Behinderungen [www.oeziv.org](http://www.oeziv.org)
- Online platform with collection of link to the topic <http://www.behindertearbeit.at/>

### 3.1.2 BULGARIA

In order to reach more people in the project target group on national level, CATRO has established partnership with the National Patient organisation ([www.npo.bg](http://www.npo.bg)) – the largest union of patient organisations in Bulgaria comprising of more than 80 disease-specific member NGOs in all 28 regions in the country. At this stage of the project have been contacted the following organisations from the NPO members network:

- Association of the patients with oncological disease (<http://oncobg.info/>)
- Bulgarian Association Lymphom (<http://www.lymphom-bg.com/>)
- National association to combat hepatitis “Hepassist” (<http://hepasist.com/>)
- Association "Bulgarian Society of patients with pulmonary hypertension" (<http://bspvh.net/>)
- Bulgarian Association of victims of car accidents (<http://www.bazk.org/>)

The overall feedback from the contacted NGOs is positive regarding their participation in New Horizons project. During the interviews with the NGOs a common need was identified among all of them – the social workers that work with the specific target group, do not possess specific career counseling skills as they are mainly focused on providing social or health related support to their members, as well fundraising, lobbying activities, etc. The career reintegration support is a field in which all of them have shared they would like to develop and in which they need more capacity building.

The list of organisations will be expanded further as on 14.02.2017 during the Managing board meeting of NPO, New Horizons project will be presented to all members of the umbrella organisation.

In parallel to the contact to the target group, CATRO has established contact to the National Federation of Employers of Disabled people (<http://nfri.bg/>), which is currently enrolled in a very similar to our Erasmus+ project (Coach@work - <http://supportemployment.eu/>) creating training curriculum for the new profession “Supported employment consultant”. These consultants should support the career re-integration of people with disabilities, building on the Supported employment approach in Austria. The cooperation with this National Federation will allow us on the one hand to build on their curriculum and findings related to the specifics of the target group, and on the other hand ensure contact to future employers (so called social enterprises) which could be involved in the project events and round tables.



### 3.1.3 CYPRUS

- **The Cyprus Confederation of Organisations of the Disabled** which represents all disabled people's organisations in Cyprus (a specific law obligates every public service to consult the Cyprus Confederation of the Organisations of the Disabled before taking any decision on any matter concerning persons with disabilities) [www.kysoa.org.cy](http://www.kysoa.org.cy) Contact: Elpida Christou | T +357 22 31 84 63 ([ccod-kysoa@cytanet.com.cy](mailto:ccod-kysoa@cytanet.com.cy))
- **Cyprus Deaf Federation**, contact person: Savvas Kazantzis, tel: +375 22 46 41 97, email: [cyprusdeaf@cytanet.com.cy](mailto:cyprusdeaf@cytanet.com.cy).
- **Pancyprrian Organisation of the Blind**, tel:357 25716125, email: [potlemesos@cytanet.com.cy](mailto:potlemesos@cytanet.com.cy), <http://www.designingsteps.com/index.html>
- **The Cyprus Paraplegic Organisation**, contact person: Panagiota Panagiotou, tel; 357 22496494
- **Cyprus Autism Association**, tel: + 357 25-343461, email: [autisticassociation@cytanet.com.cy](mailto:autisticassociation@cytanet.com.cy)

### 3.1.4 GREECE

- "Frontida Zois" Ltd.
- National Confederation of Persons with Disabilities
- National Federation of Associations of Parents and Guardians of Disabled People (P.O.S.G.K.A.meA.)
- National Federation of Kidney (P.O.N.)
- Greek Thalassaemia Federation (E.O.TH.A.)
- Panhellenic Association of Patients with Congenital Heart Disease
- Federation of Cancer Greece
- National Employment Agency (OAED)
- Greek Social Insurance Institute (IKA)
- Theotokos Foundation
- PanHellenic Association of Adapted Activities ALMA

### 3.1.5 IRELAND

#### Traveller Organisations:

- The Irish Traveller Movement <http://www.itmtrav.ie/> Contact: Bernard Joyce, Director

The Irish Traveller Movement (ITM) is a national network of organisations and individuals working within the Traveller community. ITM will help support the engagement of local Traveller organisations, share project outputs/news/events with network through email/social media and share their expertise on Travellers.

- Offaly Traveller Movement [otm.ie](http://otm.ie) Contact: Sandra McDonagh, Mental Health Social Worker

A community development organisation offering services responding to health, accommodation, youth, education and human rights. OTM will help encourage participation from local Travellers, attend events including the final conference, share project outputs, news and updates and share their expertise on mental health.

- Pavee Point Traveller and Roma Centre <http://www.paveepoint.ie> Contact: Patrick Reilly, Men's Mental Health Social Worker. Pavee Point is a National advocacy organisation supporting the rights of Traveller and Roma people. It will support the engagement of local Traveller organisations, share project updates/news/events with network through email/social media and share their expertise on policy development.

#### Mental Health

- National Office of Suicide Prevention  
[http://www.hse.ie/eng/services/list/4/Mental\\_Health\\_Services/NOSP/](http://www.hse.ie/eng/services/list/4/Mental_Health_Services/NOSP/)

NOSP works with the broad range of statutory, non-statutory and community partners engaged in suicide prevention in order to implement the 'Connecting for Life' strategy. NOSP will assist on the development of mental health campaigns and Share mental health expertise and resources.

### Employment:

- Local Employment Service Network <http://www.localemploymentservices.ie/>

LESN provides people with free and confidential information, guidance and job searching. Network of employment focused organisations. LESN will help share project outputs and resources, news of the project and share expertise on employment.

### 3.1.6 SPAIN

Some of the main organisations and associations that provide services in different fields for people with physical disabilities in Spain are the following:

- **Foundation ONCE**

The purpose of the ONCE Foundation is to carry out programmes of social integration and social benefits for people with physical, mental, sensory or mental disabilities, with emphasis on training and employment, as well as global accessibility and overcoming barriers any kind. Originally was an organisation only for blind people. <http://www.fundaciononce.es>

- **COCEMFE, Confederation Coordinating State of Physically Disabled of Spain.**

Is a non-governmental organisation. Its objective is to strengthen, train and coordinate the efforts and activities of organisations working on behalf of people with physical and organic disabilities to defend their rights and improve their quality of life. COCEMFE represents this group in front of the Administration, private enterprise and society and brings together more than 1,600 organisations. <http://www.cocemfe.es/portal/index.php/contactar/258>

- **PREDIF**

State Representative Platform for People with Physical Disabilities is a state-owned non-profit organisation, declared a public utility, representing and promoting actions in favour of almost 100,000 people with physical disabilities. <http://www.predif.org/>

- **CERMI, Spanish Committee of Representatives of Persons with Disabilities.**

Is the platform for representation, defence and action of Spanish citizens with disabilities. <http://www.cermi.es/es-ES/Paginas/Portada.aspx>

- **ILUNION**

Has a workforce of more than 33.000 workers, from which more than 38% (more than 12.000) are people with disabilities. In addition, it has the commitment to create employment opportunities for people with disabilities; ILUNION participates in other social enterprises, contributing to the support of another 7.300 jobs, from which 80% are carried out by people with disabilities. <http://www.ilunion.com/>

- **Foundation of Traffic Victims of the General Directorate of Traffic**

Non-Profit Organisation. Its purpose is to help ensure the rights of victims of traffic accidents. Offers psychological therapy and advice and provides advantageous conditions in the qualified home care, to solve problems of dependence and integration.

It also creates employment job listings in case of disability. To make available material and orthopaedic resources for disable people. <http://www.dgt.es/es/seguridad-vial/unidad-de-victimas-de-accidentes-de-trafico/asociaciones/Fundacion-A-de-Ayuda-Trafico.shtml>

### 3.1.7 UNITED KINGDOM

The following organisations provide services to people with acquired disabilities and difficulties. They provide assistance for society and labour market re-integration.

- **Herts Mind Network:** ( <http://www.hertsmindnetwork.org>)

Hertfordshire [Mind Network](#) is the largest charitable provider of mental health services in Hertfordshire. It is a locally-focused and independent charity, yet it also benefits from being an affiliate of the national charity [Mind](#).

The mission of Mind Network is to create opportunities for individuals to make choices, find their own solutions, build resilience and manage their whole life and wellbeing. To provide courses to enable them to improve their skills so they could get back into employment.

- **Work Solution** (<https://beta.hertfordshire.gov.uk/services/adult-social-services/money-and-benefits-advice/work-solutions-help-finding-a-job/work-solutions-help-finding-a-job.aspx>)

Work Solution is a Supported employment agency covering the whole of Hertfordshire and based in both Stevenage and Hemel Hempstead.

It provides support to find work for people with mental health, learning, sensory and physical disabilities based in Hertfordshire. They provide training of 8 weeks to people with other disabilities and Mental Health issues. 5 weeks training to people with Learning difficulties and Learning Disabilities which helps clients to improve their self-confidence and self-esteem so they are ready for employment.

- **Spinal Injuries Association:** <https://www.spinal.co.uk>)

The Spinal Injuries Association (SIA) is the leading national user-led charity for spinal cord injured (SCI) people. The mission of the association is to support all those affected by spinal cord injury by advising, educating and campaigning on their behalf. The aim is to ensure that all spinal cord injured people receive the specialist treatment, care, rehabilitation and support they need to be fully integrated and empowered participants in society. The rehabilitation programme covers all aspects of day to day life so an individual is mentally and physically ready to integrate back in the community.

- **Sova:** (<http://www.sova.org.uk>)

Sova is a charity that works in the heart of communities in England and Wales to help people steer clear of crime and to live healthier lives. SOVA helps 'hard to reach' individuals and their families, including those with a history of offending behavior, stay out of trouble, get people into training and jobs, enable people to rebuild their family and personal relationships giving them greater stability, and give people the chance to gain or share skills by volunteering within their own community. They train people to work with people in the prison prior to coming out into the community. Long-time prisoners sometimes do suffer from depression or mental health issues so Sova prepare them mentally and physically in order to deal with life in the community.

- **Drug Link:** (<http://www.druglink.co.uk>)

Drug Link charity helps support people affected by addictions. It delivers an extensive range of treatments meeting the needs of the local community. The main activities offered by Drug Link are: counseling, advice, information and support to people experiencing substance related problems; advice, information and consultation about drugs and alcohol and related issues to the community; training and educational opportunities; residential detoxification and rehabilitation programmes.

They also sign post people to training courses and finding jobs so they could have some meaningful purpose in life which will keep them away from reoffending.

- **Learn direct:** ([www.learndirect.com](http://www.learndirect.com))

Learn Direct is the UK's largest provider of skills, training and employment services. The aim is to help people gain the skills they need for work. The qualifications provided are Math, English and IT (Skills for Life) and vocational qualifications and apprenticeships in a large variety of industries.

#### **4. General Situation in terms of long-term unemployment in each partner country**

In order to have a spherical view of the issue and understand the degree to which long-term unemployment due to acquired disability exists in European countries, partners investigated all aspects of the issue by providing statistics for each partner country, as well as listing the benefits and schemes that governments provide as a form of assistance to the New Horizons target group. Below is a thorough description of the general situation in each partner country.

##### **4.1 AUSTRIA**

In Austria, there are a lot of institutions which offer support in case of unemployment or the impossibility to continue with the former job in case of disability or a long-term disease. In general, it is the political aim to prevent long-term unemployment caused by health problems. The longer the absence from the labour market, the more challenging

is the re-integration. But sometimes there are situations, where an accident or a long-term disease makes a fast professional return impossible.

In addition, and as a follow-up measure of the medical rehabilitation measures of professional rehabilitation are set in this case and they are organised by a number of official public institutions in Austria. The main offer of professional rehabilitation is provided by the BBRZ Austria, but in addition to that there are several smaller initiatives, that support people with disabilities in this matter. The access to professional rehabilitation is organised by the Austrian labour market service, the PVA (Pensionsversicherungsanstalt), AUVA (allgemeine Unfallversicherungsanstalt). The chosen measures depend on the institution which takes over the costs for rehabilitation. Re-education, qualification and trainings are additional measures to the adaption of the workplace, organisational changes at the workplace, supporting and accompanying measures at the workplace. The professional rehabilitation is provided in case the original job cannot be done any longer.

The Austrian policy follows the principle: Rehabilitation before pension. It is the aim to keep people in the working process as long as possible. Occupational disability pension should be the last option.

The Austrian rehabilitation system is funded by the Austrian labour market service, the carrying institutions of the social insurance, the social ministry service agency and the regional governments. In the specific case the actors involved coordinate the rehabilitation measures in teams.

Depending on the target groups and their level of disability, different institutions are the first partners to contact:

**Labour market service (AMS):** those persons who will be able to re-enter the primary labour market after their measures of rehabilitation. The AMS tries to facilitate the persons to a job that meets the needs of the employee...or it provides training and/or additional qualification to make the job search successful.

**Social insurance:** cares for those people, who have insurance and who are much limited in their working capacity. The responsibility of the different health insurances, public pension insurances or accident insurances acting under the umbrella of the social insurance depends on the cause for the disability and on the professional group the affected person belongs to.

**Social ministry service agency:** their target group is mainly people with disabilities.

**Regional governments** take over the responsibility for medical or professional rehabilitation in case none of the above mentioned institutions is defined as responsible in a certain case.

### **Statistics:**

It was difficult to find current statistics and figures about long-term unemployment of people with disabilities. There are a lot of statistics on unemployment in general, but no specific breakdown in subgroups. Those figures available - from 2014 – show, that for people with disabilities it is extremely difficult to find a job in the primary labour market.

In 2014, 57.594 persons with health-related limitations were unemployed. This was 18,03% of all unemployed persons in Austria. 97.948 persons were registered with the status „benefited disabled” (see explanation next paragraph) – 10.502 persons of them were registered as unemployed (ELIS, April 2015).

Unemployment statistic of this period show, that the percentage of disabled people being unemployed is increasing – they show the highest growing rate with 27,7 %.

### **What does „benefited disabled“ mean?**

The Austrian “Behinderteneinstellungsgesetz” (Law to regulate the employment of disabled persons) supports disabled people in the work environment. Austrian citizens who are able to proof a degree of disability of at least 50% can apply for a decree to give them the status “benefited disabled”

This target group has the following benefits:

- Higher dismissal protection (employer has to have the consent of the committee for disabled before a disabled employee can be dismissed)
- Funding and promotion in professional life (financial support, special trainings, technical support at the workplace, etc.)
- Fiscal benefits

There are a number of **supporting services** offered for disables people at the workplace:

### **Work Assistance:**

Work Assistance is a service for people with disabilities/illness



- who are in work or available for the labour market and have a degree of disability of 50 percent (proof: e.g. notice on belonging to the group of people with disabilities in receipt of benefits in accordance with the Disabled People Employment Act or the provincial Disability Laws).
- young people with special educational needs, with learning disabilities or with social and emotional disabilities up to the age of 24 years and
- Businesses and companies that employ or are prepared to employ these people. Work Assistance performs an organising role in the company. This ensures long-term vocational (re-)integration, health rehabilitation

### **Personal Assistance at the Workplace**

This service supports the professional integration of persons with mental or psychosocial disabilities. Consultants form the personal assistance at the workplace offer support in finding a job, entering a job or help to keep the employment upright.

Regions Vienna and Styria offer special supporting service for disable people who want to become entrepreneurs [www.chance.at](http://www.chance.at) ; [www.grueze.at](http://www.grueze.at)

### **Transit-Workplace:**

Employment– often social projects to support long-term unemployed people to re-integrate into the labour market. Socio-economical projects or organisations (-secondary labour market)

### **Incentives and challenges for companies/employers**

The Austrian labour market service and the Service of the Federal Ministry of social affairs inform and support companies on employment or vocational educations/training of disabled persons within the given legal framework.

In Austria there is an obligation for companies to employ a “benefited disabled” person in relation to 25 staff members. If this is not a case, the company has to pay a monthly fee of 253 Euro. The larger the company/the more staff, they higher is this monthly fee which has to be paid, if no disabled person is employed.

In case a company employs a “benefited disabled person” there are fiscal incentives and benefits. In case the company offers vocational education and training for a disabled person, a monthly funding of 253 Euro will be paid to the company.

As it was mentioned above, there are specific protection laws for the dismissal of disabled persons. Since this regulation often lead to a hidden discrimination of disabled people, the legal regulation has been loosened during the last years. So the protection will only be valid after the employment duration of 4 years.

#### **Specific support and funding from the Social ministry service:**

- in order to create a balance to the individual limitation of performance, a company can apply for salary funding
- in case of vocational training/education/apprenticeship additional funding can be provided
- support in the adaptation of workplaces for disabled employees
- funding for additional and external trainings and further vocational education
- consulting to use job-coaching, work assistance
- support for a translator in Austrian Sign Language

#### **Specific support and funding from the Austrian Labour market service:**

- funding possibilities to support the integration of disabled people. Companies have to apply at the labour market service
- specific funding in case of apprenticeships for disabled persons
- fit2 work – coaching and consulting service

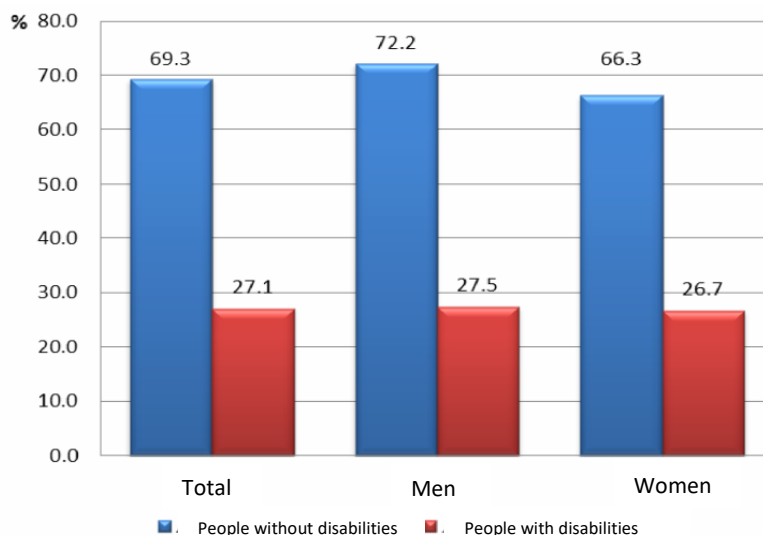
## **4.2 BULGARIA**

In Bulgaria, there are 474,267 people with recognised permanent disabilities (as of 2011), whereas 98% of them are people of 16 years of age and more (465,228).

The share of the people with acquired disability increases dramatically after the age of 50, reaching 184 out of 1000 in the age between 60–69, when most of them are already economically inactive. The structure of the people with disabilities is also changing depending on the degree of the impairment. Almost 90% of the people with disability have degree of impairment higher than 50% (which is also called permanent disability).

Degree of the disability, NSI, 2011	Quantity	Structure
People who are 16 years of age and above - total	465,228	100.0
Up to 50%	38,846	8.3
50% to 70%	110,528	23.8
71% to 90%	184,556	38.7
Over 90%	131,298	28.2

The results and analysis provided by the National Social Security Institute from 2011 on the labour market indicate that 67,549 disabled people aged 16-64 are economically active which makes only 27.5% of the men and 26.7 percent of the women with disabilities. In comparison – the economic activity rate of people aged 16-64 who do not struggle with disabilities was 69.3%.



The overall employment rate of people with disabilities is 22.5%, while the index for non-disabled people is 59.1%.

### Short description of the challenges of people with disabilities in Bulgaria

Disabled people in Bulgaria are in an exceptionally unfavorable situation when it comes to the labour market given the high unemployment rate and decreasing working activity rate. They are forced to compete with an exceeding rate of healthy unemployed individuals for less and less working positions. According to data provided by the

Employment Agency in 2009 – 52,2% of the disabled people who were actively looking for a job at the time, had only achieved primary or lower education level, and 57,9% of them do not have any professional qualification.

This problem comes not only from the shortcomings of the system that is made to prepare disabled students professionally, but it is also due to the long period of disabled people being employed in specialised enterprises and protected environment which does not provide the opportunity for these people to develop skills necessary for the labour market.

### **Laws protecting the rights of the disabled people in Bulgaria**

Disabled people's rights in Bulgaria are being protected by the following institutions, organisations and structures – Constitution of the Republic of Bulgaria, Labour Code, Health and Safety legalisation. More specific in their functions are the following laws:

- **Law on social integration of people with disabilities** –gives employers the opportunity to apply through the Agency for people with disabilities for project funding for ensuring access to the workplace for people with disabilities; adapting the workplace for people with disabilities; ensuring equipment in the workplace for people with disabilities;
- **Antidiscrimination Law** - protecting the people from being discriminated because of their disability; regulates the main rights of people with disabilities regarding equal opportunities and access to the working place, equal treatment at the work place, considering his/her individual needs;
- **Employment Promotion Law** – This law regulates social relations when it comes to: 1) encouraging and supporting employment; 2) vocational information and counselling as well as vocational training for employed and unemployed people; 3) mediation regarding providing information and opportunities for employment of Bulgarian citizens abroad and Bulgarian and foreign citizens in Bulgaria. It also gives financial incentives for companies to employ people with disabilities and to adapt the working environment to their specific needs.

### **Programmes& Measures supporting the people with disabilities in Bulgaria**

In addition to the main legal framework, there are some specific programmes supporting people with disabilities:

- **National Strategy for Equal Opportunities for Disabled People (2008-2015)** – It provides a holistic approach towards people with disabilities, for example expansion of employment opportunities for people with disabilities and their inclusion in various programmes in order to find suitable jobs, creating an accessible environment tailored to their needs; providing education, medical and social rehabilitation, etc.
- **Long-term employment strategy for people with disabilities, 2011-2020** – which main goal is to promote employability among people with disabilities and thus supporting them in building independent and autonomous life;
- **National Programme “Assistants to people with disabilities”** – The main goal of this programme is to provide care to people with disabilities or seriously ill people in a family environment by providing employment to unemployed people in the role of their personal and social assistants.

There are **special programmes that encourage employers to hire people with disabilities** or military disabled ones on temporary, seasonal or part-time jobs as well as educated youths from social institutions. The main goal is to provide employment to unemployed persons with disabilities for a period of 12 months. The subsidy lasts for six months. Employment is also provided to unemployed people with disabilities registered at the Unemployment Office for a period of 24 months. For this period, funding is provided from the national budget for salary, social insurance, etc.

In addition to these programmes there are some regulation regarding disability pensions, related to employment, that are being granted, as well as pensions not related to work. Here are some of the most relevant privileges for people with disabilities:

- Disability pension due to general sickness – e.g. social disability pension;
- Additional support for social integration – e.g. Transport services, rent supplement municipal housing, Supplement Training, etc.
- Easier access procedure and reduced fees in higher education institutions;
- Grants for medical devices, pills, appliances and facilities;
- Exemption from vignette fees for use of national roads;
- Legal protection against dismissal – the approval of the Labour Inspection and Territorial expert medical commissions (TEMC) is a must;
- Longer paid annual leave (26 days).

### **4.3 CYPRUS**

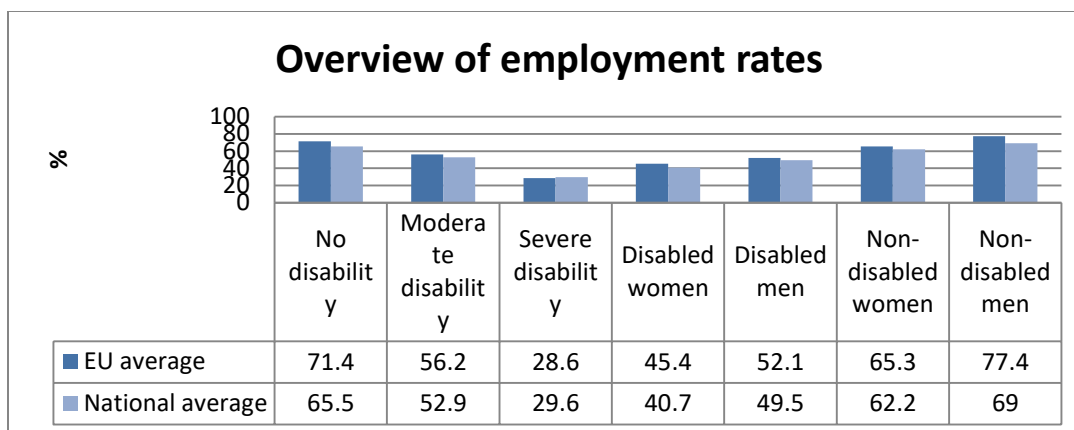
The Republic of Cyprus has ratified and incorporated into national legislation, the UN Convention on the Rights of Persons with Disabilities, in 2011, by the approval of The Convention on the Rights of Persons with Disabilities and Related Issues (Ratification) Law of 2011, L. 8(III)/2011. Although a modern and powerful legal framework exists in Cyprus for the safeguarding and promotion of the rights of persons with disabilities, including general and specific laws in every aspect, the effort to further improve the legislative framework to ensure more effectively the rights of persons with disabilities is continuous. The organisation that represent persons with disabilities in Cyprus, is legally regulated, since a specific law obligates every public service to consult the Cyprus Confederation of the Organisations of the Disabled before taking any decision on any matter concerning persons with disabilities.

The existence of European structural funds and co-funded programmes have given the opportunity to Cyprus to develop programs, operated to a greater extent by the public services but also by voluntary organisations, to promote the implementation of the rights of persons with disabilities.

With regards to the employment of disable persons, the notion of “reasonable adjustments” is presented through the Persons with Disabilities Laws, in the field of employment as “specified measures, according to the needs present in a given situation so as the person with disability to have access in work positions, to exercise their profession, to be promoted or to receive training, as long as these actions do not result in a disproportionate burden for the employer”.

#### **Statistical data**

The employment rates for disabled women and men in Cyprus fall slightly below the EU average, and across the life course, with the exception of SILC estimates for those with severe limitations (impairments) although small numbers may affect the reliability of this data in Cyprus. The employment trend for disabled and non-disabled people has been downward during the period of the economic crisis.



- In a study of 2007, it was reported that there was a total of 12,017 disabled people who were registered as unemployed; 5,209 were men and 6,808 were women. Information is provided about the types of job positions that are related to the unemployment of disabled men and women. In the same report of 2007, it was noted that 4.3% of disabled people are employed in the protogenic sector (i.e. agriculture), 22.7% in the secondary sector (i.e. industry) and 73% in the tertiary sector (i.e. services).
- According to statistical data from the Labour Force Survey 2002 – section for People with Long-term Health Problems or Disabilities, 12.2% of the population aged between 16-64 years stated that they face a long-term health problem or disability. Additionally, in terms of people who claim to have a long-term health problem or disability, 8.6% of the problems are due to congenital factors or caused during childbirth, 3.4% due to work accidents, 4.2% to road accidents or injury not related to work, 2.6% from accident / injury at home during leisure or sporting activities, 4.4% from occupational diseases, 74.8% from diseases not work-related and 2.1% from unknown etiology. As shown by the statistical data the majority of long-term health problems or disabilities are not due to diseases related to the employment of the individual.
- According to the European Health Survey 2008, 117.732 persons or 18,1% of the population aged over 15 years, stated that they have activity limitations due to health problems in the last six months or more. 6.2% of them indicated significant limitation and 11.9% reduction of some extent.
- The same survey showed that over 50.8% of the population aged 15+ are wearing glasses or contact lenses due to vision problems and 0.1% have total vision loss. In addition, 6.5% of the population aged 15+ with the exception of those who have complete loss of vision, stated that they have some difficulty reading letters from a newspaper, while 4.1% declared that they have some difficulty in observing the face of someone in a distance of 4 meters. Concerning the hearing ability, 1.8% of the population aged 15+ said they wear hearing aids,

while 0.1% of the population claimed to not listen at all. Furthermore 5.6% of the population aged 15+ with the exception of those who have complete loss of hearing, stated that they have some difficulty to hear what is said in a conversation with other people. For mobility, it was presented that 3% of the population aged 15+ is not able to walk 500 meters, 3.9% cannot ascend / descend stairs, 5% are unable to crouch or kneel, 3.9% cannot carry a weight of 5 kg and 0.5% are unable to use their fingers for obtaining objects.

- According to statistical data obtained from the Section "Employment of persons with disabilities" of the Labour Force Survey 2011, up to 20.6% of employees reported that they face a serious long-term health problem or chronic disease (males 22.4%, females 18.16%). The corresponding rate among the population that is not employed is up to 30.9% (males 30.2%, females 31.3%).

### **Social Benefit Schemes for Persons with Disabilities**

Disability benefits are at first provided as an allowance for injury until 12 months to employees, regardless of age, who due to accidents or occupational diseases have been unable to work. If after 12 months the person remains permanently impaired, the applicant may apply for a disability pension. The degree of disability is measured by a Medical Council in accordance with the table describing the degrees of disability which is included in the Social Insurance Law of 2010.

The main Social Benefit Schemes of the Department are the following:

- Severe motor disability allowance: Persons with severe motor disabilities are entitled a monthly allowance of €337,66 (At 31.12.2014, 1656 persons were entitled to this allowance and the cost for 2014 was €6.869.229)
- Care allowance for persons with paraplegia of €350 monthly (At 31/12/2014: 575 beneficiaries with a cost for 2014 at €2.630.845)
- Care allowance for persons with tetraplegia of €854,30 monthly (At 31/12/2014: 596 beneficiaries with a cost for 2014 at €6.273.912)
- Special Allowance for Blind Persons of €316,37 monthly (At 31/12/2014: 2437 beneficiaries with a cost for 2014 at €9.683.360)
- Mobility Allowance of €51- €102 monthly (At 31/12/2014: 574 beneficiaries with a cost for 2014 at €648.968)
- Financial Assistance for persons with disabilities in order to buy a car (In 2014: 162 beneficiaries with a cost for 2014 at €615.946)
- Financial assistance for the provision of technical aid (In 2014: 514 beneficiaries with a cost for 2014 at €799.997)



- Financial assistance for the provision of wheel chairs (In 2014: 202 beneficiaries with a cost for 2014 at €824.998).

### **Vocational Rehabilitation and other Support Services**

The main Vocational Rehabilitation Schemes provided by the Department are the following:

- Scheme for the creation and operation of small units for self-employment purposes of Persons with Disabilities. The Scheme provides a grant up to €8.543 to persons with disabilities who do not have the financial means for self-employment through the Special Fund of the Vocational Rehabilitation Centre for Person with Disabilities. In 2014, there were 6 beneficiaries and the cost for 2014 was €20.541
- The Vocational Training Scheme which funds persons with disabilities with an amount of up to €1.708,60 in order to get training courses of their own choice, which will increase their employment possibilities. In 2014 there were 8 beneficiaries and the total cost was €12.359
- The Supported Employment Scheme, which funds Organisations for persons with disabilities with an amount of up to €13.500 yearly for each supported employment program, which intends to help groups of 5-10 persons with disabilities (mainly intellectual disability) to get and maintain a job position in the open labour market, by a special job coach. In 2014, 23 programmes operated with 246 persons with disabilities in the open labour market, with a cost of €293.582.
- In addition, according to the Annual Report (2012)(p. 97) of the Ministry of Labour and Social Insurance (no new annual reports are available yet), in order to provide motivation for the employment of people with disabilities the government has implemented a Scheme for Motivation of Employment of People with Disabilities in the Private Sector, through which private companies are provided with 75% of the annual employee cost, (max. €15,000 annually) for the first 24 months of employment. The scheme has been available between 29.09.2009 and 30.06.2014, (application deadline 31.12.2010), with a total budget of €1,000,000. The initial aim was the employment of 120 individuals with disabilities. Up to 31.12.2012, 90 unemployed individuals with disabilities had been employed, 73 of whom were approved for funding under the scheme, with the funding for private businesses amounting to €899,634
- Furthermore, according to the Law for Recruitment of Trained Blind Telephone Operators in the position of a Telephone operation in Public Service, Education Service and Public Legal Entities (L.17/1998) which is administered by the Public Administration and Personnel Department,

ensures the right of vocational rehabilitation specifically for persons with visual disability as a priority, in positions in the wider public sector. The law provides exclusive priority to these individuals that acquire a diploma as telephone operators from the School for the Blind. If there are no visually impaired trained telephone operators, within the meaning of the law, the priority is given to other persons with disabilities

Regarding employment, the National Disability Action Plan sets out the following actions, under the 8<sup>th</sup> Thematic Area (Employment, p. 20):

- **Action 35:** Modernisation and upgrading of the vocational rehabilitation for people with disabilities sector, timetable 2013-2014, expected outcomes: increasing the vocational training, employment, and rehabilitation programmes for people with disabilities
- **Action 36:** Implementation of the institution for "social enterprises and cooperatives", timetable 2013-2014, expected outcomes: introduction of social enterprises in Cyprus in order to create new jobs in economically sustainable enterprises and to promote the employment of persons with disabilities in cooperation and with the support of persons without disabilities
- **Action 37:** Upgrading of the "Supported Employment Scheme", timeline 2013-2014, expected outcomes: Upgrading of the existing programme "Supported Employment" in the new programming period 2014-2020 with extension of the programmes in rural areas and increasing in urban areas, utilization of the Job Coaches Association, as an employer of Job Coaches, integration of increased number of persons with disabilities in the open labour market through supported employment.
- **Action 39:** Scheme for the placement of 1,000 unemployed young university graduates for the acquisition of work experience in companies / organisations, timeline 2013-2014, expected outcomes: increase employment opportunities of young unemployed university graduates with disabilities.

#### 4.4 GREECE

About 4 out of 10 Greeks suffers from a disease, and according to relevant data in a sample of the Greek population of almost 6.569 people, the percentage of people who declares that suffers from a chronic disease was 38%. However, the reality seems to be rather different since the proportion of chronically ill in Greece is significantly bigger, since it is not included the percentage of asymptomatic patients. More particularly and according to the data released from the National Employment Agency, the unemployment rate of people with disabilities ranging near 80%, while at the same time

the average of the European Union is about 50%. This practically implies that a large percentage of the disabled population which is considered potentially active in terms of labour enrollment unfortunately remains unemployed. There are many reasons for this unfavorable situation but particularly in Greece the social exclusion and the overall civil attitude towards this target group people (social prejudice, inaccessible areas etc.) constitute the basic factors.

In the context of the public sector, Greece has adopted the model of “compulsory” coverage for the fulfillment of job vacancies for disabled people. According to the National Employment Agency in Greece (OAED) persons with disabilities and chronic illness can through OAED claim for various jobs at the National Employment competitions (protected by Law 2643/98). These positions are related either (1) the public sector or (2) the private and public sector. The employment rate of people with disabilities (for both sexes) is 30% in Greece (2011 data). The employment rate of women with disabilities concludes to 23%.

On the contrary, in the context of the private sector the number of jobs covered by disabled people can be considered relatively small with negative aspects to reveal (e.g. discrimination, race, religion etc.) both in the integration of disabled people into the labour market for first time and in their re-integration when it comes to people who become disabled after they had gained professional identity.

In order to meet the needs of people with disability, emphasis is given on enabling part-time employment, or flexible working hours. Strengthening social economy, in particular with regards to Social Cooperatives of Limited Liability, is considered as key in complementing employment growth along with social policy and welfare. Nevertheless, discussion in this section is missing altogether about equal treatment in employment as according to the European COUNCIL DIRECTIVE 2000/78/EC which has been transposed in Greek legislation (although this is mentioned-although only briefly- in the fourth priority regarding disabled people alone).

Additionally there is no discussion of measures for enhancing accessibility of building environment and within the workplace which despite relevant legislative duty for public sector (article 28 of Law 2831/2000) and periodical funding of private businesses for adjustments by OAED, accessibility remains so low that it prevents even special employment measures to be fulfilled, such as compulsory employment of vulnerable groups at 8% of the total staff for private enterprises, 10% for public sector and 5% of

the total job vacancies for public services, public entities and Local Administration Organisations.

With the present status funding personal assistance in the workplace is not foreseen by law data (personal assistance is not funded even within the framework of social security/ welfare).

The national strategy on social inclusion therefore overwhelmingly refers to special measures for the employment of “vulnerable groups” at the expense of employment on equal terms. As a consequence, the potential of employment for independent living and in turn for change of societal attitudes and responses to disability is limited, as it contains employment of disabled people merely in terms of “social protection” rather than being based on and encouraging belief in their skills, knowledge and productivity.

In line with the theoretical concept of the overall National Strategy, the Educational context in Greece towards disadvantaged groups and individuals is rather characterised by an overall generic and theoretic approach where although it is underlined by the view to “an education and training system which would equip individuals to actively participate in the society and be integrated in the labour market and which would combat school dropout, particularly for vulnerable social groups” practically is not working.

Characteristically education is not covered by anti-discrimination legislation, while current legislation for education of disabled people does not make primary and secondary education compulsory for disabled people as with the general population, justified where mainstream schools or special schools cannot accommodate students, a severe discriminatory shortcoming by public legislation itself (law 2817/2000).

OAED has seven Regional Directorates and local PES formerly known as KPA. The latter have gone through a reform to become more integrated with the central PES. This has been done to create a unified employment service that would save time on administrative issues and provide one-stop-shops for unified employment and social insurance services. Promotion of employment is pursued through the modernisation of Manpower Employment Organisation (OAED), with increased one-stop access points, information systems for electronic access and governance, individualised approach, and guidance offered by counsellors including the provision of these services to vulnerable groups. Specifically and in order to effectively promote Employment Special Programs, six (6) special job placement offices of OAED are in operation. A Disabled People

Accessibility Bureau was furthermore established in 2006 falling under OAED Special Groups' Unit.

In general, specific chronic disease categories are covered by the broader legislation on persons with disabilities and/or persons belonging to vulnerable groups. Particularly, the Law 2643/1998 outlines protective measures of employment for the various categories including persons with at least 50% disability, who have limited capability for professional employment due to any chronic physical or mental or psychological condition or deficiency. The national law on social economy and social cooperatives provides a framework for Limited Liability Social Cooperatives, which involves provisions concerning employment integration for persons with mental health issues (Law 2716/1999 on development and modernisation of mental health services; Law 4019/2011 on Social Economy and Social Entrepreneurship). Persons with chronic disease with disability rate over 67% are also singled out as a distinct group under the legislation on post-secondary education, as they could pursue their studies in higher educational institutions without entrance exams (5% per faculty or department).

#### **4.5 IRELAND**

In Ireland, Tribli will be working with the Irish Traveller community. They are an ethnic minority group with their own history, culture, traditions and language. A nomadic way of life has been recorded throughout their history. The age profile differs of Travellers when compared with that of the majority/non-Traveller population living in Ireland. This is due to the mortality rate, health, and fertility of the community. For example, only 2 % of Travellers are over the age of 65 compared with 12 % of the majority population (ESRI, 2017). Furthermore 41% of Travellers are under the age of 15 compared to 22% of non-Travellers. There are also vast differences the areas of marriage. Travellers tend have a higher rate of marriage and get married at a younger age. They also have larger families. More than half of Traveller women aged 45-64 had over 6 children according to the 2011 Census figures. 19% of Travellers live in a household with eight or more people compared with only 1% of the settled community. Travellers experience extreme disadvantage in terms of employment, housing, and health (Nolan and Maître, 2008; All Ireland Traveller Health Study, 2010; Watson et al., 2011). They experience discrimination and prejudice on a personal and structural level. The European Committee of Social Rights found the Irish Government in violation of Travellers' rights under the European Social Charter. This was for failure to 'provide enough accommodation and to maintain many sites at an acceptable standard' (Irish Times,

2016). In the 2011 Census, it was found that 12% of Travellers lived in a caravan or mobile home. Traditionally this type of accommodation has been linked with the nomadic lifestyle of the community. However in modern times many of the families living in this type of accommodation reported overcrowding. Specifically 84% reported this issue in 2011. Furthermore 91% are lacking internet access and those in caravans/mobile homes are more likely to lack central heating, piped water, and sewerage facilities. Low educational attainment and unemployment is also higher among Travellers living in overcrowded conditions. 91% of Travellers leave school by the age of 16 or younger compared with 25% of the settled population (ESRI, 2017). 28% leave school before the age of 13 compared to 1% of the majority population. The lack of education within the community may be viewed as closely linked with non-employment. Only 1% has degree level education compared to 30% of the settled community in Ireland. Furthermore, 'if Travellers had the same age range distribution as the majority population, their educational disadvantage would be seen to be even greater' (ESRI, p.31). Another area of concern for the Traveller community is mental health. Ireland has the fourth highest rate of suicide in Europe for teenagers (Irish Times, 2016). Taking this into account we can consider the severity suicidal ideation for this community as Travellers are 7 times more likely to die by suicide than the majority Irish population. Furthermore as Travellers are a close knit community whose family model is based on a larger extended model, this means that the impact on families can cause a ripple effect and cause further mental health difficulties on a large scale. "Contagion' is defined as exposure to suicide or suicidal behaviours within one's family, one's peer group or one's community that can result in an increase in suicide and suicidal behaviours (Irish Times, 2011)." Tribli is the largest front-line service provider for the Traveller community in Ireland. They have been working with the community for over 30 years and have built strong trusting relationships. Their four core services support children, young people and adults and engage with them on a daily basis across Dublin, Offaly and Cork. Their success in engaging participants for projects and services is consistent and they will utilise their contact through education, youth work, mental health, and social work services to engage with the target group.

Long-term unemployment continues to be an issue faced by Irish society. It is prevalent both in economic booms and economic downturns. The OECD suggests the term 'long-term unemployed' refers to people who have been unemployed for 12 months or more. 'Even in the boom years of the mid-2000s, about 31 per cent of the working age population were not in employment in Ireland, compared to a figure of 25 per cent in the Nordic countries and the Netherlands. By 2012 a full 41 per cent of those of working age in Ireland were not in employment, compared to less than 30 per cent in Britain and

25 per cent in the Netherlands and Norway. (O'Hagon, John, Irish Times, 2014).’ In 2017, Ireland is listed as having the fourth highest rate of unemployment on the OECD indicator. It is surpassed only by Croatia, Slovak Republic, Greece and the Former Yugoslav Republic of Macedonia with a figure of 60.6%. The average EU rate is 46.9% (OECD (2017), Long-term unemployment rate (indicator). doi: 10.1787/76471ad5-en (Accessed on 10 February 2017) Comparing this level of unemployment for the Irish people against our European counterparts shows a social obstacle that is no doubt having an impact on society in terms of economy, labour market performance and the normalisation of long-term unemployment that can impact on whole generations. Research shows that despite there being increases in employment opportunities many people continue not to re-enter the work force and this highlights a more complex issue than labour market opportunities and/or lack of educational resources. The London School of Economics found that a mental health issue was the largest cause of people not re-entering the workforce. Specifically, they found that depression and anxiety were the two areas of ill mental health (The Journal, 2014). “This operates as feedback loop. The longer someone is out of work, the more likely they are to become depressed and the longer someone is depressed, the harder they find it to get back to work. This can cause long-term unemployment, independently of the economic situation. Initially this is an economic problem causing a mental health problem but, relatively quickly, it becomes a mental health problem causing an economic problem (The Journal, 2014).” The World Health Organisation (2012) predicts that by 2030 depression will be the main global health problem, with 20% of children and teenagers experiencing a disabling mental illness. Furthermore, the European Commission suggested that ‘mental health difficulties are considered to be one of the predominant health related problems among school children in the European Union’ (The Adult Learner, 2015; European Commission, 2012b). The financial cost of this on the Irish economy is not a small figure. It is estimated that the cost of mental health difficulties in Ireland is around €3 billion euro per annum, 40% of all disability in Ireland today is due to mental health difficulties. In addition, The Royal College of Psychiatrists estimate that 90% of the economic cost of depression is due to work-related factors like unemployment, absenteeism or early retirement (The Journal, 2014).

As we have seen, a large cause of long-term unemployment can be directly related to mental health. This issue becomes an even greater concern if we consider the Traveller community. As mentioned previously Travellers are 7 times more likely to die by suicide than the majority Irish population. The Irish Census (2011) found that 50% of Travellers are unemployed. This impacts across a range of social indicators including social class as ‘social class is based on the current or most recent occupation of the householder’

(ESRI, 2017) with eight out of ten Travellers this is listed as 'unknown'. The Irish Government has a number of initiatives in place to support employment: - Back to Work Enterprise Allowance - Short-Term Enterprise Allowance - Part-time Job Incentive - Community Employment - Rural Social Scheme - Community Services Programme - Tús - Gateway - Work Placement Programme - JobsPlus - Revenue Job Assist (Irish Citizens Information, 2017). However many of these schemes have conditions such as being unemployed for being 12 months or more before you can access them. This means that a person has to wait for a year before having the opportunity to start their journey back to employment. Yet unemployment has been found as one of the leading causes triggering psychological depression, which in turn, and then creates further barriers to accessing employment in the future (The Journal 2014). A Government led scheme to support both employers and potential employees in Ireland which has recently been concluded is the 'Job Bridge Scheme'. This initiative saw unemployed people being asked to take on a working role in a company, organisation, or institution that provided them with an increase of €52 per week. Despite there being a number of resources and supports available for the long-term unemployed the situation for the Traveller community may be viewed as more complex due to the number of social issues faced by the community. This includes poor mental health, low educational attainment, poor physical health, and discrimination.

#### **4.6 SPAIN**

During the last years, Spain has suffered an economic crisis that has caused the destruction of hundreds of thousands of jobs and an increase of the rate of unemployment in the country. Unemployment rate, although it has affected the entire population, has particularly affected those groups that, prior to the crisis, had serious difficulties of getting access to the labour market, such as people with disabilities. In addition, almost two out of three disabled people unemployed who demand employment are long-term unemployed.

Although long-term unemployment has increased for the population as a whole, it has not increased equally in all groups. According to the SEPE'S Labour Market Report (SPANISH PUBLIC EMPLOYMENT SERVICE), long-term unemployment affected by more than 62% the total number of unemployed people with disabilities, while in the rest of the population, this situation accounted for 44.1%. This means that the search for a job is longer in time for a person with a disability than for the rest of the population.



The differences detected in the approach to Acquired Disability in relation to congenital disability are basically that the first one has to be adapted to the policies, services and resources focus to the second group. This indicates that there are specific needs not attended, especially when we face the insertion (reinsertion) into the labour market.

The legal framework related to the rights of persons with disabilities is the same as for the case of people with disabilities, there is no specific mention for the particularities of these people, bearing in mind the vital change that modifies their habitual dynamism and their Social and family environment.

The United Nations Convention on the Rights of People with Disabilities, in force in Spain on May 3, 2008, include the article number 26, the need to adopt effective and relevant measures, so that people with disabilities can achieve and maintain maximum independence, physical, mental, social and vocational capacity, and full inclusion and participation in all aspects of life. In the article number 27, includes the right of people with disabilities to work, on an equal basis with others, which implies the right to open, inclusive and accessible working environments for persons with disabilities, regardless of when the situation of disability has come. This means the need for companies to promote real equality of opportunity in access, and to provide adequate conditions for anyone to put all their skills at the service of a job in conditions of normality.

In Spain, the General Law on the Rights of Persons with Disabilities and their Social Inclusion, in the article number 17 on support for professional activity, says that people with disabilities in working -age will have the right to benefit from vocational and professional rehabilitation programs, maintenance of employment and reintegration to work, as well as that the processes of support for the professional activity will include, among others, the following benefits: a) The habilitation or medical-functional rehabilitation processes. B) Vocational guidance. C) Training, adaptation.

There are in the current legislation different effects on the employment relationship established with a person when a disability has happened, although in most cases legal figures focus on the cancellation of the employment contract, rather than on its adaptation. The CERMI (Spanish Committee of Representatives of Persons with Disabilities) in a recent analysis of the current legislation, state this does not facilitate the permanence in employment of people with acquired disabilities.

When a disability occurs to a worker in Spain, the following situations may occur:

- Total or absolute permanent disability: Is a reason for cancelling the employment contract, but preserve the right to return to the company in a possible vacancy, if there was a functional recovery for the position that was previously performed,

within 3 years. The readmission will entitle to a reduction of the corporate social security quota for common contingencies of 50%.

- **Partial permanent disability:** It is not sufficient cause of termination of the contract of employment. The person will have the right to join his/her job position again, or in case of functional incompatibility, to another one in the same company, without loss of remuneration level. If it is not possible to join another job position, the salary may be reduced to a maximum of 25%. If a possible improvement in the health of the disabled person is foreseen, the legislation allows a maximum period of two years in which the job position he occupied is preserved and the contract is not extinguish.

The Survey on Disability, Personal Autonomy and Dependency Situations (EDAD) is the third major survey on disability in Spain. EDAD estimated the number of people with disabilities residing in households at 3.85 million, representing 8.5% of the population living in family homes.

The disability rates by age are higher in women than in men after 45 years. Below this age, the prevalence rates of disability among men outnumber those of women. In addition the probability of having a disability increases with age.

Focusing on the population with acquired disability, that is, the population that has reached disability beyond the age of 16, the population has been quantified in more than one and a half million people, as shown in Table 3. Of these, almost one million are women.

**Population with acquire disability, according to Regional Community of residence. Total number**

	Men	Women	Total
Andalucía	127.341	205.089	332.430
Aragón	19.234	26.099	45.333
Principado de Asturias	13.683	23.796	37.479
Illes Balears	11.919	14.531	26.450
Canarias	29.682	35.988	65.670
Cantabria	7.250	9.139	16.389
Castilla y León	41.413	52.990	94.403
Castilla - La Mancha	29.533	41.689	71.222
Cataluña	80.224	117.070	197.294

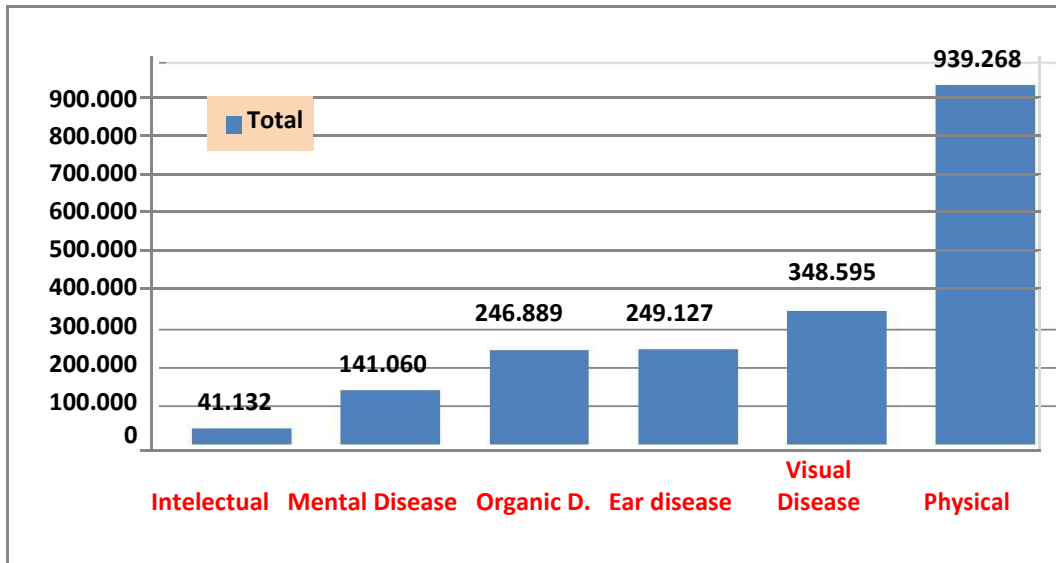
Comunidad Valenciana	90.776	110.859	201.635
Extremadura	18.467	27.294	45.761
Galicia	50.957	70.414	121.371
Comunidad de Madrid	63.971	97.968	161.939
Región de Murcia	27.718	38.816	66.534
Comunidad Foral de Navarra	7.123	7.413	14.536
País Vasco	31.133	36.423	67.556
La Rioja	3.816	4.022	7.838
Ceuta y Melilla	3.140	3.850	6.990
<b>TOTAL</b>	<b>657.380</b>	<b>923.450</b>	<b>1.580.830</b>

By age group, two-thirds of the population with disabilities are concentrated in the oldest age groups, accounting for 36.011 young people, under 30 years of age, who had a disability during their working age.

#### People with acquire disabilities, according to age group and gender. Total People

	Men	Women	Total
<b>Childhold</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Primaryproductive phase(16-30)</b>	<b>21.663</b>	<b>14.348</b>	<b>36.011</b>
<b>Mediunproductive phase (31-47)</b>	<b>135.211</b>	<b>136.540</b>	<b>271.751</b>
<b>Late productive phase (48-65)</b>	<b>277.492</b>	<b>403.855</b>	<b>681.347</b>
<b>Retirement (66 + más)</b>	<b>223.012</b>	<b>368.709</b>	<b>591.721</b>

By typology of disability, almost one million (two thirds) of people with disabilities due to working age are physically disabled.



Statistics show that a large majority of the population with acquired disability (76%) have get into this situation as a result of an illness, leaving more than 225.000 people as the second most frequent cause, almost one 15% of the population with disabilities. The most frequent accidents are work place accidents (almost 40% of the population that has suffered an accident) and those of Traffic accidents (almost 30%).

**Population with acquire disability, due to disability and gender. Total persons and percentage of women**

	Total	Men	Women	%Women
<b>Accidents</b>	225.804	145.62	80.176	35,5%
<b>Illnes</b>	1.216.875	466.316	750.559	61,7%
<b>Others</b>	230.291	82.066	148.225	64,4%
<b>Total</b>	<b>1.672.970</b>	<b>694.010</b>	<b>978.960</b>	<b>58,5%</b>

Getting into detail, occupational diseases are responsible for 10% of the population that has suffered from illness with disabling consequences, whereas in the case of accidents the most frequent are work place accidents and traffic accidents.

It is remarkable the percentage of traffic accidents suffered by the youngest, for those who are in a primary stage of production (between 16 and 30 years) is the most important cause.

Through legislation, important measures have been developed to favour the recruitment of disabled workers:

The first one is that your entity has a preference in the awarding of contracts from the PUBLIC SECTOR. Law of Public Sector Contracts, grants a preference for companies that comply with the legal reserve quota of 2% of people with disabilities in their templates.

Through the incorporation of people with disabilities, the company can offer its most human face in CORPORATE SOCIAL RESPONSIBILITY.

In addition, the hiring of people with disabilities is a profitable bet, since it provides bonuses to the Social Security contribution, tax benefits and subsidies.

Permanent contract		
<b>General discount</b>	Under 45 years	Over 45 years or more
<b>Man</b>	4500€	5700€
<b>Women</b>	5350€	
<b>Discount with serious disabilities</b>	Under 45 years	Over 45 years or more
<b>Man</b>	5100€	6300€
<b>Women</b>	5950€	

Temporary contract		
<b>General discount</b>	Under of 45 years	Over 45 years or more
<b>Man</b>	3500€	4100€
<b>Women</b>	4100€	4700€
<b>Discount with serious disabilities</b>	Under of 45 years	Over 45 years or more
<b>Man</b>	4100€	4700€
<b>Women</b>	4700€	5300€

## 4.7 UNITED KINGDOM

The data about the general current situation in the UK in terms of employment due to disability, have been taken from the sixth edition of Disability Facts and Figures, a report completed every year by the leading disability charity “Papworth Trust” (<http://papworthtrust.org.uk/>) The entire report can be found here: <http://www.papworthtrust.org.uk/sites/default/files/Disability%20Facts%20and%20Figure%202016.pdf>

- Over 50% of working age people who are out of work are disabled (either unemployed or economically inactive).
- In March 2013, 20.8% of the working age population in the UK (8.3 million people) had a disability. Working age is defined as 16-64 years old for both males and females.
- The employment rate gap between disabled and nondisabled people has narrowed from 37.2% in 2006 to 32.8% in 2013.
- In March 2013, the economically inactive rate for working age disabled people was 44.3%. This figure is nearly 4 times higher than for non-disabled people (11.5%).
- Disabled people are more likely to be unemployed than non-disabled people. In March 2013, the unemployment rate for disabled people stood at 12%, compared to 7.6% of non-disabled people.
- 53% of working-age adults with impairments experienced barriers to work compared with 30% of adults without impairments.
- The 2 most commonly stated enablers for employment among adults with impairments are modified hours or days or reduced working hours, and access to transport.
- The 2 most common barriers to work among adults with impairments are a lack of job opportunities (43%) and difficulty with transport (29%).
- 33% of employed people with impairments are limited in the type or amount of paid work that they can do, compared to 18% of adults without impairments.
- A graduate with a work limiting disability is more likely to want but not have a job than an unqualified person with no disability.
- Disabled people are nearly 4 times as likely to be unemployed or involuntarily out of work as non-disabled people. A graduate with a work limiting disability is more likely to not have a job compared to an unqualified person with no disability.
- The highest employment rates for disabled people (6 in 10) exist for people with diabetes, skin conditions or chest/ breathing problems.

- 5 in 6 of those who become disabled while in work are able to retain their job beyond the first year after becoming disabled. This implies that employers are prepared to make reasonable adjustments for an existing employee.
- Disabled people are more likely to be long-term unemployed and economically inactive. Over 50% of disabled people claiming Employment Support Allowance (or its predecessor incapacity benefit) have been out of work for more than 5 years.
- The average annual rate of disabled people making a transition from economic inactivity into employment is 4%, while the equivalent figure for non-disabled people is 6 times higher.
- According to a recent survey, only 34% of people who work in the private sector think their workplace welcomes disabled people, compared to over 55% of those in the public sector.
- The top 3 types of workplace discrimination identified by employed adults with a health condition, illness, impairment or disability are: being given fewer responsibilities (17%), not being promoted (11%), and being refused a job (8%).
- Unemployed people (those out of work but looking for work) are almost twice as likely as those in employment to have a limited long-standing illness or disability (17% compared with 9%). They are also more likely to have a long-term illness (31% compared with 22%). Looking at Dacorum Borough and thanks to CSR (Corporate Social Responsibility) there has been increase in employers employing people with learning difficulties or disabilities especially in large super markets.

Many initiatives have been put in place during the years to improve the participation of disabled people to the work market and to ensure that their rights would be properly respected. Nowadays, the local Job Centre is the referral point if a person with any kind of disability is looking for advice, knowledge, support or jobs opportunities. Some of the services offered are:

- [Work Choice](#) - to help you find a job, and get support when you start work
- [Access to Work](#) - money towards a support worker or for the cost of equipment or travelling to work
- [Specialist Employability Support](#) - to help you get ready for employment or become self-employed

The “Disable People” section in the official Government website (<https://www.gov.uk/browse/disabilities>) offers detailed useful information about those services and much more.

The UK Government ensure support in different ways to employers who hire people affected by any kind of disabilities. The service Access to Work (<https://www.gov.uk/government/publications/access-to-work-guide-for-employers>) usually provides a grant to pay for the costs that the employer might face hiring a person with disabilities. For example, it can provide funds towards:

- special aids and equipment
- adaptations to equipment
- travel to and from work
- communication support at interview
- a wide variety of support workers

Other services available for organisations and employers include:

The Advisory, Conciliation and Arbitration Service (Acas) provides free advice for employers on employment legislation including advice on age and the workplace.

The Equality and Human Rights Commission (EHRC) promotes and monitors human rights. It protects, enforces and promotes equality across 9 areas: age, disability, gender, race, religion and belief, pregnancy and maternity, marriage and civil partnership, sexual orientation and gender reassignment.

The Business Disability Forum (BDF) is an employer organisation that offers information, support and advice on disability as it affects business. It can help employers to make sure that their online recruitment tools and processes are fully accessible for disabled people.

Clear Talents can help organisations identify and manage reasonable adjustments for job applicants, employees and students. It is free to use for applicants.

The British Association for Supported Employment (BASE) is the national trade association involved in securing employment for disabled people. The website offers



guidance for employers on disability and work. BASE members work closely with disabled jobseekers and employers to help find sustainable work for the disabled person.

[Health and Wellbeing guidance for Managers](#) has a range of links to help for employers to support employees with work-related health issues.

[The Disability Action Alliance](#) brings together disabled people's organisations with other organisations to work in partnership to change the lives of disabled people.

[The big I.D.E.A.](#) (Inclusion, Diversity, Equality, Accessibility) is a place for the diversity industry, employers, and jobseekers to communicate. The site brings together the best of what the industry has to offer with a broad range of views from employers, jobseekers, and diversity policy makers.

[The Mental Health Foundation](#) is a leading mental health charity for research, policy and improving services. It offers a range of training and courses for individuals and employers.

[Remploy Employment Services](#) provides wide ranging support to help employers to recruit and retain talented and motivated disabled people.

[The Uncovering Hidden Impairment Toolkit](#) from HING (the Hidden Impairment National Group) offers hints and tips on how employers can better support people with hidden impairments. It is free of charge to employers who make minimal commitments to implement the toolkit.

The [Do It Profiler](#) has resources for employers to help them to understand specific learning disabilities and their relevance to the workplace.

[Richard Shakespeare](#) is an independent Disability Consultant who provides advice, support and training to employers on all aspects of disability awareness. Richard and his team can provide both face to face training and online courses in subjects such as disability awareness, mental health and equality and diversity.

## 5. Needs Analysis

For the proper implementation of the New Horizons project, partners were asked to identify the needs and difficulties that long-term unemployed people with disabilities face in each partner country. By pinpointing the main challenges that the target group faces, it will enable the New Horizons project to address these challenges and produce concrete results that aim to enrich the lives of the New Horizons target group.

### 5.1 AUSTRIA

As mentioned above (statistics) the percentage of disabled people among the general numbers or unemployed persons in Austria is very high and it seems that for this target groups it is getting more and more difficult to enter the labour market and to find employment. As for vulnerable target groups in general there might be the following reasons:

- The job market itself – it is not created for low performers.
- Interviews with job-coaches, representatives from employment agencies and educators show that in general it seems that it is increasingly difficult to find an apprenticeship for young people who are vulnerable for several reasons (e.g. disabled) and who are not considered to be high performers in the job market. Labour market consultants, teachers and youth coaches describe general challenges in the application process, e.g. online application procedure, job-castings, tests, etc., which have become the main entrance obstacles for vulnerable youngsters to VET or the labour market in general.
- a lack of clarity and information on funding possibilities and possibilities for professional rehabilitation;
- being overwhelmed by having to catch up with their school leaving exams and the application process in parallel;
- a low level of practical professional experiences – in the case of younger people
- awareness that they are not able to perform at 100% capacity despite external perceptions suggesting otherwise. A crucial task is to communicate this effectively in their applications.
- Disability is often still a taboo subject that many people refrain from discussing
- Concerns of employers: “What happens if this person will be ill too often?” There are specific regulations of employment protection for this target group and this often leads to a hidden discrimination in the job searching process
- lack of information on public incentives that exist in Austria. However, since most companies do not concentrate on the topic, they do not have this essential information.

## 5.2 BULGARIA

### Main challenges that people with disabilities in Bulgaria face on the labour market

The high legal protection people with disabilities are one of the main barriers hindering their integration on the labour market. A revision of the current legislation is necessary when it comes to the relation between the disabled people and the employers in the private and public sectors. Currently it has the opposite effect on the opportunities disabled people face regarding their economic activity and social inclusion. This is evident both from the low interest of the private sector towards programmes (administered by the EA) promoting employment of people with disabilities, as well as the weak economic activity among this target group. The subsidised employment of disabled people should be oriented towards **working in common/regular, rather than in a specialised environment**. A recent survey conducted among employers indicates that there are several major barriers they face when they have the opportunity to employ people with disabilities:

- **Compensational** – Employers think that they should receive higher compensations for hiring people with disabilities;
- **Legal and administrative** – Employers consider it necessary to have relevant and applicable legislation at their disposal when hiring people with disabilities, as well as lower level of bureaucracy;
- **Business needs related** – Satisfying the business needs requires systematic, comprehensive, coordinated and subordinated economic, social and health policies;
- **Educational qualifications related** – People with disabilities often do not satisfy the requirements of the positions that employers could offer them;
- **Informational needs** – The lack of relevant information regarding the potential and opportunities of people with concrete disabilities is making employers more hesitant towards hiring people with disabilities. This has negative impact on their general attitude and trust towards hiring people with disabilities. One of the main prejudices is believing that people of disabilities are generally less productive, more demanding, which is very individual depending on the degree of disability and the specific type of disability.

In addition to the barriers on the side of the employers and the labour market as a whole, there are few main challenges related to the general attitudes and structural barriers on the side of the disabled people such as:

- “the trap of the social benefits and pensions” – even if they are not that high compared to other EU countries, they might be preventing people from actively searching for a job, if their basic needs are covered;
- Lack of professional qualification or even higher secondary education’
- Lack of career guidance and support
- The influence of the family environment which might prefer higher level of protection then workplace integration

### **Types of assistance for disabled people in Bulgaria**

- **Vocational education & training**

In order to enhance the level of employment of people with disabilities, there are a number of developed vocational training programs. Usually they are focused on specific skills, such as training in accounting and business, foreign languages, computer skills, etc. and usually they are 2-3 months long. They are based on specific initiatives and projects aiming to support unemployed people with disabilities. Training providers licensed by the Agency for professional qualifications have the opportunity to apply for funding.

- **Rehabilitation**

The Law on Integration of People with Disabilities defines the rehabilitation of people with disabilities as medical rehabilitation and social rehabilitation. As per the same law, people with over 90% reduced capacity (severe permanent impairments) are entitled for a 14 day course of rehabilitation annually. In Bulgaria there is a number of NGOs working in the field of rehabilitation of people with disabilities. According to the recently adopted long-term strategy for employment of people with disabilities, they should have access to appropriate forms of vocational training and employment programmes. The job opportunities they might have should be advertised on the open labour market.

- **Supported employment/quotas**

An employer with more than 50 employees must provide suitable jobs for people with disabilities annually, so that their share is between 4% and 10% of the total number of positions depending on the economic sector.

- **Starting own business**

The country encourages people with disabilities to start and develop a business of their own. In case of people with disabilities being self-employed or in the process of offering new working positions. The Credit Guarantee Fund for Micro credits allows them the

use of interest-free loans up to a certain amount. Since 2006 The Agency for People with Disabilities began providing grant funding in cases of start-up businesses or in order to support the development of existing ones, managed by people with over 50% disability.

- **Sheltered employment**

Sheltered employment is not regulated by the Bulgarian legislation, which excludes people with severe disabilities from the labour market and dooms them to be socially isolated. The new strategy aims at developing conditions that allow the introduction of this form of employment as well as development of mechanisms for defining the economic sectors where sheltered employment could be applied.

- **Mentoring in the workplace**

There is no system for attendance and mentoring in the workplace in Bulgaria. Only a few examples of individual mentoring initiatives could be found (mainly project based).

### **5.3 CYPRUS**

- An issue that raises significant concern is the lack of national data on disability. This is a direct result of the low priority given to disability issues in the Cypriot context. Even in cases where there are some data available, these are based on a very limited sample and as a result the validity of the data is significantly undermined. It is imperative that national data on disability is improved, standardised and consistently reviewed so as to understand the barriers that disabled people experience in their daily lives, with a view to formulating/revising relevant policies and devising national action plans to address gaps in policy and provision. Greater transparency of data on disability necessitates establishing independent bodies in order to collect relevant data and monitor the formulation and implementation of disability action plans to give effect to national obligations under the UNCRPD.
- Another significant issue that needs to be taken into consideration is the prevalence of discriminatory attitudes towards persons with disabilities who are denied access to work and employment both in the private and public sector. A considerable number of work-related discriminatory incidences of people with disabilities in Cyprus have been investigated by the office of the Commissioner for Administration and Human Rights (Ombudsman). Despite the positive change that occurred during the last decades in attitudes and perceptions of citizens towards the diversity of people and its acceptance, there is still much room for improvement, in the level of respect by the Cypriot society towards the rights of persons with disabilities.

- Even though great progress has been accomplished in recent years concerning access of persons with disabilities to the physical and built environment, significant barriers still exist mainly for persons with motor and visual disabilities, due to inadequate implementation of the law from the local authorities, but also because of ignorance and lack of respect from a large number of citizens.
- Other sectors where there are areas for improvement are therapeutic rehabilitation, vocational training and employment. The structures and services that provide therapies such as physiotherapy, occupational therapy, speech therapy, and psychotherapy are limited and multidisciplinary rehabilitation state centers for all disabilities and especially for severe disabilities are not available. In the field of vocational training and employment, systematic mechanisms for the assessment of disability, functioning, vocational needs and abilities for employment of persons with disabilities as well as mechanisms to offer adequate motives for integration in the work force and in occupations on demand, have still not been established

Some of the weaknesses in the field of therapeutic rehabilitation are presented below:

- There is a lack of centers of comprehensive and integrated rehabilitation for genetic and acquired brain injuries (TBI, cerebral palsy, etc.) and musculoskeletal disorders (rheumatic disease, amputations, etc.) for adults and children with disabilities.
- Fragmentation of the rehabilitation services, lack of multidisciplinary treatment, limited social welfare services, lack of coordination and continuity of care for persons with disabilities.
- There is a need for skilled health professionals in the rehabilitation of different categories of disability.
- Specialised rehabilitation services for individuals with autism and other highly specialised disability status are not provided.

## 5.4 GREECE

Labour market conditions have deteriorated dramatically in Greece since 2007. The economic crisis exposed structural economic weaknesses. Vulnerable population groups such as people with disabilities and youth were affected dramatically representing much higher unemployment rates than the mainstream population, facing at the same time even greater challenges and obstacles entering into the labour market. The recent economic crisis has influenced even more the already weak labour market resulting to a negative situation where employers are reluctant to recruit new workers and particularly workers with special needs resulting to especially high unemployment rates for the target group.

Survey of OECD in 2010 concluded that: "Too many workers permanently leave the labour market due to disability or health problems, and very few people with reduced work capacity manage to remain in the labour market. The increasing changes in the economic context and the labour market constitute a barrier for people with health problems to return to work or to remain in it".

Because of the projected deficits in the labour market and the high proportion of workers suffering from health problems and chronic diseases, it is important to increase the sustainable employability with a view to optimum use of all their employees. Strategies aimed at increasing sustainable employability should emphasize the potential of workers with chronic diseases and to focus and long-term employability of workers. As far as social services are concerned, which aim for social inclusion, there are well recognised problems regarding discrepancies in the number and quality of basic services among regions in Greece while disabled people face difficulties finding out and accessing such services. (National Action Plan for Welfare Development 2007-2013). Local administrations play a limited role in providing care services, while there is lack of coordination of social services where they exist with aspects such as employment, or education. The orientation of available services tend to be operating on a medical model of disability and be restricted to care/ rehabilitation, overriding actions for social integration. There is a general failure to evaluate and use current social services effectively to the end of social participation of disabled people.

The coordination among different sectors and the continuity of support have not been adequately achieved in national employment integration services which constitute a significant obstacle to labour market participation. Knowledge and information sharing

among civil servants, social workers and health professionals can be considered relatively poor.

However, some particularly designed and implemented project initiatives such as TOPEKO (Local Actions for Social Integration of Vulnerable Groups), co-funded by the ESF and the Ministry of Social Security and Labour Welfare, attempted to adopt an integrated service approach, as they combined vocational counselling, training and internship in specific and relevant subjects. TOPEKO actions were based on a partnership between private and public sector and an integrated effort of municipalities, consultancy businesses, and vocational training centers. The aim of TOPEKO was to provide integrated support services to unemployed people from vulnerable groups who were registered at the Manpower Employment Organisation (OAED).

On the downside, it is worth mentioning that persons with a disability degree over 50% cannot benefit from compulsory recruitment under the quota scheme for seasonal jobs (e.g. tourism). Besides that, the lack of specific provisions for professional reintegration hinders the return to employment, especially when the person is absent from the workplace for a long time. Greek laws clearly state that persons with disabilities eligible for welfare benefits can participate in social cooperative enterprises as workers, without losing their benefits. However, there are no clear specifications about what happens to disability pensions. Therefore, this is many times considered as a disincentive for many persons who have a lower rate of disability and are eligible for disability pensions. This creates confusion and results in the fact that people decide not to work and continue receiving disability benefits.

## **5.5. IRELAND**

The Traveller community faces 'acceptable racism' by institutional barriers, the media, and people. Research in the United Kingdom found that nine out of ten children Traveller and Gypsy children have suffered racism abuse (Guardian, 2016).

In Ireland there have been numerous incidents of local people publically protesting against members of the Traveller community living near or within their local community. Recently ten members of the Traveller community lost their lives in what is known as the 'Carrickmines Tragedy' where members of the same extended family burned to death in a fire. Despite a public outcry of support for the remaining members of the family, there were public protests when the family were due to be given a new area for



their housing relocation. Residents of Glenamuck Cottages formed a blockade in protest at the site. The Minister the Environment Alan Kelly said he was ‘incredibly disappointed and disheartened by the protest’ (RTE News, 2015). Another example of this ill treatment was a house being set on fire so that it would no longer be available for a Traveller family that were due to make it their new home in Donegal (Irish Times, 2013).

The ESRI 2017 report acknowledges this discrimination faced by the community:

Travellers stand out as a group that experiences extreme disadvantage in terms of employment, housing, and health (Nolan and Maitre, 2008; All Ireland Traveller Health Study, 2010; Watson et al., 2011; ESRI 2017), and that faces exceptionally strong levels of prejudice.

Pavee Point Traveller and Roma Centre (2005) state:

Social initiatives in relation to Travellers (for instance, in education and/or training for employment) have clearly failed to eliminate or even to substantially weaken anti-Traveller prejudice among the majority settled population, and have failed to enable Travellers to achieve inclusion in Irish society. Indeed, Travellers remain the most marginalised group in that society, highly visible as a ‘problem’ precisely because they are invisible as an ethnic group. This exclusion is often mirrored in mainstream social programmes. In many of these programmes – intended to target the most marginalised – Travellers are omitted from policy and planning, and are virtually frozen out in practice

Traveller children and adults have been found to hide their identity in order to avoid or prevent discrimination in work, school, and other areas of their lives. Dr Niamh Hourigan of University College Cork found that over 50% of the Travellers they met who had been in employment hid their identity in order to obtain or keep their job (Guardian, 2010).

## 5.6 SPAIN

People with disabilities are a vulnerable and numerous groups that society has usually kept in conditions of exclusion. This fact has meant the restriction of their basic rights and freedoms by conditioning and hampering their personal development as well as the enjoyment of the resources and services available to the entire population and the possibility of contributing their capacities to the progress of society. In spite of the social progress achieved, these rights are limited in the access or use of environments, processes or services that have not been conceived taking into account their specific needs or are expressly restricted to their participation in them. The effects of these obstacles are materialised in a situation of social exclusion that must be inexcusably addressed by the public authorities.

The social integration of people with disabilities is a constitutional right, and it is up to these public authorities to carry out policies that remove the barriers that impede or hinder it.

The incorporation into the labour market of this group is a key factor to achieve its full integration.

**People with disabilities generally do not enter the labour market; this is one of the main problems to be solved.** It is necessary to increase the number of active people within this group. The unemployment rate of people with disabilities is 7.8 points higher than that of people without disabilities. 91% of the contracts made for people with disabilities are temporary contracts. **Wage discrimination;** Salaries of people with disabilities is lower than that of the non-disabled population.

31.1% of people with disabilities are at **risk of poverty or social exclusion.**

The combination of a lower-than-average household income (60%) has severe material deprivation (food, supplies, etc.) and a low labour intensity (working less than 20% of the time that could potentially have been spent) lead to this situation of risk of poverty or social exclusion, which affects people with disabilities to a greater extent (4 percentage points above the population without disability). Nearly 5 out of 10 young people with disabilities aged 16 to 29 are at risk of poverty or social exclusion.

**The level of training of disabled people is significantly lower.** The training level is key to the insertion, as this increase the possibilities of employment and the conditions

for hiring. This affects the entire population, however, in the case of people with disabilities, its importance is even greater. Almost 70% of people with disabilities indicate some type of barrier to access training. The main barriers identified are:

- Lack of opportunities.
- Illness or chronic health problems.
- Limitations on basic activities.

The young people claim to have suffered fewer difficulties in accessing training (25%), a precept that may indicate better resources and support in the educational integration of the new generations. The dropout rate is higher among people with disabilities.

The activity rates of people with disabilities are not homogenous for the whole country, and so there are territorial inequalities of some importance, determined by the economic inequalities that operate between regional communities. In the case of people with disabilities, the highest activity rates are found in communities such as Madrid, the Basque Country, Navarre or the Balearic Islands (above 40%), while the lowest are found in the Canary Islands, Extremadura, Asturias or Galicia (which does not exceed 34%).

**44% of people with disabilities in unemployment lists have been in this situation for more than two years.**

The rate of self-employment is lower in people with disabilities than in the rest of the population.

Most companies with more than 50 workers do not meet the 2% reserve quota through direct contracting.

## **5.7 UNITED KINGDOM**

In December 2016, a report has been published describing the progress being made to put the rights in the UN Convention on the Rights of Persons with Disabilities (the Disability Convention) into practice in the UK. It includes the [Letter to the Minister of State for Disabled People in response to the CRPD committee inquiry \(Word\)](#) with attached [annex outlining key concerns \(Word\)](#).

The issues listed in the report include:

- People often think bad or wrong things about disabled people. And disabled people are often talked about in a bad way in the newspapers or on TV.
- Access – homes are hard to live in, transport and buildings that are hard to use, information is hard to understand.
- Disabled women and girls – Disabled women can often be hurt domestically abused.
- Disabled children and families – Life is very hard for many disabled children and their families. For example, many disabled children are poor, do not get the chance to do well at school or join in with things other children do.
- Making decisions – Some people find it very hard to make their own decisions, and do not always get the right support. The decisions other people make are not always checked.
- Crime and going to court – Many disabled people cannot get the right support or advice if a crime happens to them, they are treated badly because of their disability or they need to go to court.
- Disabled people in hospitals or other care places have sometimes been treated very badly.
- Getting the right support – There is less money to spend on care and support. And the rules for getting support and benefits money have changed, affecting many disabled people.
- Health – Many people with a learning disability or mental health needs (and other conditions) do not get good enough general healthcare or support to speak up if they need it.
- Jobs – Many disabled people do not have a job.
- Voting is still too hard because of information that is hard to understand and voting places that are hard to use.
- Leisure – It is harder for disabled people to take part in sport. And it is harder for them to go out and do the things other people enjoy.
- Information about disabled people is patchy so the Government does not know what the problems are.

## 6. Best practices

Below is a list of best practices currently implemented in each partner country. By identifying the best practices already under way, will allow the partnership to incorporate useful knowledge and experience which will contribute in the development of training tools and methods.

### 6.1 AUSTRIA

#### *Best practices desk research*

<b>Country</b>	Austria
<b>Institution</b>	BBRZ – Professional education and rehabilitation Centre
<b>Year</b>	Founded in 1975
<b>Best Practice description</b>	<p>The BBRZ supports and accompanies people after an accident or after a long-term disease and help them to find their way back into professional life. The institution offers professional rehabilitation a well as neurological rehabilitation for persons with specific restrictions – caused by an accident or disease.</p> <p>The BBRZ’s mission is to facilitate labour market access to people with restrictions/limitations, to open them employment opportunities and to empower them for professional life.</p> <p>The BBRZ services address to different target groups. The have special supporting and training offers for youth and adults.</p> <p>One main field is the professional rehabilitation after an accident or long-term disease. The BBRZ help in developing new perspectives for the professional life and offers support to organise private and social issues.</p> <p><b>Planning the rehabilitation process.</b> This step consists of 2 modules: Module 1:REHA Assessment – in this</p>

process the situation is clarified and all possible options for professional training, further development, given restrictions as well as sources for supportive funding are identified.

Module2: REHA Potential analysis – consists of a potential analysis, analysis of strengths and weaknesses; development of cognitive and medical profile; development of an individual plan for the professional career.

The whole rehabilitation planning process is accompanied by psychological and social work support, legal consultancy, process management of professional rehabilitation.

Duration of step 1: 6 weeks

For people with an additional need in social, psychological or financial issues, BBRZ offers specific combination of consulting, coaching and professional rehabilitation – called **REHA Combination**.

Special measure of this REHA Combination is a specific **integration training to re-enter professional life**.

**Aim:**

- Mental and psycho-social Stability
- Getting used to the requirements of working life
- Training of key qualification/practical internships
- Development of professional perspectives with the help of the rehabilitation plan
- To get prepared to professional qualification or to the step into concrete working life

Duration max. 26 weeks

**Qualification and Training**

Depending on the federal state/region in Austria, the BBRZ

	<p>offers number of qualification and training, apprenticeships. These qualifications are completed with an officially acknowledged certificate. As well as in the planning and integration course, BBRZ offers always additional and accompanied measures, like psychological support, social work or financial/legal advice.</p> <p>Two specialised locations in Austria offer specific support in training and rehabilitation for people with neurological problems or target groups with visual impairment.</p>
<p><b>Contacts</b></p> <p><b>Web/Social Network/...</b></p>	<p><a href="http://www.bbrz.at">www.bbrz.at</a></p> <p><a href="https://www.facebook.com/pages/BBRZ-Beruflich-wieder-am-Ball/169302296581155">https://www.facebook.com/pages/BBRZ-Beruflich-wieder-am-Ball/169302296581155</a></p>
<p><b>What is the impact of best practice on the target group envisioned in the project?</b></p>	<p>From the described activities of BBRZ it can be concluded, that all these activities that follow a clear structure can be very helpful for the participants. Especially the fact, that the BBRZ does not only offer professional rehabilitation and training but provides a number of accompanying services has a positive impact on the target group. They receive holistic and multi professional support and they can benefit from the good network of the BBRZ – also from the good connections with companies/employers.</p>

## 6.2 BULGARIA

### *Best practices desk research*

<b>Country</b>	Bulgaria
<b>Institution</b>	National Federation of Employers of Disabled People
<b>Year</b>	2012
<b>Best Practice description</b>	<p><b>First European Fair for Social Enterprises and Cooperatives of People with Disabilities</b></p> <p>The first European Fair for Social Enterprises and Cooperatives for People with Disabilities is a successor of the nine National exhibitions of these structures that were initiated by the non-governmental organisations in which they are members.</p> <p>The main objective of the project is to promote an active social position of the members of specialised enterprises and cooperatives for people with disabilities, their achievements in employment in the process of integration in the social and public life of the country, through participation in an international event.</p> <p>The main beneficiaries were seventy-four social enterprises and cooperatives for people with disabilities from Bulgaria and Europe took part in the exhibition. The participants from Bulgaria were 64 social enterprises and cooperatives. The European participants were: the NGO Group 484 from Serbia, which presented its social economy network that unites 24 organisations; the National Association of Work and Production Cooperatives from Italy, which encompasses 893 cooperatives and five consortiums with annual turnover of 12.87 billion euro;</p> <p>The European Fair of Social Enterprises and Cooperatives of People with Disabilities <b>is an innovative model for strengthening specialised employment and work force development.</b> It is a mechanism for social inclusion of</p>



	<p>people with disabilities. It provides opportunities for sustainable employment to people with disabilities within the country through promoting their labour and creating new contacts and business partnerships.</p> <p>Products manufactured by people with disabilities were presented at 600 km<sup>2</sup> of exhibition area, in the most popular Exhibition centre in Bulgaria – Plovdiv International Fair. Thus the results of these people’s work, which were presented at the exhibition, become known among big range participants and visitors of the event, including state and public organisations, and both domestic and foreign business companies and consumers.</p>
<p><b>Contacts</b></p> <p><b>Web/Social Network/...</b></p>	<p><a href="http://nfri.bg/?page=10&amp;lang=bg">http://nfri.bg/?page=10&amp;lang=bg</a></p>
<p><b>What is the impact of best practice on the target group envisioned in the project?</b></p>	<p>The best practice shows a European wide initiative that has been implemented also in Bulgaria, establishing and strengthening the important link between people with disabilities and social/specialised enterprises. This is not a single initiative but an ongoing activity under the motto promotion of Social Entrepreneurship in the context of Europe 2020 , which ensures consistency and long-term cooperation between employers and job-seekers</p>
<p><b>Success criteria</b></p>	<p>The national exhibitions growing into an European Fair of Social Enterprises and Cooperatives of People with Disabilities would draw many governments’ attention to the support of the sustainable development of cooperatives and specialised enterprises for people with disabilities, for promoting the potential of those enterprises abroad, for taking measures to create favourable conditions for the development and enhancement of international cooperation, and for ever more successful integration of people with disabilities in public life.</p> <p>The main tasks related to the inclusion of people with disabilities into the economic and public life in the country</p>

	<p>and their social inclusion, change in the type and means of communications, in raising awareness among society about the problem and opportunities for people with disabilities and establishing programmes aimed at solving these problems are put into practice.</p> <ul style="list-style-type: none"> <li>➤ The European Fair of Social Enterprises and Cooperatives of People with Disabilities supported the development of social enterprises and the improvement of the social economy in Bulgaria. It also pointed out the good examples of integration of people with disabilities into the labour market. This forum helped change the attitude towards people with disabilities and strengthen the social capital in the country.</li> <li>➤ The value added of the project is demonstrated by an increase in social inclusion and personal realisation of a considerable group of people with disabilities, an improvement of the quality of their lives, an increase of the social credit and financial result of companies where people with disabilities work.</li> <li>➤ The involvement of partners (state and private) in the process of developing and implementing a forum such as the European Fair of Social Enterprises and Cooperatives of People with Disabilities is of paramount importance. As of the moment there is a high level of acknowledgement that encourages organisers to do their best to continue this initiative, because the motivation of institutions, organisations and enterprises of and for people with disabilities is high.</li> </ul>
<p><b>What can we learn from it – what does it tell us for our project</b></p>	<p>CATRO was invited to the next European Fair of Social Enterprises and Cooperatives of people with Disabilities which will take place on 2<sup>nd</sup> of April 2017, which is a very good opportunity not only to present the project and its outputs related to the career counselling of people with disabilities and support in their reintegration in the labour market, but also to enhance the partnership with social enterprises.</p>

### 6.3 CYPRUS

#### *Best practices desk research*

<b>Country</b>	Cyprus
<b>Institution</b>	Service for the Care and Rehabilitation for the Disabled people
<b>Year</b>	1969
<b>Best Practice description</b>	Centre for vocational and rehabilitation training
<b>Contacts</b> <b>Web/Social Network/...</b>	<b>Address</b> : 30, 28th Octovriou Street, Strovolos, Nicosia <b>Tel:</b> 22 871 300, <b>Fax:</b> 22311 176
<b>What is the impact of best practice on the target group envisioned in the project?</b>	The centre provides training and employment in specialisations such as leather goods / shoe-making/ the furniture industry / carpentry, broom-making, knitting and sewing/ embroidery. Disabled persons are trained in line with the developments of the labour market, and acquire skills that maximize their employability in different sectors of the labour market.
<b>Success criteria</b>	<ul style="list-style-type: none"> <li>• Many years of experience</li> <li>• Offers training in a variety of jobs</li> <li>• Professional support services</li> <li>• Provides the opportunity to become self-employed</li> <li>• Established network with many associations of the disabled persons in Cyprus</li> </ul>
<b>What can we learn from it – what does it tell us for our project</b>	Vocational and rehabilitation training is essential for persons with acquired disabilities and their quest to reintegrate back into the workforce. Aside from providing the skills necessary for future employment, it greatly enhances self-esteem and gives the necessary motivation to be a productive member of the society/workforce.

## 6.4 GREECE

### *Best practices desk research*

<b>Country</b>	European Network
<b>Institution</b>	
<b>Year</b>	Continuous
<b>Best Practice description</b>	<p>The NATIONAL NETWORK FOR HEALTH PROMOTION IN THE WORKPLACE (EDPYCHE) was established under the aegis of the European Network for Health Promotion at the Workplace (ENWHP) which aims to: "Development of support infrastructure for health promotion at work at national level". The EDPYCHE committed to the promotion of health promotion at work at national level.</p> <p>The mission EDPYCHE regard to protecting and improving the health of workers in their working environment to companies and organisations in the public and private sectors.</p>
<b>Contacts</b>	
<b>Web/Social Network/...</b>	
<b>What is the impact of best practice on the target group envisioned in the project?</b>	<p>Under PHWork program, in the process identification of good practice examples identified a number of factors contributing to the success of an intervention:</p> <ul style="list-style-type: none"> <li>-integrated approach (integrated prevention strategies, maintaining jobs and return to work on the overall strategy of the company)</li> <li>-emphasis on the skills of the employee and not the medical diagnosis or its limitations</li> <li>-adoption and promotion of positive terms (can do approach); active role of staff involved</li> <li>-awareness of the prejudices against workers with chronic diseases</li> <li>-coordination and personalised management of each case</li> </ul>

	<p>-participation in general health initiatives (positive effect on corporate culture)          -WIN-WIN approach (e.g. cooperation with other initiatives).</p>
<b>Success criteria</b>	
<b>What can we learn from it – what does it tell us for our project</b>	<p>The design and development of an integrated programme “Return to work/employment” for an employee with a chronic illness, after a long layoff:</p> <ul style="list-style-type: none"> <li>▪ Gradual return to the workplace</li> <li>▪ Recording stress</li> <li>▪ Providing access to occupational therapy or medical assistance in the form of non-hospital care</li> <li>▪ Tailor counselling</li> <li>▪ Evaluation of the job requirements of the individual and the individual's needs to be personalised in the working environment changes and adjustments</li> <li>▪ Retraining programmes or acquire new skills</li> <li>▪ Tele-work</li> <li>▪ Colleagues training in management of emergency situations and support (if we have the consent of the person facing chronic illness).</li> <li>▪ Moving the worker to another job in order to reduce the workload and / or modify the hours.</li> </ul>

**Best Practice:**

Under the “Community Programme for employment and social solidarity - PROGRESS (2007- 2013)”, the National Confederation of Persons with Disabilities (E.S.A.meA.) - which is the tertiary social and union organisation of people with disabilities and the families in the country, officially recognised Social Partner of the Greek State in disability issues and a founding member of the European Disability Forum (European Disability Forum) - participated in the implementation of the Action "Fighting Discrimination in Labour market", the coordination of which was undertaken by the National Centre for Social Research (EKKE), during which (in December 2012) has

produced an innovative 'Guide to discrimination issues and reasonable accommodation for workers disability'.

The objective of the manual is to provide expertise to the relevant members of the Corps of Labour Inspectors (SEPE) in order to be able to apply about "Application of the principle of equal treatment irrespective of racial or ethnic origin, religion or belief, disability, age or sexual guidance "- as promoter of the principle of equal treatment in employment and occupation in the case of violation of the natural or legal persons from the private sector.

### ***Success***

The manual attempts intervention at three levels: a) knowledge, b) at the level of skills and c) the level of attitudes. To achieve the objectives of the manual, analysed the institutional role of SEPE its application principle of equal treatment for workers with disabilities, as required by national institutional framework. They developed the two main models of disability approach (medical and social) and presents the current framework for equal treatment in employment and occupation-including the relevant article on "Labour and Employment" of the "UN Convention for Rights of Persons with Disabilities" which Greece ratified with relevant law in 2012. Followed by clarification of basic concepts related to disability (e.g. disability, access, accessibility, barriers, universal design, reasonable adjustments, assistive technology, etc.). Since disabled people are not a homogeneous group, then presented the obstacles and difficulties encountered by different groups of people with disabilities, and the corresponding infrastructure accessibility requirements, services and processes.

### Associated organisations

1	<b>Name</b>	<b>Institute of Psychosocial Development (I.Ψ.A.)</b>
	<b>Brief profile</b>	<p>The Institute of Psychosocial Development (I.Ψ.A.) is an NGO founded in the City of Larisa (Region of Thessaly) since 2001 by a group of experienced scientists and research associates active in various development fields with disadvantaged segments of society.</p> <p>Since 2005, according to Ministerial Decision P2g / 134 675/04, I.Ψ.A., has joined the National and Prefectural Register of Social Care Institutions of Private Sector and the Non-profit in the Special Register of Voluntary Non-Governmental Organisations.</p> <p>The general supervision of the Institute has the president and legal representative of the organisation Prof. Athena Marouda – Chatjoulis, PhD., Psychologist, Psychotherapist, Group Analyst, Member, Trainer Analyst and Supervisor of the Greek Association of Group Analytic &amp; Family Psychotherapy.</p> <p>The aim of the organisation’s founders is the promotion of psychological development of individuals and groups by:</p> <ul style="list-style-type: none"> <li>a)Prevention, treatment and counseling</li> <li>b)Training in research and clinical level of specific vulnerable groups</li> <li>c)Promotion of volunteering program</li> </ul>
	<b>Website</b>	<a href="http://www.ipsa.gr">http://www.ipsa.gr</a>
2	<b>Name</b>	<b>Department of Special Education / University of Thessaly</b>
	<b>Website</b>	<a href="http://www.sed.uth.gr/index.php/gr/">http://www.sed.uth.gr/index.php/gr/</a>
3	<b>Name</b>	<b>Center of psycho-emotional Development</b>
		<a href="mailto:thetzerachoglou@gmail.com">thetzerachoglou@gmail.com</a>

## 6.5 IRELAND

### *Best practices desk research*

<b>Country</b>	Ireland
<b>Institution</b>	Irish Government – Department of Social Protection
<b>Year</b>	Continuous
<b>Best practice description</b>	<p>The Community Employment (CE) programme is designed to help people who are long-term unemployed and other disadvantaged people to get back to work by offering part-time and temporary placements in jobs based within local communities. Participants can take up other part-time work during their placement. After the placement, participants are encouraged to seek permanent part-time and full-time jobs elsewhere based on the experience and new skills they have gained while in a Community Employment scheme.</p> <p>Job examples include youth workers, administration staff and child care</p>
<b>Contacts</b> <b>Web/Social Network/...</b>	<p><a href="http://www.citizensinformation.ie/en/employment/unemployment_and_redundancy/employment_support_schemes/community_employment_scheme.html">http://www.citizensinformation.ie/en/employment/unemployment_and_redundancy/employment_support_schemes/community_employment_scheme.html</a></p> <p><a href="http://www.welfare.ie/en/Pages/Community-Employment-Programme-.aspx">http://www.welfare.ie/en/Pages/Community-Employment-Programme-.aspx</a></p>
<b>What is the impact of best practice on the target group envisioned in the project?</b>	<p>Developing a European framework of specifically designed and supported employment opportunities and work placement experiences that benefit those who are long-term unemployed. A programme that has detailed learning outcomes, with supervision, that can be viewed as genuine experience in a professional capacity.</p> <p>It is one of the most successful best practice examples in Ireland and participants are treated with the same rights and</p>



	responsibilities as a general employee in most placements.
<b>Success criteria</b>	Participants engage in meaningful experience with set out learning outcomes that builds genuine work experience supporting them to re-enter the work force.
<b>What can we learn from it – what does it tell us for our project</b>	This model can be tailored to suit the needs of groups at a local, regional or national level. Infrastructure can be set up with local organisations and businesses, with support from local/national Government, through policy development to finance and build this system.

<b>Country</b>	United States originally and adopted across Europe
<b>Institution</b>	Psychiatric Rehabilitation Journal
<b>Year</b>	2011
<b>Best practice description</b>	<p>IPS Supported Employment is an evidence-based approach to supported employment for people who have a severe mental illness. IPS stands for Individual Placement and Support. IPS supports people in their efforts to achieve steady employment in mainstream competitive jobs, either part-time or full-time. This stands in contrast to other vocational rehabilitation approaches that employ people in sheltered workshops and other set-aside jobs.</p> <p>When a client at the agency expresses interest in working, that client is referred to an employment specialist on the IPS team for an initial meeting. The employment specialist works with the client to learn about his or her goals and preferences and provides information about how IPS works. When someone chooses to enroll in IPS, that person and the employment specialist make a plan together and begin to look for regular jobs in the community as soon as the client expresses interest in doing so. Employment specialists are trained to provide people with support, coaching, resume development, interview training, and on-the-job support. Employment specialists are</p>

	<p>also trained to do job development – a process in which employment specialists build relationships with employers in businesses that have jobs that are consistent with client preferences.</p>
<p><b>Contacts</b></p> <p><b>Web/Social Network/...</b></p>	<p><a href="http://psycnet.apa.org/?&amp;fa=main.doiLanding&amp;doi=10.2975/31.4.2008.280.290">http://psycnet.apa.org/?&amp;fa=main.doiLanding&amp;doi=10.2975/31.4.2008.280.290</a></p> <p><a href="http://www.thelancet.com/journals/lancet/article/PIIS0140-6736(07)61516-5/abstract">http://www.thelancet.com/journals/lancet/article/PIIS0140-6736(07)61516-5/abstract</a></p> <p><a href="https://en.wikipedia.org/wiki/IPS_Supported_Employment">https://en.wikipedia.org/wiki/IPS_Supported_Employment</a></p>
<p><b>What is the impact of best practice on the target group envisioned in the project?</b></p>	<p>Participants are supported on an individual basis with tailored support to meet their specific goals. Similar to ‘Individual learning plans’ in the education sector, participants are at the centre of their pathway back to employment. They discuss their goals, strengths and plans for the future and are given support to take the steps needed.</p>
<p><b>Success criteria</b></p>	<p>Success rate for competitive employment rate was 61% - Psychiatric Rehabilitation Journal (2008)</p>
<p><b>What can we learn from it – what does it tell us for our project</b></p>	<p>The provision of individual and person centred approaches are key to successfully bringing those with mental health issues into employment</p>

## 6.6 SPAIN

### *Best practices desk research*

<b>Country</b>	SPAIN
<b>Institution</b>	COCEMFE
<b>Year</b>	2008
<b>Best Practice description</b>	<p><u>Mobil Unit INCORPORA</u></p> <p>The Mobile Unit INCORPORA INDER intends to overcome the facts of exclusion suffered by those people who have some form of disability and who are living in rural areas, which makes it difficult for them to have access to training and where the possibilities of insertion into the labour market. It is a van, with the conditions of accessibility and the necessary technological equipment (computers with printer, DVD and screen, internet connection, GPS, etc.), aimed at advising, sensitizing and informing companies about the employment of people with disabilities, resources and legislation of interest, as well as on accessibility, technical aids and adaptation of the job. The mobile unit moves through different rural populations, acting as a community resource. Has become a reference social work resource for people with disabilities residing in rural areas. Fosters the processes of insertion into the labour market of people with disabilities residing in rural areas through:</p> <p>Personalised home care</p> <p>Work Orientation / Training</p> <p>Technological Literacy / Social Skills</p>
<b>Contacts</b>	<a href="http://www.cocemfe.es">www.cocemfe.es</a>
<b>Web/Social Network/...</b>	

<p><b>What is the impact of best practice on the target group envisioned in the project?</b></p>	<p>Thanks to this device, the companies and people with disabilities are advised in the area of employment in places where technical equipment does not arrive. It is a pilot experience that is being developed in that of the Community of Madrid and is expected to be extended to the entire Spanish geography.</p> <p>The mobile unit is a van with the conditions of accessibility and the necessary technological equipment, to advise, raise awareness and inform companies about the employment of people with disabilities, resources and legislation of interest, as well as to promote social awareness and Insertion in the labour market, and encourage the use of new technologies. COCEMFE creates its own job board and visits companies to hire people with disabilities, advising companies of the benefits that the company can obtain with contracts for people with disabilities.</p>
<p><b>Success criteria</b></p>	<p>It is a unique and innovate resource for integration into the labour market. It allows reaching those who need it most, and not only focuses on labour integration, but also on the normalisation of this group within society, especially in this area where physical and psychological barriers are much more pronounced than in the big cities.</p>
<p><b>What can we learn from it – what does it tell us for our project</b></p>	<p>This good practice in relation to our project and specifically to our target group in our project, show us how to overcome the multiple factors of exclusion suffered by those who have physical disability and who live in rural areas. It is a way to connect companies and people with disabilities to foster the reintegration into de labour market.</p>

<b>Country</b>	SPAIN
<b>Institution</b>	LA CAIXA
<b>Year</b>	Founded in 2008
<b>Best Practice description</b>	<ul style="list-style-type: none"> <li>➤ INCORPORA is a labour intermediation programme. This programme guarantees a good integration of the person in the company. The beneficiaries of this programme are people with special difficulty to incorporate into the labour market, as people with acquired disabilities and in addition unemployment long-term.</li> <li>➤ INCORPORA offers a labour intermediation service that covered all stages of the process, from training to incorporation of staff. This programme offers advice, assistant prior to hiring and monitoring.</li> <li>➤ This programme is developed by technician in labour intermediation.</li> </ul>
<b>Contacts</b>	<a href="http://www.incorpora.org">www.incorpora.org</a>
<b>Web/Social Network/...</b>	
<b>What is the impact of best practice on the target group envisioned in the project?</b>	<ul style="list-style-type: none"> <li>➤ The impact of this good practice is the reintegration into the labour market of people with risk of exclusion and among the beneficiaries are the target group of this project.</li> <li>➤ In addition, having a social responsibility programme contributes to improve our society and in fact has a positive impact on the image of the company in their employees and clients.</li> </ul>
<b>Success criteria</b>	<ul style="list-style-type: none"> <li>• It is an insertion programme that includes all stages of the process from selection to incorporation of personnel: <ul style="list-style-type: none"> <li>- Advice on current legislation in the hiring of workers of disabilities</li> <li>- Previous support and monitoring of the recruitment: <ul style="list-style-type: none"> <li>Selection of professional profiles.</li> <li>Design and implementation of personalised insertion itineraries.</li> <li>Accompaniment of the user in the process of</li> </ul> </li> </ul> </li> </ul>

	<p>adaptation to the company.</p> <ul style="list-style-type: none"> <li>• Adaptation of occupational training to the needs of the company.</li> <li>• Practical stays supervised by the company</li> </ul>
<p><b>What can we learn from it – what does it tell us for our project</b></p>	<p>This good practice in relation to our project and specifically the target group in our project shows us how through the intermediation it can make possible the reincorporation of people with some type of exclusion, including our focus group. It is also an intermediation programme that covers all phases of the process that facilitates the hiring process. In addition, companies make use of these programmes of Intermediation and end up hiring people with difficulties to reinsertion labour as our target group, makes them improve in the image they project to society, being companies with social responsibility, which promotes the recruitment of people with difficulties.</p>

## 6.7 UNITED KINGDOM

### *Best practices desk research (work Solution)*

<b>Country</b>	United Kingdom
<b>Institution</b>	Work Solutions
<b>Year</b>	Continuous
<b>Best practice Description</b>	Reason for choosing Work solution is because they do great work with clients with Learning Disability, Learning Difficulties and mental health issues. The work solution are part of Herts county council.
<b>Contacts</b>	Emma Gladish
<b>Web/Social</b>	<a href="https://beta.hertfordshire.gov.uk/services/adult-social-services/money-and-benefits-advice/work-solutions-help-">https://beta.hertfordshire.gov.uk/services/adult-social-services/money-and-benefits-advice/work-solutions-help-</a>

<b>Network/...</b>	<a href="http://finding-a-job/work-solutions-help-finding-a-job.aspx">finding-a-job/work-solutions-help-finding-a-job.aspx</a>
<b>What is the impact of best practice on the target group envisioned in the project?</b>	<p>Work Solution is a Supported employment agency covering the whole of Hertfordshire and based in both Stevenage and Hemel Hempstead. The impacts on group mentioned in the project are helping them back in the employment, up skilling them so they could find the employment, supporting them through training programme which includes CV writing, interview skills, personal development, looking at application forms and job searching and realistic options. The impact also working with people with learning disabilities or acquired disability is to help them to understand and accept the change in their life. This is usually the most challenging part.</p>
<b>Success criteria</b>	<p>Having spoken to staff of Work solution the success criteria is 55%.</p>
<b>What can we learn from it – what does it tell us for our project</b>	<p>First of all, what we can learn is how services are provided in the partner countries. Are there good examples or best practices to learn from? Can they be implemented in our countries? Looking at the research seeing where are the gaps and how to change the mind set? Addressing the myths and assumptions. Preparing a training programme which will train career advisors (counselors) to work with this client group.</p>

## 7. Conclusion

The desk research produced an extensive amount of information relating to the New Horizons target group. Partners acquired a spherical view of the issue in each partner country by mapping all relevant information that deal with long-term unemployed persons with acquired disabilities.

It can be concluded that European countries are in a continuous effort to upgrade the services provided to the target group and further promote their interests. Getting the long-term unemployed persons with disabilities back into the workforce is a challenge that the EU faces as the numbers of the target group increase.

Even though great progress has been achieved, there are still issues that need to be addressed. Discriminatory attitudes against disabled persons are still prevalent in society and especially the labour market, whilst the lack of accurate statistical data undermines the significance of the issue.

The identification of needs and challenges, and the mapping of best practices in each country will provide guidance and assistance in regards to the implementation of the New Horizons project. These practices will also be useful in the development of future Intellectual Outputs such as training tools and methodologies.