



National Offender  
Management Service



European Union  
European Social Fund  
Investing in jobs and skills

## **ACTIVE INCLUSION LEARNING NETWORK**

### **Troubled Families Transnational Event**

**9 – 10 April 2014**

### **Partner's Information Pack**



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## Project Summary

*Active Inclusion* is a European Social Fund (ESF) transnational Learning Network, funded through the European Commission. The partners of the network come from: Belgium, Germany, Greece, Italy, Lithuania, Sweden and the United Kingdom. The project commenced in June 2013, and is due to finish on 31 May 2015.

The themes that the Learning Network is looking at are:

- **Troubled Families** (Anti Social Behaviour; Offenders' Families; Long term/multi-generational Unemployed; and Educational Problems.)
- **Disaffected Youth** (Youth Not in Education, Employment or Training; and Youth Inclusion and Empowerment.)
- **Marginalised in Communities** (Homelessness; Physical, mental and learning difficulties; Offenders/Ex Offenders; and Drugs and Alcohol abuse.)

## Research

The overall goal of the Learning Network is to tackle unemployment amongst '**Troubled Families**', '**Marginalised in Communities**' and '**Disaffected Youth**' by enhancing social inclusion and preventing stigmatisation. The Learning Network will identify where and what type of support is required, and what policies and practices work best and offer the best chance of success for the disadvantaged. It is doing this by examining government strategies and policies, as well as identifying and evaluating programmes, interventions and innovative work, from across the EU, that promote the social inclusion of these disadvantaged groups.

### **a) Questionnaires**

As part of the Network, questionnaires have been sent out to NGOs, charities and Government Departments, across the EU, in order to collect practices in the field of employment and employability of disadvantaged groups.

### **b) Systematic Review**

In addition to analysing the collected practices, the Network is conducting a systematic review of recent research into inclusion into employment for the mentioned disadvantaged groups. The systematic review will provide hard evidence on what works in enhancing employability and employment of the excluded. It will also start to identify the possible indicators that are connected with success of interventions in this area.

### **c) Semi-Structured Interviews**

Finally, semi-structured interviews will be conducted with leading experts in the field of the employment of the vulnerable groups to compliment the findings from the collected practices and review.

### **Outcomes and Findings**

The outcomes and findings of the Learning Network will be used to help ESF Managing Authorities make informed decisions when introducing and assessing policy about how best to tackle unemployment amongst those groups that the Learning Network is focusing upon. Finally, the results of the Learning Network will be disseminated through an EU transnational conference and on an EU website which will have a knowledge management database section.

### **Transnational Events**

A series of transnational events are now being held in order to analyse and review the collected practices that have been presented to the Learning Network. The details of these events are as follows:

- The **Troubled Families event** is taking place in **London, UK on 9-10th April** and is selecting a pool of good practices for the following sub-themes:
  - 1) Anti Social Behaviour
  - 2) Offenders' Families
  - 3) Long term Unemployment/multi-generational employment
  - 4) Educational Problems
  
- The **Disaffected Youth event** is taking place in **Stockholm, Sweden on 19-20th May** and is selecting a pool of good practices for the following sub-themes:
  - 1) Youth Not in Education, Employment or Training
  - 2) Youth Inclusion and Empowerment.
  
- The **Marginalised in Communities event** is taking place in **Athens, Greece on 11-12th June** and is selecting a pool of good practices for the following sub-themes
  - 1) Homelessness
  - 2) Physical, mental and learning difficulties,
  - 3) Offenders/Ex Offenders
  - 4) Drugs and Alcohol abuse.
  - 5)



## **Purpose of the Troubled Families Transnational Event**

The aim of the event is to select the six most innovative and effective collected practices, from those presented to the Learning Network, about the social inclusion for each of the four disadvantaged groups that fall under the theme 'Troubled Families.' These four sub-themes are:

- 1) Anti-social behaviour
- 2) Offenders' families
- 3) Long term / multi-generational unemployment
- 4) Educational problems

The Learning Network will then invite the organisations who submitted the six most innovative and effective collected practices, for each sub-theme, to attend a second series of transnational peer review events that are being held later in the cycle of the project. At these events the organisations will have the opportunity to present their work, and experts will be able to ask them probing questions. This will then help the European Union to identify which practices are truly the most effective and innovative for the social inclusion of the above disadvantaged groups into employment.

### **a) Logistics for the Troubled Families Transnational Event**

- Participants will be split into four groups and allocated to one of the 'Troubled Families' sub-themes of either Anti-Social Behaviour; Offenders' families; Long term / multi-generational unemployment or Educational problems.
- Participants have been provided with a sample of the collected practices that the Network has received on the sub-theme of Anti-social behaviour. They have been asked to read these prior to attending the event.
- During the Troubled Families Transnational Event, participants will be asked to draw upon their own experience and knowledge of what best practice looks like in the field of social inclusion, and discuss and debate this with the other participants in their group.

### **Day 1**

- Session 1 on Day 1 of the event:
  - At the event, participants will be placed into small groups, with 2 or 3 others from the sub-theme group, who will have read the same collected practices as them. These small groups will then discuss and score these collected practices, using a set evaluation grid. Each participant in the group will have their own evaluation grid. Participants will have seen this evaluation grid in

advance, along with the instructions on how to use it, so that they can familiarise themselves with the criteria before the event.

- At the end of the workshop the Facilitator and Scribe will collate all the scores for all of the collected practices and put these scores onto the Evaluation Matrix document. They will then identify the 10 collected practices with the highest scores. These will then be taken to Session 3 on Day 2.
- Session 2 of Day 1 of the event:
  - The participants will discuss the collected practices they have assessed and share with the sub-theme group what they have learnt from them; what they found innovative about the practices; what they found the success factors to be; and what aspects they thought would not be transferable to their own countries, and why. The facilitator will be given a set of questions to ask the sub-theme group to facilitate this discussion. These are:
    1. What are the innovative points that you can draw from these good practices?
    2. What are the learning points that you can draw from these good practices?
    3. What appear to be the critical factors that led to success of the good practices?
    4. What aspects would you like to be transferred in your own national context, and why?
    5. Do you have further important points that you would like to stress from these practices?
  - The sub-theme group will then be asked to identify the top points, for each of the five questions, to feedback to all of the attendees at the 'Group Discussion and Feedback session.'
- Group Discussion and Feedback session:
  - This session will be led by Dr Ioan Durensu. He will ask the scribe from each sub-theme group to feedback to the group the top 1 or 2 points that the experts identified for each of the above questions.

## Day 2

- Session 3 on Day 2 of the event:
  - The facilitator will introduce the top 10 highest scored collected practices. As not all of the participants may have seen them the previous day, depending on what small group they were working in, the facilitator will ask the sub-group to discuss them and work

as one large group to identify and agree the six most innovative and effective collected practices.

- Session 4 on Day 2 of the event:
  - The facilitator will explain that the organisations responsible for the six most innovative and effective collected practices will then be invited to attend a second series of peer review events, which are taking place later in the year, to present their work. The facilitator will then ask participants to help the Learning Network identify what additional information we need to find out from the collected practices, and what probing questions we should ask them at the second series of events, in order to identify which of the practices are truly the most effective and innovative.
  
- Feedback and Next Steps on Day 2 of the event:
  - Dr Ioan Durensu will lead this session. He will feedback to all of the participants about what has been learnt at the event – i.e. what the sub-theme groups found innovative and interesting about their practices, learning points, that the top 6 practices have been identified for all sub-theme groups etc, next steps of the research process etc.
  
  - Ioan will also ask the participants to feedback on how they found the evaluation process, and what questions should be asked at the peer review meetings to probe deeper and help identify the most effective and innovative best practices. The question he will ask is:



## Active Inclusion Learning Network

### Troubled Families Transnational Event Agenda: 9 – 10 April 2014

*National Offender Management Service HQ  
Clive House, 70 Petty France,  
London  
SW1H 9EX*

#### 8<sup>th</sup> April

Evening Dinner on arrival at St Giles Hotel for hotel delegates

#### 9<sup>th</sup> April

09.00 Arrival, registration and coffee

09.30 Welcome  
*Heather Law, EU Programme Co-ordinator at Birmingham City Council*

09.45 Active Inclusion: An Overview of the Network and Progress to Date  
*Craig Georgiou, National Offender Management Service*

10.15 Evaluation of the Active Inclusion Learning Network  
*Lauren Small, Centre for Economic and Social Inclusion*

10.25 Systematic Review: Troubled families  
*Dr Ioan Durnescu, European Strategies Consulting / University of Bucharest*

10.50 *Break for Coffee*

11.20 Troubled Families: A National Context  
*Jamila Mensah, Department for Communities and Local Government*

11.40 Troubled Families: A local perspective  
*Dawn Roberts and Antonina Robinson, Birmingham City Council*

- 12.00      *Break for Lunch*
- [Attendees to move to break out rooms]*
- 13.00      Session 1: Collected practices marking:
- 15.00      *Break for Coffee*
- 15.30      Session 2: Sub-theme Group Collected practices discussion and feedback
- Part A) Analysis of the collected questionnaires. Facilitator to ask the following questions:
1. What are the innovative points that you can draw from these practices?
  2. What are the learning points that you can draw from these practices?
  3. What appear to be the main critical factors that led to success in these collected practices?
  4. What aspects would you like to be transferred in your own national context, and why?
  5. Do you have further important points that you would like to stress from these practices?
- Part b) Preparation for the next session. Facilitator to:
- Ask the group to identify the top 1 or 2 points for each of the above 1 to 4 questions and the main suggestions for question 5 The scribe will feedback these points to the group at the next session.
- [Attendees to move into the main room]*
- 16.30      Group Discussion and Feedback  
*Dr Ioan Durnescu, European Strategies Consulting / University of Bucharest*
- 17.30      Close
- 19.30      Dinner at St Giles Hotel for hotel delegates

## **10<sup>th</sup> April**

09:00 Arrival, registration and coffee

*[Attendees will move into break out rooms]*

09.15 Session 3: Sub-theme groups to identify the top 6 collected practices

- Practices will be selected based on the scores received by each survey the day before. The facilitator and scribe will bring the 10 surveys with the highest scores to this session.
- Based on the scores of the surveys, and the discussions from the previous day (the top innovative elements, success factors, etc) the experts will work together to identify the 6 most effective and innovative collected practices to invite to the peer review meetings.

10:15 Session 4: Looking Ahead to the Peer Review Events

Facilitator to ask the following question:

1. What additional information do you think we need to ask the top 6 good practices at the PL2 meetings in order to help us to identify which are the most innovative and effective practices? I.e. what specific aspects should we at look more deeply at in the peer review events?

10.30 *Working Coffees to be served during workshops*

*[Attendees to move into the main room]*

11.15 Feedback and Next Steps

*Dr Ioan Durnescu, European Strategies Consulting / University of Bucharest*

Ioan will feedback what has been learnt during the event:

1. Main learned points from both days
2. Do you think that some of the points learned or criteria considered can be transversal to the other target groups analysed by the network? Which ones?
3. How did you find the evaluation process?
4. Explain the next steps of the research process

11.50 Evaluation of the Active Inclusion Learning Network  
*Lauren Small, Centre for Economic and Social Inclusion*

12:00 Closing Address  
*Craig Georgiou, National Offender Management Service*

**12.15 Close**

***Lunch will be provided until 13.00***



## Partners

The 9 partners attending are:

<b>Name</b>	<b>Organisation</b>	<b>Role</b>
1. Kirsty Jacobs	NOMS	Coordinator
2. Craig Georgiou	NOMS	Scribe - Offenders Families
3. Daiva Kaziūnienė	ESF Lithuania	Facilitator - Offenders Families
4. Giovanna Mangano	ISFOL	Scribe - Long term unemployment
5. John Noble	ESF, North Ireland	Facilitator - Long term unemployment
6. Heather Law	Birmingham City Council	Scribe - Educational Problems
7. Meropi Mareta	EPANODOS	Facilitator - Educational Problems
8. Dries Van Gool	ESF Flanders	Facilitator - Anti-social Behaviour
9. Ioan Durnescu	University of Bucharest	Researcher – will move between workshops

## Attendees

### Anti-Social Behaviour

- 21 surveys to be assessed
- Facilitator: Dries Van Gool
- Scribe: Kim Lau and Mark Rowlandson (NOMS)

<u>Name</u>	<u>Organisation</u>	<u>Nationality</u>
1. Sile McLean	NIACRO	Northern Irish
2. Steve Pitts	National Offender Management Service	British
3. Renee Liekens	GGZ Reclassering Palier	Dutch
4. Claudia Smalt	GGZ Reclassering Palier	Dutch
5. Wendy Weal	Interface Associates	British
6. Charlotte Dring	Department for Communities and Local Government	British
7. Bert Kalter	180 Foundation	Dutch
8. Marina De Maesschalck	VDAB - Flemish Public Employment Service	Belgian
9. Antonina Robinson	Birmingham City Council	British
10. Ioana Morar	Romanian National Administration of Penitentiaries	Romanian

### The small groups to assess the surveys are:

<u>Group A</u>	<u>Group B</u>	<u>Group C</u>
Renee Liekens	Claudia Smalt	Bert Kalter
Ioana Morar	Wendy Weal	Charlotte Dring
Sile McLean	Marina De Maesschalck	Steve Pitts
Antonia Robinson		
Reviewing Surveys No 1 to 7	Reviewing Surveys No 8 to 14	Reviewing Surveys No 15 to 21

## Educational Problems

- 30 surveys to be assessed
- Facilitator: Meropi Mareta (EPANODOS)
- Scribe: Heather Law (Birmingham City Council)

<u>Name</u>	<u>Organisation</u>	<u>Nationality</u>
1. Lijana Gvaldaitė	NGO SOTAS (Social Service Volunteers)	Lithuanian
2. Dawn Roberts	Birmingham City Council	British
3. Eryl Doust	G4S	British
4. Dr Astrid Wonneberger	University of Applied Sciences (HAW) Hamburg	German
5. Nikki Bradley	Tower Hamlets Council	British
6 Ernesta Legiene	Vilnius Archdiocese Caritas Child day centre “Angel of Hope”	Lithuanian
7. Julija Vlasova	Vilnius Archdiocese Caritas Child day centre “Angel of Hope”	Lithuanian
8. Fulvio Pellegrini	Cittalia	Italian
9. Lina Ghosh	HMYOI Aylesbury	British
10. Maria Morgan	Kineara	British

### The small groups to assess the surveys are:

<u>Group A</u>	<u>Group B</u>	<u>Group C</u>	<u>Group D</u>
Ernesta Legiene	Julija Vlasova	Fulvio Pellegrini	Lijana Gvaldaitė
Maria Morgan	Astrid Wonneberger	Nikki Bradley	Lina Ghosh
Fulvio Pellegrini	Dawn Roberts		
Reviewing Surveys No 1 to 8	Reviewing Surveys No 9 to 16	Reviewing Surveys No 17 to 23	Reviewing Surveys No 24 to 30

## Long term Unemployment

- 35 Surveys to be assessed
- Facilitator: John Noble (ESF, Northern Ireland)
- Scribe: Giovanna Mangano (ISFOL)

<u>Name</u>	<u>Organisation</u>	<u>Nationality</u>
1. Saverio Senni	Tuscia University	Italian
2. Rachael Reynolds	National Offender Management Service	British
3. Richard D'Souza (Day 1) / Helen Waite (Day 2)	Department for Work and Pensions	British
4. Gill Wilson	London Borough of Barking and Dagenham	British
5. Stephen Matthewman	Royal Borough of Greenwich	British
6. Dr Ulrika Levander	School of social work, Lunds University	Swedish
7. Tiago Leitao	Aproximar	Portugese
8. Adriano Fernandes	Santa Casa da Misericórdia da Amadora	Portugese
9. Sara Stephens	National Council for Voluntary Organisations	British
10. Seamus Mannion	Youth Advocate Programmes (YAP) Inc	Irish
11. Paula Harrison (Day 1) / Rebecca Page (Day 2)	User voice	British
12. Catherine Omelia	Leeds City Council	British

## The small groups to assess the surveys are:

<u>Group A</u>	<u>Group B</u>	<u>Group C</u>	<u>Group D</u>
Saverio Senni	Ulrika Levander	Tiago Leitao	Adriano Fernandes
Rachael Reynolds	Catherine Omelia	Stephen Matthewman	Richard d'Souza / Helen Waite
Gill Wilson	Paula Harrison / Rebecca Page	Sara Stephens	Seamus Mannion
Reviewing Surveys No 1- 9	Reviewing Surveys No 10 - 18	Reviewing Surveys No 19 - 27	Reviewing Surveys No 28 - 36

## Offenders' Families

- 12 Surveys to be assessed
- Facilitator: Daiva Kaziūnienė (ESF Lithuania)
- Scribe: Craig Georgiou (National Offender Management Service)

<u>Name</u>	<u>Organisation</u>	<u>Nationality</u>
1. Andrew Cole	Co Financing Organisation, National Offender Management Service	British
2. Tim Carter	Barnardos	British
3. Kate Philbrick	Former board member of Children of Prisoners Europe and former Trustee of Kids VIP	British
4. Debbie Cowley	Action for Prisoners' Families	British
5. Donnie Sweeney	NIACRO	Northern Irish
6. Rodica Popa	Europris	Romanian
7. Anthony Lowes	National Offender Management Service	British
8. Anna Francis	Tower Hamlets Council	British
9. Dainius Ciurinskas	ESF Lithuania	Lithuanian
10. Matthew Nicholas / Claire Allan	Ministry of Justice	British

<u>Group A</u>	<u>Group B</u>	<u>Group C</u>
Andrew Cole	Tim Carter	Claudia Vogg
Debbie Cowley	Donnie Sweeney	Anna Francis
Rodica Popa	Dainius Ciurinskas	Anthony Lowes
Matt Nicholas		
Reviewing Surveys No 1 - 4	Reviewing Surveys No 5 - 8	Reviewing Surveys No 9 - 12



## Role of Scribes

1. Record the discussion from Session 2 on Day 1 when the sub-theme group discusses the surveys they have reviewed. This will include:
  - a. The innovative points from the good practices
  - b. The learning points from the good practices
  - c. The critical factors that led to success of the good practices that were scored highly
  - d. What aspects they would like to be transferred to their own countries, and why
  - e. Any further important points they would like to stress from the good practices.
2. To feedback at the Group Discussion and Feedback session on Day 1 of the event about the main point for each of the five questions that the experts in the sub-theme group identified in their discussions and want to feedback to the wider group.
3. Record which are the six best practices selected by the sub-theme group.
4. Record the questions that we should ask the organisations of the best six good practices at the next PL2 events.
5. Record any other interesting comments or observations from the working group.
6. Write up your report after the event and submit to Kirsty by Wednesday 23 April.

You will be provided with a template to populate with the findings from the sub-theme working groups (see page 19 of this pack). The structure will include:

1. The list of the six good practices selected
2. A summary of the learning points
3. A summary of the innovative points
4. A summary of the critical success factors
5. A summary of the aspects that would not be transferable to your own countries, and why
6. A list with the questions that we need to take to the Peer Review meetings to ask the organisation of the top 5
7. Any other comments or observations from the working group.



## Role of Facilitators

1. At Session 1 on Day 1: ask the participants in their sub-theme group to go round the table and introduce themselves.
2. At Session 1 on Day 1: ensure that the small groups' task of marking the surveys is completed within time and that they have individually marked all of their allocated surveys.
3. Session 2 on Day 1:
  - a. Part A) ask the sub-theme group the 5 pre-set questions to encourage group discussion and feedback on what they have learnt from looking at their surveys (see the facilitator questions are below). The role is to focus the discussions around the 5 questions and in so doing, repeat or re-phrase the questions, summarise from time to time and ask enabling questions.  
*The facilitator and scribe should bear in mind what elements on the practices will be unfundable by the ESF.*
  - b. Part B) ask the sub-theme group to identify the top points, for each of the five pre-set questions, to feedback to all of the attendees at the 'Group Discussion and Feedback session.'
  - c. Part C) at the end of this session, with the scribe, collate the scores with the scribe from all of the marking sheets to identify the surveys with the 10 highest scores to be discussed at Session 3 on Day 2 of the event. Input these scores onto the evaluation grid matrix.
4. Session 3 on Day 2: ensure that the sub-theme group identifies the most effective and innovative 6 surveys in the third session on day two of the event.
5. Session 4 on Day 2: ask the participants what additional information we need to find out from the collected practices, and what probing questions we should ask them at the peer review events, in order to identify which of the practices are truly the most effective and innovative.
6. More generally:
  - a. ensure that all group participants get the opportunity to speak and raise their views, encouraging quieter people to speak
  - b. ensure that the workshops run to time.



## Facilitator Questions

Day 1: 9<sup>th</sup> April

15.30 to 16.30

Session 2: Collected practices discussion and feedback

Part a)

1. What are the innovative points that you can draw from these practices?
2. What are the learning points that you can draw from these practices?
3. What appear to be the main critical factors that led to success in these collected practices?
4. What aspects from the practices would you like to be transferred in your own national context, and why?
5. Do you have further important points that you would like to stress from these practices? (*This could include what elements would be unfundable by the ESF*)

Part b)

Ask the sub-theme group to identify the top 1 or 2 points for each of the following questions to feedback to all attendees at the next session:

1. Identify the top innovative point drawn from the good practices
2. Identify the top learning point from the good practices
3. Identify the top critical success factors
4. Identify what aspect you like to be transferred to your country, and why.
5. Identify any further important points that you would like to stress from the good practices.

## Day 2: 10<sup>th</sup> April

09.15 to 10.15am

### **Session 3: Identify the 6 most effective and innovative collected practices**

- Explain to the participants that the scores have been collated and the 10 surveys with the highest scores will now be looked at.
- Based on the scores of the surveys, and the discussions from the previous day (the top innovative elements, success factors, etc) the experts need to work together to identify the 6 most effective and innovative collected practices to invite to the peer review meetings.

10.15 to 11.15am

### **Session 4: Looking Ahead to the Peer Review Events**

- 1. What additional information do we need to ask the top 6 good practices at the peer review meetings in order to identify which are the most innovative and effective practices? i.e. what specific aspects should we look more deeply at in the peer review meetings?**

If prompting is needed, examples could include:

#### Finance

- How the project/programme/intervention is funded e.g. is it multi-sourced and does this allow for flexibility?

#### Sustainability

- Will the project/programme/intervention be sustainable after the funding will end? How?