



**Active Inclusion Learning Network
Troubled Families Transnational Event
13-14 November, Brussels.**

**Report on Sub-Theme: Long-term unemployment/multi-
generational unemployment and Offenders' Families**

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1. WAW Trajectory:

Please use this space to record all the questions and answers for this presentation:

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2. Integrated outreach support – TF. OF3

Q: *How do you reach clients?*

A: There are multiple ways for getting referrals for example through our networks of help services, local authorities, probation services and through the voluntary sector.

Q: **How does the payment work with partners?**

A: Payment is per person but contracts are from 12 to 17 weeks and is the Local authority who pays. We have different partners in different areas, such as social enterprises for delivering food, services for female offenders, etc... Companies and associations can ask to take part in our project.

Q: **Is the case manager a social worker or a qualified/professional person?**

A: It is a qualified person able to coordinate resources and to assess needs, to develop services on the basis of those, to understand the objects of other organizations and co-working with them. From a case study about families we assumed the importance of having a broader definition of “family” since one size cannot fit all kind of needs. But at the same time we understood that it is not always possible to satisfy all needs. What is important is to assure access to services and plan benefits for children.

Q: **How many people make up your staff?**

A: 70 people whose 40 work for families, 180 volunteers, we also have other 35 different organisations and projects which we work with. We also have mentors for specific projects.

Q: **Have you transferred this initiative to other UK regions?**

A: Not yet, we are seeking for opportunities. But I know there are different organizations all over the country working with families and using similar approaches

Q: **What is the role of grandparents in your project?**

A: It is crucial as they can be a model for children, a sort of teachers.

Q: **How hard was bringing together different professionals in your staff?**

A: The Partnership was held together by the common aim. Partners were absolutely aware of the positive advantage of using Esf and their early objective was to gain funds. Research and evaluation activities also played an important role. Partnership was also successful in transnational exchanges on gender equality practices. For example a best practice from Sweden showed that experiences with children living in foster care with families have a positive impact in reducing reoffending

Q: **What is the role of volunteers?**

A: The volunteers provide relationships and these depend on the different needs the participants have. Some offenders need specific supports in looking for jobs, for example people with mental problems have their own specific needs that have to be managed through different professionalism and ways.

3. Choices Plus – MGU29

Q: How have you calculated the social return of your activities?

A: We have commissioned an external society to calculate it. It was calculated on the basis of costs related to what beneficiaries receive (training, information on benefits, health care services,...) and on the basis of employment (benefits, salary and taxes, health care benefits,...). Furthermore in some cases lone parents workers with health problems were replaced for short periods by volunteers, thus employers had an economic advantage paying them as trainees.

Q: Have you considered the validation of formal/no formal training? for example have you used mobility programmes to improve work positions?

A: We have not used mobility initiatives as it would be difficult to manage all related geographical aspects. But the "Restart" project shows that there are practical elements to be developed for the validation of competences of lone parents, particularly for those that have been far from the labour market for 10-15 years and have lost their skills.

Q: Do you have interviews with beneficiaries? And in what phase of the project?

A: We meet beneficiaries 3 times during the programme: at the beginning of the process, 40 weeks later and 2 years after they have found a job.

Q: How do you estimate needs?

A: We have individual programmes based on individual needs. These are planned on the basis of research activities carried on by universities in cooperation with people involved in the programme. Thus for example we know that there are 46.000 lone parents, most of them are mothers. 50% of them want to stay in their cities and 50% are available for mobility programmes as they think these could give them more employment opportunities. 70% of the total believe in a change.

Q: What are the most difficult aspects that lone parents have to manage with?

A: Self-funded aspects are the most difficult to be managed, particularly childcare.

4. Integration of the members of the family of high-quality social risk into the labour market – TFOF9

Q: Do you always keep people in safe working places?

A: No, our strategy is to move beneficiaries from those places. They can stay in safe working places for 6 months, after 1 year we work with them in their work place.

Q: Are you able to measure psychological effects?

A: Most of people have found a job, this has a positive impact on beneficiaries. Furthermore we have interviews with beneficiaries to understand their main results and the most important learning progresses.

Q: Are you looking for new funds?

A: Yes, we are looking for them but it is difficult to find them.

Q: Do you follow up with beneficiaries? How do you involve them in activities? Do you wait for them to ask for a job?

A: Yes, we keep working with beneficiaries after they find a job. We don't leave them. We can't oblige people to join us as they have lots of problems, we can just contact them.

Q: Do you teach a foreign language?

A: 70% of beneficiaries already speak Russian as second language and we also give them the opportunity to attend classes of English grammar. But during our lessons of English grammar or computer studies we realised that sometimes they have problems to speak their own language.

Q: How many people are in your staff?

A: We have 16 partners and 140 people working in few cases as volunteers. We also have different professional profiles, for example psychologists, teachers of English and of information technologies.

5. Social Cooperative Enterprise - SCE "I Change": TFMGU17

Q: How was the training process? Was it easy to teach new competences to beneficiaries? Were they an easy target? And what were the results on them?

A: Most beneficiaries had already background experiences in managing a company. Some of them were business owners but in any case our training courses supported them in finding new jobs and achieving new competences.

Q: Due to its flexibility, this model is good for the specific and changing economic situation in Greece. But what if your target group has had no previous work experience? If you tried to replicate this model with other target groups, how this could change the process?

A: the project has had good results with different targets. Thus for example, we involved some women who already were able to tailor clothes but they had never tried to use their skills to start up a company or to find a job. Mixing people with different backgrounds can be stimulating and we would be happy if our model could work with different target groups.

Q: How did you set up your partnership?

A: we launched a call and people submitted their applications. We used some social criteria like: number of children, kind of education, period of unemployment, kind of previous experiences. After interviews or individual support activities, we defined profiles on the basis of which we planned individual training paths.

Q: How is your intervention funded?

A: 20% of our budget comes from the Ministry of Labour; 80% from Esf.

Q: What is the cost per each person?

A: We don't have this data. We spent € 3000 to buy machines, irons, etc... Places had to be provided by the municipality of Karditsa but due to the long procedures beneficiaries used their own homes and use their own money to start up their enterprises. They have applied for help but further time is necessary.

Q: So how did you use the budget of the project?

A: we used it for training courses, individual support, networking, management of the project, etc. So far we have used €250.000 of the total €450k

Q: How many members are in your staff?

A: For educational services we have 10 people charged to organize courses and teachers. For the administrative management of the project we have 10 people

Q: Can your experience be compared to other projects?

A: Social enterprises are new in Greece. At the moment there are 500 new social enterprises working for example in catering services, organization of musical events, gardening, childcare services, etc. From the 1st June further projects will receive EU funds for social enterprises. Further funds will be collected through investors and a current call from the Ministry of Labour will support social enterprises at regional level.

6. Family Space (Spazio Famiglia): TFOF7

Q: Where exactly are these spaces?

A: The "Family space" is right near the prison, inside the old wall surrounding the prison but not inside the prison.

Participants: *In UK we have visit centres but it is a good idea using these spaces to do something with families and break down barriers to contact them.*

In Slovenia we don't have such kind of spaces, we have no rooms for visits though as soon as possible we will have to open the system for women. We have children rooms with educative toys and walls for pictures. We also have meeting rooms for overnight stays where prisoners can spend the night with the family and their children. This has a positive impact in reducing violence.

In Germany we have centres inside the prison where about 6/7 people manage contacts with families to get information. They can meet families for 3-4 hours.

Q: How do you train volunteers?

A: Volunteers play an important role in the project so it is very important to train them. We organise one month training courses during the year where other experienced volunteers teach to new volunteers. Then new volunteers keep learning more in the Family space through experience. However the volunteers are psychologist, social workers and people in the University.

Q: Do you have special courses?

A: Yes, we have courses about the penitentiary system and other services at territorial level.

Q: Sometimes it is not easy for children to understand why they have to leave one of their parent. How do you manage this?

A: There are different professionals among our volunteers (psychologists, social workers, etc..) so they are able to help these children providing any kind of support though children usually go straight home after visits. Our volunteers are very young, some of them are university students. This is a special characteristic of our project as usually other organisations have adult volunteers (pensioners) and are near to catholic church. In Italy volunteer world is very active.

Participant: *in Germany it is difficult to have volunteers thus usually officers do this job. In our centres for families there are some special facilities, for example internet, information on paper, etc....*

Q: How do you relate with prison officers?

A: We usually meet prison officers to give them information about the services we provide and to keep good contact with them. We find these meetings very useful to gain their trust and to better know each other.

Q: Has your project change the prison staff attitude with families?

A: Our project has changed the idea of institutions about offenders families and the importance of relating with them. Once they did not see offenders as member of a family. Furthermore it is like if institutions have learnt from projects like ours, so for example the Ministry of Justice has released some recommendations where communicating with a smile is strongly suggested.

Q: Do you work with all families going to the prison or do you wait for offenders to ask for your help?

A: we work with all families as the family space is right near the prison thus it is an obligatory passage though they are free to contact us or not.

Q: The project is very low cost. Do you think you could do more with more money?

A: If we had more money we could have constantly people with high professional skills, in order to help more families and to make them feel safe. For example last year a university student wrote her thesis in our centre after helping women in a process toward autonomy. She was charged to analyse the problem, offering solutions and support. For example she succeeded to help a woman who was looking for a place for her children in order to have time to find a job. The student helped the woman analysing problems step by step and finally she managed to find a solution. We would like to have qualified people in order to offer solutions and services constantly.

Q: Do you find that members of families are aware that this project is carried on by volunteers?

A: Yes, they know it. They appreciate this initiative so much that sometimes they bring food to be shared with us or they take care of bringing drinks and snacks.

7. Restart 2 Transfer of Innovation Project:

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8. Discussion points from the group:

Please indicate the innovative, learning points, transferability and funding points discussed:

by Vivette