



Active Inclusion Transnational Peer Review Event – Bremen 04-05 February

Offenders/Ex-Offenders and Drugs and Alcohol Workshop

1. My Guru (Salad Bar) - Sima Vaškelytė

- Show shop before 11 years paying off now
- Scholarships – struggling with finance and space
- 350 euros per person per month / need two times more to provide more services
- Won awards on European Level but local awards mean more as they are then recognised where they are working and more people know about the service

Questions and answers:

1. Q – How do you market it?

A - Social Enterprise / all know background. Lived different life and now strict rules to be followed

2. Q – The people – have they decided?

A – Usually high motivation. Always exceptions / always risk so offer safe environment. Nothing offensive, keep dignified. Normal procedure

3. Q – If fail drug test but they are doing well what happens?

A – Take them back to rehabilitation. They have chance to come back, work with families. Some are pregnant come back as waitresses

4. Q – How do you prepare for environments where there is alcohol served?

A – Conscious not to use alcohol, normal life, can go to bar.

5. Q – Train people for 6 months, is it time limited?

A – Social workers support

6. Q – How do other employers view it?

A – At first bad but now they see the skills people have gained. They get invited to business lunches to see the salad bar in action and meet the workers and see the skills they have in action.

7. Q – How many people can you train/employ at any one time?

A – 15, can manage 25 as a limit but are expecting more

8. Q – I like the concept, will it make money in the future?

A – Yes it would but only if we had a loan at first because at the moment we breakeven, the plan is to start making profit from next year.

9. Q – Who pays you?

A – Salad bar

10. Q – How do you involve employers?

A – Invite businesses to lunch and have had more than 60% of invites accepted

11. Q – Do you have a strict contract with clients or are they able to still make time for rehabilitation?

A – We make timetables that include AA groups etc. We make sure that they are working and not sleeping all day and don't have the temptation to fall back into habits. They can also leave before the 6 months ends and can attend communication skills groups to help with interviews and applications.

12. Q – Is there a case manager?

A – Yes they are all trained and there are also some social workers as some employees like a more personal approach

13. Q – Do you certificate?

A – Yes, but it is not publicly recognised

14. Q – How do you maintain food standards?

A – Yes we have a professional chef who works to a high level and makes sure the food is of a high level. We also make sure all workers have a health certificate and food hygiene certificate

15 Q – A lot of your success must be down to location if based right in the city centre?

A – Yes we are in the main centre of Vilnius. It was a challenge at first for people to accept but now people embrace the idea.

16 Q – What is the legality of the drug testing? Are you required to do this? Are the employees on probation?

A – Yes we are required to do this and have administrative duties for probation.

17 Q – We have similar in prisons, would you consider finance from private companies?

A – No, it would be nice but unfortunately it doesn't work like that.

Q – Maybe insurance companies could finance, for example they might want too for crime reduction purposes?

A – This is an idea worth researching. It's important to maintain the rule for real life and make sure the meals are the same quality everytime.

18 Q – Ability to take tests?

A – Each employee knows the requirement when they sign up to take tests.

19 Q – No ESF funding left?

A – We have some to keep us going but it will be worse when it runs out. None of the social workers, psychologists or cook are full time workers which limits the ability to make profit. Could be self-sustainable with if full time.

20 Q – Do you provide outside catering for businesses in Vilnius?

A – Yes

2. Jobtrack – Gareth Eanetta

- 30-50% reduced employment
- Once employers hooked we ask more of them – attending job fairs in prison etc.
- 19,000 per prisoner place increased to 60,000 per prisoner place
- Our job to bring them out of thinking ‘no one will give me a job’ by job fairs etc. They see who might employ them and what they need to do to have qualifications/skills i.e. level 2 NVQ in English, Maths etc.
- Only Jobtrack in Northern Ireland providing development for Young Offenders
- Social Return on Investment – for every £1 there is £13.60 returned
- Challenges – high referral rates / high drop-out rates
- Funding – ESF and match funding from Prison and Probation – coming to the end of ESF funding

Questions and Answers:

1. Q – If no money from ESF what will happen?

A – Demand in ESF money is high. Steps to Success Project was by. The match funding would be harder – Department of Justice is facing big cuts.

2. Q – Is it coordinated with inmates inside the prison?

A – There are several third parties in prison developing bricklaying etc. Prison staff would sell the prisoners skills to employers. The biggest employers in Northern Ireland at the moment are for catering, tourism and call centres and we are pushing Prison Administrations to think about this option for inmates.

3. Q – Do you have cooperation with unions? In experience working with unions pushes to employers that it is ok to work with offenders.

A – Business in the Community and other umbrella organisations do this but not directly and we are linked to the Federation of Small Business as well.

4. Q – How is the social value measured?

A – Gage, looked at the cost of the project and the cost of reoffending. How much it would cost to use other organisations ETC.

5. Q – Did they look at dead weight? What happened before?

A – No they just looked at us, Jobtrack was the only intervention working with young offenders

6. Q – On the need for a holistic approach, assume cooperation focuses broadly, who does the case management?

A – There is a Probation Board that does this. The intervention also support others like those at risk of losing tenancies.

7. Q – What are you doing to stimulate interest?

A – We do a lot in-house and work one on one. We also push the Corporate Social Responsibility aspect, card health and also promote the fact that participants have a safety pass.

8. Q – Are there any other incentives for employers?

A – No, there are no tax incentives, we rely on the goodwill of employers and Corporate Social Responsibility for them to get involved.

9. Q – What is the general public's perception of what you are doing?

A – We do have to deal with quite a negative public perception as there is a stigma attached for offenders and media perceptions don't help. However, there is an element of the public who see the importance of what we do and this is growing. Also recently there was an initiative started by Simon Western who was a prisoner for petty theft 40 years ago and he recently applied to be a police commissioner but was rejected as he had a criminal record so he started an initiative that campaigned that offences shouldn't be a barrier to employment which can lead to reoffending if not employed.

Comments:

The model for the SROI should be put forward for ESF to the Commission as a standard.

2. WiSH – Adrian Banham

- Birmingham City council are in partnership with the Department of Work and Pensions who helped co-design the project – innovative approach
- Work with 18-24 year olds who have been unemployed for over 6 months and the over 25 year olds who have been unemployed for over 9 months – we offer them courses
- Holistic approach
- Job centre – non-personal approach sometimes so it was thought more needed to be done.
- Specialist, viewing the person as a whole human being
- Build resilience, confidence and help with the transition when they get a job as well as helping them manage money which some have never had to do before and quite be a shock at first – this is when many reach a crisis point and are overwhelmed.
- The DWP donated 5 members of staff – used holistic coaching and had no targets which allowed further freedom to work with clients on a deeper level.
- Transferability – into other countries it could work with non-government cooperation and with funding via ESF

Questions and Answers:

1. Q – What's your experience of those using the tool?

A – we've had a good response, most people find it is like doing a magazine questionnaire

2. Q – How did you manage local versus national with DWP?

A – We had local autonomy, so only had information for that region and could use local inks t advantage. For example, if a client missed the sign-on at the job centre we would ring up and ask them not to sanction which would only delay progress that had been made with he client and so we would speak to the client to work with them to see why they missed sign-on.

3. Q – Have you had any adverse media?

A – Not yet

4. Q – Denmark is trying to change learning hours to work hours. Structure with inmates, teachers etc. Inmates generally give themselves lower rates and dismiss skills, do you find you have the same issue?

A – Yes generally inmates do tend to mark themselves as having little or no skills but we have workers who talk with them and say actually you have done this and could do that because you already do this in prison etc.

5. Q – With only a few institutions involved, this makes it harder. How did you manage that?

A – We have 8 coaches involved, it is quite small but all had the same t-shirt to be recognised. Also other targets from outside the project were dropped to be able to manage the workload. There are issues around data sharing with DWP but luckily because it was local and not national this was achieved.

Comment – it is interesting how you reorganised resources in a new project.

A – We have a closeness with projects and departments locally. Birmingham has an issue with high youth unemployment. DWP liaise with employers who now come directly to us rather than the job centre.

6. Q – What are your plans for the future?

A – Trying to get into communications and onto a national level or at least across the rest of the country on local levels.

4. I Choose – Inga Balnanosiene

- Participants are asked to arrange funding

Questions and Answers:

1. Q – What is the game about?

A – It is about how to find a job and house etc. in real life

2. Q – Can you play online?

A – Yes the game is based online, all participants are registered so we can see their progress.

3. Q – It is a good idea to use a platform that people are familiar with and can gain new competencies by using this platform.

A – Using IT as the main approach is something we are also discussing for those not able to use IT.

4. Q – How did you identify users?

A – We have a database, after registration they are invited to engage.

5. Q – How many levels are there?

A – 7 – 1 level per month

6. Q – Is the platform open to everybody?

A – Yes

7. Q – How are people selected?

A – We have access to a database of job seekers. We also have links with local communities and municipalities to put forward participants.

8. Q – Does the game ask them to do something between levels?

A – Yes there are daily activities in the game. I.E. preparing a CV etc. and we are obligated to give feedback on the activities also.

9. Q – Could there be one place for the platform to work across Europe?

A – Yes it is very adaptable to each country.

10. Q – Do you continue to engage with participants after they complete the game?

A – Yes up until 6 months after but as we have 50,000 participants it is difficult to manage for any longer than this.

11. Q – If someone drops out within the 6 month game period can they come back? Would they receive additional support to help them complete?

A – Yes and if it keeps happening then we look at other measures like courses etc. Also if only employed for 1 month we look at the reasons why and help

12. Q – Do participants play together?

A – Yes some activities require them to work together to improve their communication and confidence skills.

13. Q – Do you involve the families?

A – Yes but it would be good to involve communities also.

14. Q – Do you involve employers?

A – Connected to databases to attract employers. It is good to involve the young and disabled who might not have as many choices for help.

15. Q – How do you keep clients interested?

A – we attract young people to trust our office and also allow them to do the game at home in a familiar environment.

16. Q – Can it be used on cell phones?

A – Yes they can access the platform via smart phones with internet access as the game is online.

Comments:

- Useful to have in prison, no internet connection though
- German platform in prison – learning material access

5. Tailor's of Solidarity – Marica Guiducci

- Community Welfare Project
- 1,300 Auser sites in Italy (Tuscany)
- Products – profits for rag dolls go to Unicef / they are sold in the local market / profits are used to support developing projects
- Train women in tailoring skills and language
- Overall they make 17% of all the rag dolls for Unicef
- Also do tailor classes for schools
- Trying to turn into an NGO / Good innovative funding / Well laid out and implemented

Comments:

- Very interesting and built on community. In some other countries they may not have the communities so what would happen there?
- In Italy we don't have social services for citizens so this is why
- Auser is very important in Italy, information goes through Auser and into the community. Women met other people in the tailoring groups, we have to reach the final target by involving all of society
- Like several goals with one kick, very pragmatic. Empowers women and has a snowball effect.
- Potential for public health, mental health and other such benefits that relieve the pressure on other public services. Education etc., reduce crime also.
- Like the concept, try to integrate older people with activities – simple, effective, sustainable

Questions and answers:

1. Q – The project is based on responsibilities of families and the closeness of community?

A – Today we don't have this anymore, but we can build new communities

2. Q – Interesting including several groups, how would Auser feel if a group of immigrant woman came or another established group?

A – We have a phone number to call for help, we are known in villages – it is easy to join. You don't need to be suffering to join, it's work and voluntary

3. Q – What way do you connect to funding?

A – NGO/ONG in Italy, trade union with CGIL / Intersource

6. Directions – Chloe Nelson

- 'Happy Valley' BBC programme focused on drug abuse in the Calderdale area which is where this project is based.
- We work with partners who have specialism's
- Social Action – give back to the community
- Video – staff and service users talking about the project
- Innovation – we know it works not always about being new and different
- Prisoner is the key worker who comes every week to talk and help – this in turn will help them with a job in the future
- Some of these people don't have phones or computers and are told by job centres they only have 45 mins on the internet for free but are asked to do two hours job searching online each week.
- SROI evaluation – 86% of offenders stopped offending which is very high and is to do with their personal wellbeing
- We are looking for funding at the moment
- SROI due to be published next month (March 2015) – it ranges from £4.50 to £19 (depending on if you include prison costs or not).

Questions and answers:

1. Q – How long do people come to you for?

A – It's not on a programme so for as long as they need

2. Q – Are people going for years and years?

A – Yes but they are making improvements, some do drop-in to catch up but it is flexible

3. Q – Do you link with probation?

A – Yes Probation tell offenders about us and we have the PPO list. We share information only to the police if the person in questions presents harm to their self or others. This is to gain trust with offenders

4. Q – Do you get any information on their offending history?

A – Yes the police share their record with us

5. Q – Do you also go into prison?

A – We work with the prisoner but usually inform them through their prison officer

6. Q – Do the prison want to know about progress?

A – Only in conversation, they don't keep a record or any formal agreements etc.

7. Q – Do you get any funding from Prison or Probation Service?

A – No, we stay separate to gain trust with offenders so they know we won't share information with them if it is not needed.