



**Transnational Seminar  
at Europa House, Bury  
held on Wednesday and Thursday  
9<sup>th</sup> & 10<sup>th</sup> October, 2002**



***Record of Workshops***

***Wednesday 9<sup>th</sup> October 2002***

**WORKSHOP 1 - HOW WE GET TO KNOW THE BENFICIARY**

Lou and Caroline gave a presentation on how Stockport and Bury Supported Employment Services gets to know a beneficiary - that starts with the belief that regards of disability or disadvantage people can work.

Please see presentation handout.

***What are the similarities/differences with the Italian and Spanish partners?***

**Italian**

As far as strategy/objective/difficulties concerned their project overlaps with the Embracing Diversity project. The meeting of the beneficiary with system comes in several different ways:

1. Through improvement of public services that beneficiary used.
2. Co-operative through Social Services.
3. Directly through final destination agencies of project

On their project the referral of a beneficiary is strictly connected, where possible, with a service already provided through law of 1999.

First channel – public referring through 1999 law. In order to get into system:-

- (a) Certification/evaluation of disadvantage of person
- (b) Set up improving system, 5 different centres in 5 different provinces of region
- (c) Therefore the beneficiary can access system (existing prior to project) through these different points or directly to organisations through EQUAL (pilot project).

How people will approach them? There are not just a few points people can access. The network of organisation is well spread. It is a good and rich network.

Once arrived at the network the beneficiary is assessed by a multi-disciplinary team. Assessed with all different aspect of personality and professional capabilities.

*Is it similar to our profiling or different? (Huw)*

No different, as far as they understood our profiling; they proceed quite differently. For example we would recognise that a beneficiary may need Braille to understand profiling, we have a high intervention with beneficiary.

They tend to analyse and start to help person. Start to elaborate more of a medical profile. Less participatory information. There are other differences in the way we proceed (i.e. they would not go into someone's home).

Huw explained Employment Officers would co-ordinate the profile involving other people where necessary (e.g. psychologist.)

## **Spain**

Many similarities with Italian and English project regarding direct access to project through:

- Media/publicity
- Health
- Social Services/Centres
- Education.

*Can people refer themselves? (Huw)*

Project is run by Social Services. Each area has a Social Services Centre that refers. The Council assumes basic Social Services.

### ***Similarities/Differences:***

- Publicity – television about project.
- Referrals from Social Services, national and local, health, etc.
- Receive people from an organisation of employers.
- Employers referring people they already employ.

Five identities in project which receives different disadvantaged groups. They receive a certain group, for example: Immigrants – Red Cross.

## **PROCESS**

- Beneficiaries go to training centre and has first contact with person of unit, (a Social Worker or Psychologist).
- There is a formal interview covering areas such as social, economic, skills, personal data, hobbies and social network. (It is about 20 pages).
- Then a diagnosis of special situation: needs, professional training needs and personal situation. This forms the basis of the PPI – (Personal Plan).
- Based on above a person is put into one of the 'steps'. They decide what scale it is. Then a kind of contract is drawn up with beneficiary.
- Action Plan of all needs is then identified in this.

*Is there access to other assessments with other professionals? (Huw). Yes, there is professional and confidential access.*

*In first interview is there clear orientation into whether they are looking at employment or supported/training?*

*Rach.R – How many people are involved in this project? Five – then another team in each organisation.*

In Unit in Council of ..... there is a training plan devised every three months based on needs. If it is detected that needs are not available in other services then links are made with all organisations health and social services, etc.

*Fred – do you have data protection? - Yes.*

In unit there is also a job match service – match job opportunities and needs. *How successful is this? – It is just beginning.*

*Lee – when a profile is completed with beneficiary do you assess in a practical way – do you test it out or take someone's word?*

The profiling is done in an office setting asking people to bring all documentation regarding CV's and work experience, etc. *If people don't have experience – what do they do?(Lee). It is easy to get experience and they would tell people where to get it. Lee asked about other practicalities (i.e. independent travel) if someone says they can travel they would take their word for it. – Yes.*

Done on a series of interviews all in an office.

**Each project are asked to produce a list of 10 innovative ways and areas of good practice that enable us to overcome barriers – practical measures.**

**ITALIAN GROUP'S REPORT**  
**WEDNESDAY 9<sup>th</sup> October 2002**

OBSTACLES - LIMITS	SOLUTIONS
Low level of scholastic learning	Courses of basic literacy.
Problems of dwelling	"Flat" Groups (persons in programmes of social insertion who live together).
Transport difficulty	Vouchers, economic and fixed duration helps.
Distance from services (emotional)	To create measures that facilitate the use of the services.
Isolation of the client and of the family	To create focus groups that encourage the area of interests and hobbies.
Use of drugs	To use the recovery programs, to strengthen the procedures of counselling. To value the clinical evolution of the cases.
Difficulty of finding a job: Women from 45 years old Men from 50 years old	To create monetary incentives addressed to those employers who employ disadvantaged people.
Difficulty of understanding the guidelines and the tasks of the proposed works	To create checklist and profiles of the job to be carried out and to be shared with the beneficiaries of the insertions.
Dependency from social and health services	

**SPANISH GROUP'S REPORT**  
**WEDNESDAY 9<sup>th</sup> October 2002**

BARRIERS	SOLUTIONS
Not covered needs	Holistic approach to each person
Beneficiary abandons or loses motivation	Permanent contact with the beneficiary
The beneficiaries don't reach us	Link with organisations that have direct contact with the beneficiaries
Co-ordination problems between different entities	Common methodologies and technical instruments
Confusion and distrust from the beneficiary in the referrals	Common referral sheets for all the organisations
Communication problems with certain groups	Training of the staff in different languages (signs, foreign languages)
Not complete information about each beneficiary	Sharing of all information between all participating entities
Complex bureaucracy	Personal support
Lack of awareness of the problematic in the media and in the business sector	Enterprises and media part of the Development Partnership
Confusion about the project actions and target groups	Common publicity actions for all target groups

# UNITED KINGDOMS GROUP'S REPORT

## WEDNESDAY 9<sup>th</sup> October 2002

### 10 areas of good practice that enable us to overcome barriers:

#### 1. Better off calculation

- Overcome benefits barrier

#### 2. Ownership (2 way process)

- Profile, assessment follows our process, giving confidence/empowerment
- Perception of own ability increased

#### 3. Referral meeting

- Signposts beneficiaries to other services
- Access mainstream services instead of segregating
- Utilising other services, delegate work so time saving

#### 4. Combining practical assessment with formal interview

- Minimising mismatch of job

#### 5. Profile

- Can be informed by workplace visits, work trials, educational courses, demonstrating practical skills

#### 6. Assessing people in non traditional setting

- Enables accurate assessment as assessing beneficiaries in a natural setting
- True reflection of skills and abilities
- Identifies other agencies/individuals involved with the person

#### 7. Working with other organisations

- Relevant parties need to be clear what goals they are working towards
- Inter-agency collaboration enables complex social needs to be overcome
- Enhances communication between organisations

#### 8. One to one support/guidance

- Creates trust
- Keyworker consistency/develop trust, professional relationship and consistency during assessment
- Provides consistency of quality of service
- The co-ordination of support services for individual – ensures that organisations are moving in the same direction

#### 9. Action Plan

- Commitment, motivation, accountability and goals
- Enables beneficiary to overcome lack of motivation and gives responsibility for action
- Live document – which can be revised and updated

## **10. Accessible information**

- Documents, information accessed by beneficiaries are in accessible formats and language

***THURSDAY 10<sup>TH</sup> OCTOBER 2002***

## **WORKSHOP 2 IDENTIFYING THE RIGHT JOB (JOB MATCHING)**

Denny gave a presentation.  
See handout.

### **Italian**

Asked: *Is it paid work trial?* Huw explained not always if there are benefits in place. Explained the difference between Work Trial (with a view of it leading to paid employment) and Work Experience.

### **Spanish**

Asked: *How long it would take to undertake a job analysis?* Huw explained it could be done in a day, or how ever long it takes depending on the job. Spanish queried this may not always be possible to learn the whole job depending on what it is – Huw agreed.

### **Italian**

*How long does support go on?*

As long as it is needed, but it was highlighted that if we have to support someone for a long period then maybe it's not the right job for the individual. (Huw).

It was clarified that we may not need to do all of this process with everyone, but it would depend on the individual needs (i.e. used more in learning disabilities than mental health).

### ***What are the similarities/differences of job match with the Italian and Spanish Partners?***

### **Spanish**

The main difference is the social and economic situation. They have a very high unemployment rate so there is a lack of job places, therefore, less job analysis. If they get a job, they just want the person to work. Huw stated that the danger of putting people in the wrong job, they will just bounce out again, he explained this process has been used for a number of years successfully for people with learning disabilities. It won't be needed for all disadvantaged groups. Therefore, see it as a tool kit. Try to place as naturally as we can, won't put in support for no reason – will use support from colleagues if more appropriate.

To get a good job match – we need to know the person really well.

Rach.R explained the job match is not just about the job and wages, but about social life, time/breaks and uniform etc. It is the whole process that's important or people will fall out of employment.

*What percentage of people with disabilities are we working with on project?*

Approximate figures:

Bury – 2/3<sup>rd</sup> (more due to whole team moving over to EQUAL)

Stockport – 30-40% (all disabilities).

## **THEN SPLIT INTO SMALLER WORKSHOPS – 2 SETS OF NOTES**

### **Group A (Lee)**

#### **Identifying main existing differences of how we find right job for clients?**

Discussed the merits of **'place and train'** instead of **'train and place'**. In Italy they first place people with disabilities in different companies to try out to see which place is best. By doing this the disabled person would accumulate work experience, then they have more power to negotiate a job with employers due to more work experience. The rest of points are very similar. Yes they do a job trial in company - they can keep a person in a job trial for up to a year before they move onto a new placement. The person will still receive their benefit plus a bonus (from State). *Do employers receive any money?* There are no additional funds or money whilst in a work trial. However, from when they are in paid employment with a contract then the employers have a lot of incentives.

English partners explained that they are against work preparation at college, because individuals don't learn the company/work culture. Better to place and learn on the job. In Italy (for a group of disabled people who are ready to work), they have an agreement between college and companies ('Learning/Training' courses). College then go to companies, can go back and forth for years. At the end of path they have theoretical knowledge plus lots of work experience.

England raised the problem of 'train and place' is that a lot of time is spent training when the person could have gone straight into paid employment. Italy agreed this is a problem with assessment, because this could be decided at the beginning whether a person needs training or could go straight into a work placement.

*Any other differences? Do they do fact find etc?*

### **Italy**

The organisations where they work see supported/assisted employment as a small part of social inclusion. It is only a part of integration. Highlighted that England seem to focus more on supported employment than they do. The most important thing for them is that the disadvantaged person increases their own autonomy and independence, they would not necessarily look at 'better off' calculations – a disabled person can be happy and independent in work without having more money – English project seems to focus on this more.

*How does Italy contact employers?* Private employers who are liable under law. Do this in same way: contact, visit, task analysis (happens more for people with mental health deficit). Then there is social co-operatives that can be contacted.

*What is the law?* Employers are obliged to employ a percentage of disabled people – (less than 15 employees don't enter into law).

15-30 - employ 1 x disabled person  
35-50 - employ 2 x disabled persons.

If a company employs above 50 people then 4% of total labour force should be people with disabilities (must be diagnosed and registered as disabled). Explained that Britain used to have system, but it was never enforced and companies/employers weren't ever 'punished'. *What happens in Italy?* If they don't employ this percentage there are fines – about 50 Euros for every day they should have employed a disabled person.

*How is that enforced?* It has never been applied. They know companies who should employ by law, but don't.

Another law relating to this is that if employers/companies, can't take part in Euro tenders etc. if they aren't fulfilling law (1), because there are sanctions.

### **England**

*Maybe we perceive work differently, Britain has a different work ethic?* Yes, Italy agree.

*How supportive are employers and rest of work force in training people with disabilities?* (Fred)

Not really up to the employers it is their role to discuss it with families/employees regarding difficulties a person may have. It is not the job of the employer.

Apart from companies, most disabled people in Italy are employed by Social Co-operatives (not for profit organisation) who are obliged to employ 30% of people with disabilities. Huw raised point of isolation and segregation with the centres, resulting in private companies having employers no reason then to employ. Italy stressed that we (England) are not clear about a Social Co-operative it is not a Getto, they are productive places. Italy would like us to know more about Social Co-operatives as they really are the core. The Social Co-operatives tender with private companies for work and often win proving they are productive places.

Dionne suggested we look at the wider picture – low paid, manual work that a lot of women do. Integration – replacing one low paid with another (i.e. women).

Italy stressed Social Co-operatives are just companies, but not capitalist. Very different to England.

*Would you (Italy) agree it would be progressive to have a higher percentage of disabled people employed by companies and a lower percentage by Social Co-operatives?*

Yes, it could be.

Huw raised the danger of having quotas because employers either ignore it or find/employ the least disadvantaged. We need to move away from this and recognise that employers want a profit (i.e. someone who can really do the job). Italy explained that if a person is over 45% disabled, employers are not obliged to employ. Huw suggested we need to move away from numbers/percentages and categories, but look at skills – can person do the job? Need to get rid of labels if we want social inclusion.

### **Spanish**

Point of view more similar to Italian than English. Work is not at the core. Treat as holistic view (family, transport, etc.).

'Place & Train' V's 'Train & Place' is difficult in Italy because employers want people ready to work immediately. Therefore need to create centres for training. Huw – can this not be replaced into factories? No, not allowed due to contractual issues. So make similar places named; 'School Workshops' and 'Employ Workshops'.

In Spain they look at one specific thing for one year and mix training and employment. Try to make workshops similar as possible to work, but they are not financed. Workshops must promote social enterprises so people move on.

17% must be registered disabled in social enterprises – used to be a gap, but now they are the aim. It was recognised that people can get stuck in them and don't move on.

There is high unemployment and a lot of temporary work. Employers need someone now, they don't have time to wait to train.

In EQUAL Project have an agreement with enterprises to undertake training.

Bury explained that they have tried an assessment unit in a company to look at work training and educational training (i.e. assessment of beneficiary by Bury's service, but worked closely with employer who provided placement and resources).

Italy working on same idea – trying to set up a database, but had difficulty.

A discussion took place re: transferable skills (initiative, communication and social) – basic skills that can be used in any job then look at specific skills of job.

Italy agreed with above. Sometimes set up training for beneficiaries then realise someone is more relevant to other training and they move them.

Lee recognised we were focusing discussion on disability – *are there other issues for other disadvantaged groups?*

One thing they've noticed that people with Downs Syndrome suit supermarket shelf stacking, a repetitive job, it is a good job. Since 2000 there are four people regularly employed with supermarkets.

*How can we share this good practice with other groups?*

### **Italy**

No, can't see something that could be transferred. Lots of difficulties working towards inclusion for other groups, such as drug and alcohol, they try to involve in environmental jobs. If people are HIV Positive, they won't be involved in these projects.

### **Span and Italy**

*Do you work with women?* Yes, especially gypsy children and teenagers. Organise groups to do after school care. *Do you work with gypsies with disabilities?* No although there is one person who is blind. Groups who are on poverty border line. They are assisted not because they are women, but because they are women with children/family this is the reason for support.

## **TRANSNATIONAL SEMINAR**

10/10/02

### **Summary of workshops with Spanish Equal team**

#### **Group B – Rachel.R**

#### **Workshop 2 - Job matching**

The workshop consisted of people from the Stockport, Bury and Spanish Equal teams. The Spanish Equal team were from the town in Zamora.

The discussion began by the Spanish team asking the English teams a number of questions about how the supported employment programme worked. Rachel Roberts explained the scheme and talked through the Personal Development Plan (PDP).

The Spanish team explained that the problem they have is finding work for people. They explained that in Zamora there are not many jobs available, because it is such a widespread rural area. Their Equal programme works quite differently as they find jobs not only by direct contact with companies but also through looking in newspapers. They also have problems finding work for people because there is a lot of competition from employment agencies. They also explained that employers do not have much confidence in Government run schemes. Therefore, it is difficult for employers to have confidence in them as an employment agency.

The Spanish team also stated that in Zamora it is a very close knit community and most of the business's are small and family run. Therefore, they do not have large employers to work with such as Marks and Spencers and Sainsburys that the English teams have.

The Spanish team were asked what percentage of Spanish clients were from ethnic minorities? This was quite a difficult question as because they regarded their ethnic minorities as the gypsies who did not really want to work. Their most common disadvantaged group are young, women as they find it the most difficult to gain employment. It was agreed that in Spain there is a very different culture and that they did not have the same ethnic minority groups.

The Spanish team were also very interested in our benefit schemes as their schemes are very different. For example in Spain if an individual works for two years and they then become employed they will receive unemployment benefit for one year and get 50% of their final wage.

The workshop probably steered away from the original question of job matching, however it was very useful for both teams to find out more about each others country and the different cultures within them.

## **BROAD AREAS OF DISCUSSION FROM WORKSHOP 2:**

### **Group A (Italy feedback)**

- ◆ Job analysis (similar methods – England and Italy)
- ◆ Italian law – compulsory employment of disabled people. Seen as social exclusion by English
- ◆ Differences of 'train and place' and 'place and train' – emphasis should be on latter. Italy would find this more difficult, but did agree with principle
- ◆ Training resources
- ◆ Vocational assessment
- ◆ Employment of disabled persons in private and not for profit organisations
- ◆ Differences in perception of Social Co-operatives (Italy and England)
- ◆ Good practice for target user employment
- ◆ Employment is only part of social inclusion

### **Group B (Rachel Roberts feedback)**

- ◆ Level of support people need
- ◆ How do we know it's the right job
- ◆ PPI (PDP) Skills
- ◆ Issues around recruitment agencies in Italy and Spain who cost employer
- ◆ Markets and selling
- ◆ Creative about creating jobs not just vacancies

- ◆ Subsidies/benefits
- ◆ Difference of work experience/job trial
- ◆ Old YTS V's what's happening in Italy
- ◆ Ethnic Minority Groups, not immigrants (as Italian were talking about)
- ◆ Social Co-operatives and changes that would like to make.

## **WORKSHOP 3 – PRESENTATION (BURY):**

### **PROVIDING SUPPORT AT WORK:**

**How do we make it work? – What support do we need to provide to make employment work?**

Please see presentation handout.

### **Group A - Lee**

#### **Spanish**

- Lack of training and skills
- Very low awareness with employers.

Trying to place training in enterprises with employers, so they can evaluate. Before they go to train in enterprises, they have to learn basic skills in centres.

Training in enterprises is given by supervisors and they are assessed and evaluated by co-workers (new for this project).

*What could be put in place to make support more effective? (Lee)*

Trying to involve enterprises and employers, many agreements with them – training with commitment to employment.

#### **Specific example in Spain**

Person with learning disability, male, 17 years – more practical training for these people . Various professional skills. With assessment (Social Warranty Programme) identified lack of skills – then went in programme with people without disabilities. In this programme has to go to health, family, etc. if they need to know anything now with the programme try to gather all this together. It's bureaucratic and difficult to gather. *Are there any joint meetings with all services?* No, have to go separate. In Zamaro Social Services and Health rehab work more closely, there are weekly meetings to discuss referrals etc. Dionne asked if beneficiary is asked to attend meetings regarding best support and them taking ownership? No, can't do it. *Could you ask someone to attend on their behalf?* Difficulty because services won't give her the information required. Has to go all independently. Spanish system is very bureaucratic, terrible.

#### **Italians**

*Support that is required to make process work*

After work place identified there is a written agreement between company, family, beneficiary and project. The service is committed to provide the type of assistance and support already discussed.

Ensure medical and social support. The family must show they can help and provide own support. Employer is committed to use 'company tutor' (mentor) who refers back to all partners how process is going. If supported employment becomes a real job offer the company tutor must carry out a

'training course' outside of company. Company tutor will provide social training for person not vocational skills training. Work/job training is provided by the company tutor (mentor), from medical/social view it is the projects responsibility. Already doing '*place and train*'. The project partners would meet and decide who would offer vocational training that is required. Doing this shows the company is making an effort to not (socially) isolate individuals in work place – employer taking on responsibility.

*Who provides job training?*

Different starting point, so already trained to do the job, via '*train and place*' do not need additional training. On the job team very specific tasks to job undertake by Company Tutor.

Previous training before work – vocational done by specific centres, then practical training undertaken in work place (could be a different company than provides employment).

*How could they make the support mechanisms more effective? – Lee*

**Italian**

EQUAL Project will give important tools:-

- 1) Social integration – main aim (socialisation after work).  
Based on extra social involvement at the end of working day not only with work colleagues. Increase personal autonomy and independence to feel better and less isolated in work, e.g. sport competitions, cultural trips, theatre and social events.
- 2) Long term support – difficult presently to support people with disabilities in the work place, because don't have sufficient number of people who can provide support. Work of Company Tutor and project will help people to start job in company.

Another resource they already have in Italy to be enhanced through EQUAL.

To train individuals called 'Social Delegates' (company employees made available by employer) not all companies prepared to do this.

**Role of Social Delegate and Responsibilities:**

- ◆ Provide mentoring
- ◆ Refer back difficulties/problems in work place
- ◆ Link up with trade unions

Social Delegates are an added value to company as they provide this service to all employees not just people with disabilities.

**Example:**

If someone goes to work drunk – employer will contact the Social Delegate to see what's happening. If a problem with discrimination – they deal with.

Social Delegate a wide task for monitoring and mentoring. Stating about how social exclusion can begin inside company and spread outside. Social Delegate can prevent this happening.

Tony emphasised how we have to change the situation (work place) rather than fit person in, e.g. mental health stresses brought on specifically at work. Yes. 'Social Delegate' would take on this role looking at retention for everyone in work place as a preventative measure.

Fred – *profiling of client with disadvantage are they assessed with regards career development. What career path?*

Career development doesn't always coincide with vocational training. During assessment might find out re:hobbies that could be developed for work, i.e. skills assessment. Try to give person ideas to encourage them to use their skills in the best way for their career development.

Feels employers should act on two levels:--

1<sup>st</sup> level – more technical aspects carried out by 'Company Tutor'.

2<sup>nd</sup> level – more social level carried out by 'Social Delegate' (they're only available in large companies not medium/small, because they've linked to trade unions).

**Spanish**

- Needs and desires of people to availability of work
- Match reality with perceptions
- More difficulty few jobs many people.

**RETENTION OF PEOPLE IN EMPLOYMENT:****Spanish:**

Depression/anxiety is not classed as mental illness in Spain, would not look at retention.

It's employer who decides employee needs to give perception he is good at job. If at risk of losing job, they have more (permanent) contact with employer than employee. Employee can come directly to project staff – what employer wants is work to be done.

**Italy:**

Only for people with psychiatric illness job retention is assisted with lots of incentives. Alongside working project also a 'healthcare project' monitored by doctors who are linked and connected to Company Tutor.

A number of economic incentives, tax relief, one-off bonus up to 15,000 Euros, and for seven years employer is not obliged to pay 45% of social tax.

*Italy would be able to look at retention for mental health (depression/anxiety where possible). Would a job be kept open for person to come back to? Yes (financial incentives as listed above).*

Dionne – *If funding was reduced how quickly would systems fall?* (Italy – economic incentives – only apply to people with mental illness – very small percentage of all beneficiaries they help through). Now with long term training they want to show employers people they wish to assist into employment. Tried to make employers aware the person with a mental health problem can work as efficiently.

They must be classed as having a psychiatric illnesses .

Depression/anxiety, etc. is not classed as mental health. Must be medical diagnosis of chronic (clinical depression) mental illness.

Dionne – example of how stigma still exists when asked on an application form have you suffered depression/anxiety etc.?

Doesn't happen in Italy – would not be asked on forms, but an individual can tell them if they wish. Have a very strict law on privacy.

**Do job application forms ask about any disabling conditions?**

Spain – big companies – yes.

Italy – no.

**Group B – Rachel.R**

**Workshop 3 - How can we provide the best support in the job?**

The discussion commenced by both teams discussing the different barriers we faced from employers when supporting people into jobs. The English team explained how the Equal process will work and how we work with H.R. departments to overcome these barriers. The Spanish team did not believe that they could work in the same way because employers were not willing to embrace their service. They also thought that they had more of a challenge because the businesses in their area were much smaller and had a specific image to project. The English teams then explained that we also faced the same problems and gave examples of the traditional companies we had worked with and how we worked with them to embrace diversity. Rachel gave the specific example of M&S who are more likely to want to employ able bodied people rather than disabled people, but that this is part of the challenge of Equal and that we can work with them to change their views.

The Spanish team then wanted to know what the advantage was to employers if they were to employ disadvantaged groups. The English team explained that it made excellent business sense to diversify the workforce and that these groups are often more committed than someone who is able bodied and genuinely want to work. It was also explained that the employer's workforce should mirror the community it is based.

The groups then discussed how the Spanish supported employment model worked. The Spanish team explained that a phone call is usually made to the manager of the business to see how the placement is working out. They also have a tutor who works with the individual and employer. Each tutor will have 15-20 service users and the support usually lasts 2-3 months. The English team then asked what happens after the three months is up? The Spanish team explained that there is usually a counsellor available who will work with the individual for one to two years.

The subject of Day Centres was also raised and Rachel Roberts asked the Spanish team if they had these in their country. They replied that it depends, they do have some day centres. Some people work, some are institutionalised. Many people go to centres in the week and go home to their families at the weekend. They also stated that many individuals are very isolated and don't have much contact with the outside world. This is because the community is very rural and many people will stay with their families and live miles away from any civilisation.

The English team also asked about how the Spanish team overcame obstacles from employers. The Spanish team replied by saying that the problems they have are that there are not enough jobs. The village has no industry and so people do not move there to work, Many people travel miles to work everyday because there is nothing available in Zamora. The location of the town plays a major part and their population is a lot smaller than Bury or Stockport- 70,000 inhabitants There is quite a lot of social deprivation and Zamora does not have much attraction for people outside the community. There is also no turnover of staff within the businesses. There are also five Equal projects already working in Zamora all doing different things and there is little communication between them.

This workshop again highlighted the differences between the projects and perhaps the larger barriers faced by the Spanish team.

## **IDEAS REQUESTED FOR SEMINAR IN SPAIN:**

- ◆ Day 1 – split into groups to encourage information
- ◆ No longer (duration) three days
- ◆ Decide as to which employers would like to go to Spain
- ◆ Case studies were suggested
- ◆ It was highlighted that there may be different people in attendance
- ◆ Translation with regards to group work and discussions, translators could be better suited to know technical terms and for there to be more translators. Perhaps to bring people with respective projects
- ◆ Presentations/information would be well received in advance so that people could prepare and discuss prior to arrival

**Mario:** History, background policies – asked would they be useful to them in terms of development and innovation.

**Doug:** In response following the American model based around (no quotas) Human Rights Projects not based around legislation rather the will to do it.

**Spain:** Learning around contact with employers (awareness) and the motivation and belief: there are no obstacles too big to overcome.

**Bury/  
Stockport:** Again, we did not learn as much as we would have liked around practicalities of other projects.

Will there will be information available with regards objectives?

**Spain:** Would like information how to raise awareness provide project encourage businesses.

### **Evaluation:**

Is there any information that we can provide/practical level?

Is it possible to arrange staff exchanges, Bury/Stockport will accommodate a person for a week for staff to shadow.

Training around (techniques) how we approach employers (sales and marketing).

1. Missed opportunities as to details with regards to each others' projects, still unsure as to what exactly is happening.

Issues highlighted around unemployment in Zamora, bigger than the project (provincial) in new ..... are in development. Is it possible for those to work alongside project? Also, possibility of links with other EQUAL Projects in Zamora.

A way into companies may be job retention.

Another possibility may be working with easy to place beneficiaries.

With regards to Spain, are there any economic development projects?  
Not really.

**Spain:** Self-employment businesses will create economic development. Employers are being approached to join project.

**Huw:** Employers (Bury) will be invited to participate in Seminar in Spain.

**Italian Project:**

**Mario:  
(Italy)** Thought workshops were very productive – not so impressed with presentations, has met quite a few people but doesn't really know how the groups are working. Feels that we are all doing more than has been pulled at. Especially likes the idea of using marketing skills in this field and would benefit from applying this. Would like more information re; relevant British legislation.

**FEEDBACK FROM ZAMARAT DP**  
**IDENTIFICATION OF KEY ISSUES THAT WERE IDENTIFIED**  
**DURING GROUP VISITS**

Disabled People

You deal in various ways with these persons

Do you have specific laws dealing with these people?

For example, do big companies have to hire a certain percentage of disabled people?

What is interesting is the good number of charities operating effective services, which is really important for all public authorities but for us the relationship with public authorities is not completely clear.

We would like to know more about the work performed by Employment/Placement Officers and Monitoring Officers:

- Job Analysis
- Job Matching
- Tutorial Actions

Mental Health

Needs – who helps to support other non-employment needs?

How do we link with other services?

How do we link this into other agencies – NHS – Charity – Psychiatry?

How long do they work with referrals?

Apprenticeship time in the job place – Is it paid? By who? How long? What training will be given?

Require information on protocols/procedures

Information required on educating employers and raising awareness.

# Assessing Employability

Information Gathering

Action Planning

