



# **RESTART TRANSFER OF INNOVATION PROJECT**

## **WP6: FINAL EVALUATION REPORT**



**September 2012**

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## Contents

Restart Project: Evaluation Executive Summary	3
Introduction	9
Terms of Reference and Evaluation Framework	11
Context	13
WP1: Set Up and Management	15
WP2: Research	18
WP3: Adaptation	20
WP4: Translation	23
WP5: Training Pilot	24
WP7: Dissemination	37
The Restart Partnership	44
Inclusion	51
Appendices	
One: Partners Completing the End of Project Questionnaire	52
Two: Stakeholder Forum Members	53
Three: Stakeholder Forums: A Model of Good Practice	55

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*November 2012*

## RESTART PROJECT: EVALUATION EXECUTIVE SUMMARY

### Overview

The Restart Transfer of Innovation Project (Restart TOI) Project was funded under the EU Leonardo da Vinci Programme, from October 2010 to September 2012. Through transnational partnerships the European Union seeks a sharing of good practice and experience, such that models of best practice can be adapted and transferred across member states; and through partnerships innovative approaches can be developed, piloted and adopted.

The aim of this Leonardo da Vinci Transfer of Innovation Project is to improve the quality and attractiveness of Vocational Education and Training by transferring innovative approaches to education and training that have been developed in one country to other countries and environments through working with transnational partners. Projects need to be adapted during the transfer process, taking into account different cultures, constraints and systems; pilot the programmes in the new countries; and seek to integrate the programmes into national, regional, local or sector training systems and practices.

The overall aim of the Restart Transfer of Innovation Project is to transfer the Restart programme . developed and delivered in Northern Ireland through EU EQUAL funding (coordinated by Possibilities NI and Gingerbread NI) - to Cyprus, Italy, Poland and Norway. The Restart Programme was developed in response to the barriers and challenges faced by lone parents seeking to enter employment. It is an accredited programme (in Northern Ireland) combining group work, individual life coaching with a work placement to develop participants self-esteem and employability. The programme includes: practical help with applying for jobs, advice on personal finances, arranging childcare and transport and help to strengthen participants confidence about taking the major step of returning to work.

The UK National Agency (Ecorys UK) indicated that the Restart TOI proposal had the highest recorded score for a Transfer of Innovation application. The Restart Transfer of Innovation Partnership comprises eight organisations from six countries; managed by Gingerbread NI and coordinated by Possibilities NI. The partner organisations engaged in the Restart TOI Project were Cyprus, Italy, Norway, Poland, and the UK.

The Project started with a Partner Meeting and Steering Group Meeting in Belfast in November 2010, four Partner Meetings took place during 2011 and 2012; and the Project culminated with the dissemination Event in Brussels in September 2012 (followed by the final Steering Group Meeting).

## The Restart Work Packages

The Project comprised seven work packages, with each Partner taking the lead in the delivery of one of the Work Packages. The table below shows the Work Packages and the outputs achieved under each of them.

	<b>Work Package</b>	<b>Outputs</b>
<b>1</b>	Set up and Management	Interim and Final Reports for the National Agency; participation at National Agency events, E-learning Report, Project Report, and support for all Project Reports. Financial management and returns. Organisation, chairing and minute taking at five Partner Meetings and six Steering Group Meetings. Successful application for Restart Tol 2; and support for successful individual applications for a EVAT Grundtvig Learning Partnership.
<b>2</b>	Research	The Research Report, <i>Towards a shared understanding of the status of lone parent families</i> , published in July 2011. Summaries of the research were written and disseminated in each Partner country.
<b>3</b>	Adaptation	The Adaptation Report. The Restart training programme delivered within the pilot in each country also reflected the adaptations agreed.
<b>4</b>	Translation	The Translation Report; translated Restart Training Programme materials (in full); translated Research Report summaries; and translated promotional materials in Greek Cypriot, Italian, Norwegian and Polish.
<b>5</b>	Training Pilot	33 lone parents participated in the four Restart Training Pilot Programmes.
<b>6</b>	Evaluation	Baseline Evaluation Report, March 2011; Mid Term Evaluation Report, September 2011; Training Pilot Report (informed by the evaluation questionnaires), August 2012 ; Partner Meeting Reports in March 2011 and July 2012 (feedback from the Partner Meeting in Nicosia was incorporated in the Mid Term Evaluation Report); and the Final Evaluation Report.
<b>7</b>	Dissemination and valorisation	Project website, three Restart Newsletters, four Stakeholder Forums (established in Cyprus, Italy, Norway and Poland), Possibilities NI participating at seven high-level dissemination events, research summaries disseminated to 860 contacts, and the Brussels Event (36 participants).

## Meeting Project Objectives

The table below shows the original six objectives established at the outset for the Restart Transfer of Innovation Project; and the extent to which each objective has been met.

Objective	Extent to which met
To carry out research into the situation of lone parents in each country	Extensive research, resulting in a Report presenting research about lone parents in Cyprus, Italy, Northern Ireland, Norway, and Poland. It is believed that this data has not previously been collated and presented in this format.
To establish cross-sectoral Stakeholder Forums	Cross sectoral Stakeholder Forums were established in Cyprus, Italy, Norway, and Poland. Representatives from three of the Stakeholder Forums met the transnational partners at Project Meetings; providing added value. The Stakeholder Forums provided the opportunity to seek input from organisations with a stakehold in the lives of lone parents; and to disseminate the development and delivery of the Restart project.
To ensure the involvement of policy and practice professionals who can support the transfer of the Restart accredited programme	The Partner countries have successfully engaged with policy makers and practice professionals. In Norway, for example, there is significant interest from NAV to integrate Restart within employability programmes. In Italy the Florence Provincial Employment Centre referred clients to the Restart Programme. In Poland the Academic Career Bureau %BAZA+intends to deliver modules from Restart to students across the campus. In Cyprus the Ministry of Justice provided a small grant to support the Restart Programme and the General Director of the Labour Ministry sent an email to all staff asking them to cooperate fully with the Restart Programme.
Adaptation, accreditation and translation to suit each country's language, welfare, employment and VET systems; and to take into account cultural differences	A significant amount of time was spent by all Partners translating and adapting the Restart materials to meet the needs of lone parents in their countries, taking into account cultural differences (for example adapting exercises) and the needs of ethnic minority target groups. The Adaptation Report and the Translation Report present the process and outcomes of this objective. There was insufficient time within the two year Restart Project to accredit the Restart Programme in the Partner countries; Restart TOI 2 aims to address opportunities for accreditation.
To disseminate the Project findings and outcomes; and to raise awareness of the challenges and issues facing lone parents.	The Project development, findings and outcomes have been disseminated throughout the Project through the three Restart Newsletters, meetings, seminars, and the Brussels Event. The challenges and issues facing lone parents have been highlighted throughout the dissemination processes, and also through the Research Report and the Research Summaries.

Objective	Extent to which met
To pilot and evaluate the programme with ten lone parents in each country	The Restart Programme was piloted in Cyprus, Italy, Norway, and Poland during January to June 2012 (some work placements continued beyond June). In total 33 lone parents were enrolled onto the Restart Programmes; in practice 26 lone parents participated in the Programme (others did not start the programme due to take up of jobs or because they would not receive the grant awarded for those on state programmes). 25 lone parents completed the Restart Programme . although work placements did not take place in Cyprus due to the economic situation (unemployment in Cyprus is very high). The Training Pilot Report provides very comprehensive feedback presenting quantitative and qualitative data from the Pilot Programme.

As the table shows; the objectives have predominantly been achieved; the two areas in which the Project did not achieve the objectives was the numerical target of ten lone parents participating on the Pilot Programmes in each country and not securing formal accreditation for the Programme. It is noted that the target number of ten lone parents was a guideline, rather than set in stone and that the number of beneficiaries recruited to the Pilot Programme should be at the discretion of the Partners, taking into account circumstances and the needs of the target group. For example, in Norway it was more important (and potentially much more significant to the sustainability of the Restart Training Programme) that NOVA engaged with and established a working relationship with NAV, the government agency, than that the Norwegian Partner met the numerical target for recruitment of the lone parents. During the Pilot process, NOVA developed a referral mechanism with NAV; and discussions are taking place with a view to NAV, as the agency in Norway with responsibility for unemployment and supporting people back into the workplace, to deliver the Restart Programme.

### **Final outcomes for the Restart Programme Beneficiaries**

In Cyprus of the 8 participants, 3 are training with an HR agency, 1 has a job, 2 have 1 year work contracts through an ESF programme and 2 are still receiving support to job search. In Norway, of 5 participants, 2 have jobs, 2 have returned to study and one is undertaking further work experience. In Italy, 2 of the 6 participants have found work and the rest are being supported to find employment. While in Poland of the 8 lone parents who took part, 5 have jobs and 3 are continuing to look for work.

### **The Transnational Partnership**

Throughout the Restart Tol Project the Partner shave completed evaluation questionnaires and participated in one-to-one interviews where they have been encouraged to reflect on the

development and delivery of the Project. The End of Project Questionnaire showed that all the Partners felt that the purpose of the Project and the strategy had been very well developed. All Partner expectations for the Project, identified at the start of the Project (through the Baseline Evaluation Report), were met; with all Partners stating that expectations to transfer the Restart programme to partner countries with appropriate adaptations and adjustments and successful completion of research into the situation of lone parents in each country were very well met. Partners also felt that the outputs they sought from the Project (identified in the Baseline Report) were met in practice; and that there was significant added value from the transnational partnership. Examples of added value included potential for future partnership working and grounding for further EU partnerships and projects, better knowledge and skills about LLP projects and European collaboration and better knowledge about the situation of lone parents in Europe.

Further added value from the Restart Project was that the Project has effectively addressed a number of social inclusion issues; evidenced by the Research Report, which shows the barriers, stigmas and difficulties experienced by lone parents. In practice, social inclusion was further addressed through two of the Project Partners targeting lone parents from ethnic minority families.

The Partners commented on the positive working relationship developed through the Project, and that Partner Meetings created new potential developments and the opportunity to examine best practices. The Project was not without challenges: for example financial accounting to meet National Agency requirements, deadlines (taking into account that all Partners had their own day jobs); and the high volume of administration detail required by the National Agency (which the National Agency has said will be reduced in future programmes).

Partners were invited to look back at the implementation and delivery of the Restart Tol Project and identify those elements that they think are examples of good practice; their responses are presented below:

- Clear objectives were established early in the Project
- External evaluation
- Film of the case studies
- First meeting happening very early in the Project is essential
- Holistic thinking and implementation
- Individual coaching which facilitated the training process for each participant
- Involving lone parents in the development of the Restart Programme
- Reports on all the Work Packages
- Stakeholder Forums
- Steering Group.

The Partners all intend to remain in contact in the future, initially through participation in the EVAT Grundtvig Learning Partnership (each partner organisation submitted individual proposals to their National Agency, and all were successful).

The full Project was a highlight for me with the final event in Brussels the icing on the cake. It showcased the excellent workings of project members and the Coordinating Partner; resulting in a very successful Project+

*Restart Partner*

## INTRODUCTION

### Overview of the EU Leonardo da Vinci Tol Programme

The Restart Transfer of Innovation Project (Restart TOI) Project was funded under the EU Leonardo da Vinci Programme, from October 2010 to September 2012.

The long-term strategic objectives of EU education and training policies are:

- Making lifelong learning and mobility a reality
- Improving the quality and efficiency of education and training
- Promoting equity, social cohesion and active citizenship
- Enhancing creativity and innovation, including entrepreneurship, at all levels of education and training.

Through transnational partnerships the European Union seeks a sharing of good practice and experience, such that models of best practice can be adapted and transferred across member states; and through partnerships innovative approaches can be developed, piloted and adopted.

The aim of the Leonardo da Vinci Multilateral "Transfer of Innovation" Projects is to improve the quality and attractiveness of Vocational Education and Training by transferring innovative approaches to education and training that have been developed in one country (or other countries) to other countries and environments through working with transnational partners. Projects need to be adapted during the transfer process, taking into account different cultures, constraints and systems. Projects need to include an analysis of need, time to adapt the content, piloting the programmes in the new countries, and seek to integrate the programmes into national, regional, local or sector training systems and practices.

### Overview of the Restart Transfer of Innovation Project (Tol)

The overall aim of Restart Transfer of Innovation Project is to transfer the Restart programme - developed and delivered in Northern Ireland through EU EQUAL funding - to Cyprus, Italy, Poland and Norway. The EQUAL Restart Project was coordinated by Possibilities NI and Gingerbread NI.

The Restart Programme was developed in response to the barriers and challenges faced by lone parents seeking to enter employment. A cross-sectoral partnership in Northern Ireland developed Restart under the EU EQUAL programme. Restart is an accredited programme combining group work, individual life coaching with a work placement to develop participants' self-esteem and employability. The programme includes: practical help with applying for jobs, advice on personal finances, arranging childcare and transport and help to strengthen

participants confidence about taking the major step of returning to work. The Department for Employment and Learning and Marks and Spencers in Northern Ireland offer the Restart Programme to their clients and potential employees.

Gingerbread NI is the lead agency working with and for one-parent families in Northern Ireland. The organisation works with various organisations and agencies in creating services and developing networks in local communities to help tackle the issues facing one-parent families. Possibilities NI provides training, mentoring and consultancy services to companies and individuals in Northern Ireland and throughout Europe. Possibilities NI is a social enterprise, established by Gingerbread NI as their trading company to generate income and sustainability to support Gingerbread in the future.

### **The Partners and Countries in the Project**

Prior to the submission of the Restart TOI application, Possibilities NI invited potential project partners to a preparatory meeting in Belfast to discuss and agree the content of the Project application and budget. The UK National Agency (Ecorys UK) indicated that the Restart TOI proposal had the highest recorded score for a Transfer of Innovation application.

The Restart Transfer of Innovation Partnership comprises eight organisations from six countries. Possibilities NI applied for funding under the Leonardo Da Vinci new programme through their own National Agency. The Partner organisations and their countries are shown below:

- |   |                  |
|---|------------------|
| • Anniesland College                    | Scotland         |
| • Associazione NET                      | Italy            |
| • Department of Employment and Learning | Northern Ireland |
| • Gingerbread NI                        | Northern Ireland |
| • INDEX                                 | Cyprus           |
| • NOVA                                  | Norway           |
| • Possibilities NI                      | Northern Ireland |
| • WSINF                                 | Poland           |

CONNECT was originally a Project Partner, but were replaced by Anniesland as they did not have the capacity to deliver the match funding required but remained involved for the purposes of dissemination of the project results.

### **The Final Evaluation Report**

This Report draws on the previous Evaluation Reports; and the data and analysis of feedback from the Project Coordinators, Partners, beneficiaries and others involved in the Restart Transfer of Innovation Project (including the training pilot programmes).

## **TERMS OF REFERENCE AND EVALUATION FRAMEWORK**

Following a tendering process in March 2011, Education and Development was appointed to carry out the formative external evaluation of the Restart TOI Project.

The requirements of the evaluation, as outlined by the Restart Transfer of Innovation project were to undertake a formative evaluation of the Restart TOI Project partnership and activities. The overall aim of the external evaluation throughout was that the Project Partners saw the evaluation process in relation to the Restart TOI Project as a useful asset to Project review, Project development and their work. Partners' views and feedback have been sought at different times throughout the Project. All information given by individuals has been confidential. No individual will be named in the reports.

### **Evaluation Terms of Reference**

- To carry out an evaluation of the Restart TOI project partnership and activities over two years, providing an interim report and a final report.
- To work with the Project Steering Group to adjust strategy in light of unanticipated occurrences
- To capture and portray process as well as product
- To consider budgetary inputs, matched funding and value-for-money
- To review the quality of partnership working
- To analyse adherence to the aims of the project.

### **Methodology**

The external evaluator has employed a range of methodologies to meet the evaluation objectives and to collect both quantitative and qualitative data. These have included:

- Desk research (including a review of the Project Progress Reports, appropriate documentation and web searches)
- Structured face to face interviews
- Telephone interviews using a structured interview format
- Group discussions during Partner Meetings
- Questionnaire design, collation and analysis to record Partner feedback
- Questionnaire design, collation and analysis to record feedback from the Pilot Training Programmes from beneficiaries, employers, trainers and agencies
- Meetings with the Project Coordinators.

The external evaluator attended the Partner Meeting in Nicosia, Cyprus; and one day of the Partner Meeting in Glasgow, Scotland.

## **Evaluation Reports delivered during the Project**

A series of Evaluation Reports have been delivered throughout the two years of the Project. These include:

- Baseline Evaluation Report, March 2011
- Mid Term Evaluation Report, September 2011
- Training Pilot Report (informed by the evaluation questionnaires), August 2012
- Partner Meeting Reports in March 2011 and July 2012 (feedback from the Partner Meeting in Nicosia was incorporated in the Mid Term Evaluation Report).

This Evaluation Report draws on the findings and evidence of the previous Evaluation Reports, seeking to provide a concise overview and summary of the Restart Transfer of Innovation Project.

## CONTEXT

### The Project Objectives

The Restart Transfer of Innovation Project objectives proposed at the outset were:

- To carry out research into the situation of lone parents in each country
- To establish cross-sectoral Stakeholder Forums
- To ensure the involvement of policy and practice professionals who can support the transfer of the Restart an accredited programme
- Adaptation, accreditation and translation to suit each country's language, welfare, employment and VET systems; and to take into account cultural differences
- To pilot and evaluate the programme with ten lone parents in each country
- To disseminate the Project findings and outcomes; and to raise awareness of the challenges and issues facing lone parents.

### The Work Packages

The Restart TOI Project has been developed and implemented following seven Work Packages. Each Partner was given a designated lead role for one of each of the Work Packages; as shown in the table below.

WP	Work Package	Lead Partner	Time Frame
1	Set up and Management	Possibilities NI	01.10.10 to 30.09.12
2	Research	NOVA	01.01.11 to 31.05.11
3	Adaptation	INDEX	01.06.11 to 30.09.11
4	Translation	Associazione NET	01.10.11 to 01.01.12
5	Training Pilot	WSINF	01.02.12 to 30.06.12
6	Evaluation	Possibilities NI	01.10.10 to 30.09.12
7	Dissemination and Valorisation	Anniesland College	01.01.11 to 30.09.12

This Evaluation Report considers each of the Work Packages; the process involved, the delivery of the work package, and the outcomes.

### The Project Infrastructure

The coordinating Partner for the Restart Transfer of Innovation Project was Possibilities NI, with two members of staff jointly managing the Project coordination.

The Restart TOI Partners, with at least one representative from each of the Partner organisations, comprised the Steering Committee. The Steering Committee has met six during the Project; in Belfast (November 2010), Oslo (March 2011), Nicosia (September

2011), Florence (March 2012), Glasgow (June 2012) and Brussels (September 2012). Minutes were taken and circulated after each Steering Committee Meeting.

In addition to the Steering Committee meetings, Partner meetings were held prior to the Steering Group meetings to which other people from Partner organisations were invited to attend. Members of the Stakeholder Forums also met with the Partners in Norway, Cyprus and Italy.

Each Partner organisation established a Stakeholder Forum. The aim was to seek input from a cross-sectoral range of organisations, with an interest and remit in supporting lone parents. An overview of the Stakeholder Forums is presented within the Dissemination section of the Final Evaluation Report.

At the outset of the Project Possibilities NI said that ~~as~~ Co-ordinator, we aim to ensure that all partners have a positive experience of their participation within the project. We will also seek to ensure that the project is high in quality in all aspects of its running, delivery, outputs and products+.

## **SET UP AND MANAGEMENT – WORK PACKAGE 1**

### **Role of the Managing Partner and the Project Coordinator**

The role of the Managing Partner, Gingerbread, included all the contracting and financial management, and Project administration. This remit is kept very separate from the role of the Co-ordinating Partner, Possibilities NI. The latter encompasses the overall co-ordination and delivery of all aspects of the project. This includes the overall design of the Project, design of all the methodologies within the Project, delivery of the Project in order to meet objectives, all non-finance reporting to the National Agency, Chairing the Partner meetings and Steering Committee meetings, and all non-financial administration. The Project Coordinators also ensured that the structures are in place for robust communication across the partnership and between Partners, and have responsibility for all Project monitoring and evaluation. Possibilities NI also oversee the Project dissemination, have participated in a number of high profile events (detailed in the Dissemination section below), and took responsibility for leading on valorisation, sustainability and commercialisation activities.

### **Reports**

The Project Coordinators have produced a number of reports throughout the lifetime of the Project; in addition to the Restart Tol Interim and Final Reports required by the National Agency. These include:

- The E-learning Report - which looks at the ways in which Restart can be adapted for e-learning purposes
- The Project Report . a brochure that prepared for the final Event in Brussels, comprising a summary of the project and some case studies.

In addition the Project Coordinators supported the final drafting of all the Project reports, namely:

- The Research Report
- The Adaptation Report
- The Translation Report
- The Training Report
- The Case Studies

All the Reports and dissemination data are available to download from the Project website.

The National Agency Monitoring Visit Report (August 2011) noted %The project is performing exceptionally well - it is clearly benefitting from a committed and active consortium which, through clear management and reporting structures, is able to engage stakeholders and target groups effectively. This gives the project a truly transnational feel, providing partners

with mutual benefits from participating in the project and the opportunity to make a significant impact in their countries+.

## **Partner Meetings**

There have been five Partner Meetings during the Restart Project. After each Partner Meeting - which was open to representatives from the Partner organisations and those involved in the Project (for example trainers); a Steering Committee Meeting was held. The meetings were hosted by a different Partner on each occasion.

- Belfast, Northern Ireland . November 2010 . hosted by Gingerbread NI
- Oslo, Norway . March 2011 . hosted by NOVA
- Nicosia, Cyprus . September 2011 . hosted by INDEX
- Florence, Italy . March 2012 . Hosted by NET
- Glasgow, Scotland . June 2012 . hosted by Anniesland College

In addition a Steering Committee meeting was held after the Event in Brussels, Belgium in September 2012. The two Possibilities NI Coordinators attended, chaired and took minutes at all Partner Meetings and Steering Committee Meetings.

The general format followed at all the Partner Meetings was that the Meeting would last a day and a half; with the Steering Committee Meeting scheduled for the second afternoon. This format allowed time for the business to be conducted. Partner Meetings and Steering Group Meetings followed a formal agenda; with time scheduled into the Partner Meetings for one-to-one meetings, for example to discuss financial issues and reporting, or for one-to-one evaluation meetings. The structure also included opportunities for informal networking, not only during breaks and lunchtime; but also with a Partner dinner organised by the hosts at each of the Partner Meetings.

## **Commercialisation**

The Project Partners have had a number of discussions during partner meetings; including a presentation from Possibilities NI; and also conversations between Possibilities NI and individual Partners about commercialisation. This has included understanding what is meant by commercialisation and ways in which commercialisation might be achieved. Partners have been encouraged and supported to explore commercialisation within the context of their own country.

The Restart Project has established a commercialisation strategy and Possibilities NI have created a licensing agreement (prepared by a legal team) which has been shared with the partners. It is recognised that commercialisation is one route to sustainability and

Possibilities NI are looking at other avenues with Partners, including funding opportunities and new projects.

Currently, development is still relatively exploratory; however, the Project Coordinators are hopeful that the Restart Product will be purchased in at least one Partner country. Funding has been approved for the EVAT Grundtvig Learning Partnership (involving the current Restart Partners), and commercialisation will continue to be explored with Partners under this Partnership over the next two years.

## **RESEARCH: WORK PACKAGE 2**

### **Rationale**

The research Work Package sought to record and present the symptoms and consequences of lone parents in order to support the adaptation of the Restart training materials across each of the Partner countries. The aim of this was that it would be a mechanism through which the Partners would learn more about the situation of lone parents within their own and each other's countries. Furthermore, it became evident during the fieldwork that data relating to lone parents appears not to have been collected in this way before; such that the Research Report is a valuable outcome from the Project.

### **Process**

The lead Partner for this Work Package was NOVA; who appointed a senior researcher within the organisation to coordinate the task, with support from Possibilities NI. Information was collected from all the Partners using a questionnaire seeking data on:

- Background / demographic information
- Childcare provision
- The situation of lone parent families (including social stigma, gender, barriers to work, legislation protecting lone parents against discrimination, educational disadvantages, and the impact of the recession)
- Current programmes targeting lone parents
- Outcomes for lone parent families.

Data sources included university sociological studies, government statistics, national and European policy documents, and research conducted by the Partners or other non-government organisations.

NOVA, supported by Possibilities NI, analysed and collated the data into the Restart Research Report.

### **Challenges**

A number of challenges were identified when collecting data and statistics for the Research Report. These included:

- Difficulties over finding a common definition of lone parenthood
- Finding statistics
- Difficulties in data comparison across the countries
- Reliability of the data due to census information being ten years old in both Cyprus and Northern Ireland

- The need to present data based on evidence (ie not anecdotal information)
- Ethnic background data was only available within the UK statistics
- Presenting linkages between disability, health and employment, which are relevant when looking at lone parents and work.

### **Output:**

The Research Report, *Towards a shared understanding of the status of lone parent families*, was published in July 2011. 500 copies of the Report were printed. To date 150 hard copies have been distributed by Partners and 40 were distributed at the Brussels Event (September 2012).

In addition to the hard copies of the Research Report, it is also available as a PDF download on the Restart Project web page. The Partners also each wrote a summary of the Report in their native language, which was emailed to their own contact lists. The Partner networking email lists are estimated to include 860 people across the community, voluntary, statutory and private sectors.

Copies of the Research Report will continue to be distributed over the next two years. It will also be used within the new Restart 2 Tol project and the EVAT Grundtvig Learning Partnership project.

## **ADAPTATION: WORK PACKAGE 2**

### **Aims of the adaptation**

The overall aim of the Adaptation Work Package was that each Partner would reflect on a set of variables that could potentially influence the implementation process whilst at the same time identify any additional unique factors that could enhance this process within the national context.

The adaptation of the Restart Programme took into account cultural differences, the needs of ethnic minority groups, and how exercises within the modules would fit into the delivery styles in different countries. Certain elements of the original Restart Programme package had to be maintained, for example the classroom sessions, one-to-one coaching sessions and the work placement (although from the outset the Cypriot Partner highlighted that it might not be possible to incorporate the work placements as this was totally new to the culture in Cyprus, and the economic situation could add to the difficulty in securing work placements).

### **Adaptation process**

INDEX was the lead Partner in the Adaptation Work Package. A questionnaire was circulated to all Partners in June after discussion at the Partner Meeting in Oslo (March 2011). The questionnaire reflected the variables identified as the primary influences on the mode through which the training programme would be piloted within the different national contexts. The questionnaire, completed by each Partner, addressed:

- Social benefits
- Local accreditation regime
- Culturally specific material
- Learning styles
- Profile of the target group of lone parents

The questionnaire also addressed operational and practical issues with regard to adaptation of the Programme; these included:

- Length of the training day
- Childcare options
- Reconciling work and family life
- Recruitment

Finally, the questionnaire took into account recommendations from the Stakeholder Forum members, and any issues around the work placement.

## **Output:**

The Adaptation Report was the tangible outcome from this Work Package; along with the fact that the training programme delivered within the pilot in each country also reflected the adaptations agreed. It was noted, when reviewing the Training Programme Pilot, that the trainers felt that very few adaptations were required during the delivery of the training. As with any effectively delivered programme, small adjustments were made to meet the needs and interests of the participants; and some exercises were omitted or changed (again in response to the mood and needs of those in the classroom).

## **Accreditation**

The issue of accreditation was thoroughly looked at within the project and it was acknowledged that it was not going to be possible to achieve this within the life time of the project. Accreditation (ie leading to a recognised qualification) of the Restart Training Programme was on the agenda at the Partner meeting in Oslo (March 2011). Partners raised some of the issues that may present difficulties in seeking accreditation, predominantly around the time available within the two year Project to be able to do this, taking into account the fact that the Programme would be piloted during the first six months of 2012, which would have a significant impact on the practical timescales. At the Meeting in Oslo it was agreed that the Partners need to be realistic about what could be achieved; and that issues around accreditation would become clearer once adaptation exercise was completed.

During subsequent discussions about accreditation it was recognised that some of the partner countries do not have suitable National Qualification Frameworks which would lend themselves to accreditation. Furthermore, within the Project framework (including transnational work on research, adaptation, translation, the pilot, valorisation and commercialisation) it was agreed in 2011 that there would not be enough time available within the Project to follow the accreditation route. This was acknowledged by the National Agency.

It was agreed that accreditation would be an element within a follow-on project. Having Restart recognised in each country, VWT systems has been included in the Restart 2 Transfer of Innovation Project (which includes partners from Germany and Lithuania; with one of the German partners specifically focusing on the issue of accreditation). The issue of accreditation is also included within the EVAT Grundtvig Learning Partnership, which involves the Partners from the Restart ToI Project.

When asked, all the Partners felt would be beneficial for the Restart Programme to be accredited; the following comments were made in support of this response:

### *Cyprus*

The participants derived many benefits from doing the training. We also managed to secure some institutional acknowledgement by individual public offices and the labour ministry which increased the sense of respectability of the training. However, if the programme was accredited the added benefit for the participants would be that instead of the training representing a one off training in personal development it would be possible to be seen in a continuum with other training possibilities that when put together would represent a recognised qualification.

### *Italy*

Accreditation would give more possibilities for the programme to be funded and to reiterate the training programme.

### *Norway*

Restart will be accredited in Norway if NAV is involved in the future delivery of the Programme.

### *Poland*

The financial aspect seems to be the most crucial one, preventing WISNF investing further assets to Restart. Having the Restart programme accredited by national and/or regional bodies that provide funds for training directed to vulnerable groups might facilitate the process; and would be beneficial for a chosen agency willing to deliver it.

## **TRANSLATION: *WORK PACKAGE 4***

### **The process**

The primary element of the Translation Work Package was that each Partner would professionally produce quality translated training materials in Cypriot, Italian, Norwegian and Polish respectively. The Guidelines concerned the translation of all the documentation for the Restart Tol Project; ie the Restart Training Programme materials, website content, Research Report summaries, leaflets etc.

### **Process**

The lead Partner for the Translation Work Package was NET, the Italian Partner. NET issued a series of Translation Guidelines.

All four Partners used in-house staff to translate the training materials. They Partners provided the following information to NET, for inclusion in the Translation Report.

- A list of the items that have been translated
- When each translation was done, and the date it was completed
- Who prepared the translation
- The quality assurance methods used
- The translation costs, when external translators were used
- A description of any problems or difficulties

The individual Partner reports pertaining to translation were sent on headed paper, signed and stamped by the project manager and accompanied by three CVs (for the translator, the proof reader, and the trainer).

### **Output:**

The key outputs of the Translation Work Package are the translated Restart Training Programme materials (in full), translated Research Report summaries, and translated promotional materials in Cypriot, Italian, Norwegian and Polish. The Translation Report was a further outcome from Work Package 4.

## **TRAINING PILOT: WORK PACKAGE 5**

### **Overview of the Training Pilot**

The aim of the Training Pilot was to test the adapted and translated Restart Programme materials with lone parents in Cyprus, Italy, Norway and Poland. The lead partner of the Training Pilot Work Package was WSINF.

The training pilot of the Restart Programme with the lone parents within the context of the Restart Tol Project was one of several inter connected approaches used to facilitate the transfer of innovation (along with the research, translation and adaptation). Consequently, whilst a significant amount of data was captured, it is not given any more weight than the other Work Packages; which is one of the ways in which Transfer of Innovation projects differ from more traditional training based projects.

It is noted that the Restart objective was that ten participants be recruited onto the Restart Pilot Programmes in each country. This was based on the Restart Programme experiences in Northern Ireland and proposed during the Project design phase as a guideline /recommendation for Partners; it was not a specific requirement made by the National Agency.

### **The recruitment process**

Having adapted and translated the Restart training materials; Partners worked with local agencies to recruit lone parents to the Programme. Approaches to recruitment were discussed at the Partner Meetings; it was recognised from the outset that the number of participants would vary across the Partners according to their circumstances and the specific target group. The following agencies were involved with the recruitment process:

- Cyprus: NGOs working with lone parents
- Italy: Florence Provincial Employment Centre
- Norway: NAV
- Poland: Academic Career Bureau ~~BAZA~~ at the University

The table below shows the number of lone parents recruited, who started and completed the training programme, and who had a work placement / internship.

	<b>WSINF</b>	<b>INDEX</b>	<b>NOVA</b>	<b>NET</b>
No. of lone parents recruited	10 female 1 male	8 female 1 male	5 female	6 female 2 male
No. of lone parents who started the programme	8 female	8 female 1 male	5 female (all from ethnic minority families)	3 female 1 male (1 Italian and 3 from ethnic minority families)
No. of lone parents who completed the programme	8 female	7 female 1 man	5 female	3 female 1 male
No. of lone parents who went on a started the work placement / internship	6 female	None . no placements secured	5 female	3 female 1 male
No. of lone parents who participated in Restart who have now found employment	5	3	2	2
No. of lone parents who participated in Restart who have progressed to additional training	-	3	2	-

As the table shows, 33 parents were recruited to the Pilot Programme across the four countries. However, due to people finding jobs or realising that there was not a grant attached to the programme the actual number who started the Restart Programme was 26 lone parents. The Programme retention rate was very high, with only one female not completing the course. The Project Trainer contacted her, but she chose not to return for personal reasons. The final two rows present the outcomes for the lone parents on completion of the Programme; and represents a high success rate, particularly in the current economic climate.

Partners were asked about their experiences in the recruitment of lone parents to the Restart Programme.

### *Cyprus*

We started the project with nine participants though we did interview 14 participants four of whom were vague as to whether they could start or not. One dropped out in the process as she could not fit in all her responsibilities. In the meantime we received various requests by a

few single parents who found out about the training after it started. However, after a few days of training it was too late to take anyone else on.

### *Italy*

The condition of single parents in Italy is really bad, very few resources are addressed to them and if we consider that the project is focused to unemployed, the life condition is even worse because they end up working in the black labour market so they are exploited (very low wages, hard working hours often 10-12 hours a day), living in conditions of major discomfort that lead to other problems linked to her/his health and the health of her/his children.

The majority of people contacted (single unemployed parents) had major financial difficulties, and although they are officially unemployed, they do odd jobs without a contract, so the full attendance of participants couldn't be ensured.

### *Norway*

We tried to recruit seven ethnic minority participants but eventually five people were recruited. NAV (based in the Oppegård community) did not have any additional suitable people who met the criteria that we had agreed (ie lone parents, migrants, and long term unemployed). However, it became evident that this was a suitable number of participants; and the Pilot experience shows that there should not be more than eight people in the group for the Restart Programme.

### *Poland*

Recruitment all depends on the target group; our participants are students and most of them try to find a job during study in the private university and they haven't time to take part in additional training over a long period of time (problem with children carers, expectation of employers).

Partners felt that it was effective to use another agency to support the promotion of the Restart Programme; particularly when that organisation had a remit to support people looking for employment opportunities. Some of the Partners also felt that if it were possible to provide a grant for those on the training programme that this would be very beneficial to the lone parents participating; and might also make a difference to recruitment.

## **Beneficiary feedback**

25 evaluation questionnaires were received from the Project Beneficiaries. The two expectations most frequently mentioned by the lone parents were that they hoped to find a

job and have help in finding a job, and to feel more confident. 22 of the beneficiaries said that their expectations of the Restart Programme were fully met.

When I arrived I was very uncomfortable, I didn't think I could work; I hadn't worked for a long time, and I didn't have much hope. But now I'm happy to meet new people and learn something. Now I have worked and I feel I can do it+

*Lone Parent, Italy*

As the table below shows, when asked to rate the Training Programme content the majority of lone parents rated every aspect very good

Programme Content	Very good	Good
The relevance of the programme	24	1
The information given	23	2
The relevance of the exercises and tasks	23	2
Meeting your learning needs	23	2
Practical use of programme materials	23	2
The work placement	20	5
One-to-one coaching / support	22	2

The participants were asked to rate the most useful parts of the Restart Training Programme content. The three topics most frequently mentioned were the skills assessment / audit, job interview skills [giving confidence], and the coaching.

All parts were good but for me the most useful was coaching because of individual approach for each of us. Thanks to it we can live better and use the abilities we gained in the training in our everyday lives+

*Lone Parent, Poland*

The lone parents also rated the majority of the delivery of the Restart Programme as very good as shown in the table below.

Programme Delivery	Very good	Good	Average	Poor
Opportunities to participate and share your experiences and thoughts	23	2	-	-
Presentation skills of the trainers	25	-	-	-
Time for questions	23	2	-	-
The use of visual aids	23	2	-	-
Timing of the Programme	21	2	1	1

Eight of the participants suggested improvements that could be made to the Restart Training Programme; of these six of the comments were that the Programme could last a little longer. Two of the Polish participants suggested that there could be more practical classes.

The participants were asked to rate a series of factors relating to the Restart Programme. It should be noted that not all the partners included all the factors in the questionnaires that they gave to their participants, largely due to cultural sensitivities. The table below shows the feedback from the four Pilot Programmes.

<b>How I feel about the Training Programme</b>	<b>Strongly agree</b>	<b>Agree</b>	<b>Not sure</b>
The training was delivered in a supportive and positive environment	23	2	-
The training venue was appropriate	23	2	-
There were opportunities to meet lone parents and share experiences	23	2	-
I have increased my self-confidence	21	4	-
Restart had a positive impact on my family life	19	4	-
I have a sense of achievement	18	7	-
The programme was enjoyable	16	1	-
The coaching supported me to realise / work towards my goals	10	3	-
There were opportunities to work towards my personal goals	9	4	-
There were benefits that I gained from the work placement	8	9	-
Restart had a financial impact	5	7	3

It should be noted that there were columns included for *disagree* and *strongly disagree* but none of the lone parents ticked these options.

The evaluation questionnaire asked how the lone parents felt they had benefitted from the work placement. A sample of the comments from lone parents in Italy, Norway and Poland are given below.

<b>Benefits from the Work Placement</b>	
Italy	<ul style="list-style-type: none"> <li>The most important thing was that it that helped me to understand you can also do other jobs, I thought I could do cleaning in families, but now I'm doing various tasks in a supermarket.</li> <li>I do not think I would call anyone to do an internship if I went alone, there are often prejudices by the fact that I am Egyptian, but I'm glad to have the opportunity to see how I work.</li> </ul>

Norway	<ul style="list-style-type: none"> <li>• I got [permanent] work after one month</li> <li>• Very much . I have work now</li> </ul>
Poland	<ul style="list-style-type: none"> <li>• Thanks to the training I realized that with not so much effort I managed to find somebody to look after my daughter and now I can see a lot of possibilities for me in the future</li> <li>• I found myself In a new role, I gained new skills. I found out what gives me pleasure, what I like, what kind of job I expect, what kind of career I want and how to realize this.</li> </ul>

It is noted that it was not possible to deliver work placements in Cyprus. From the outset INDEX (the Cypriot Partner) noted that this is not a usual option in Cyprus, but they were very interested in trying this out as an innovative approach in the country. However; in the past eighteen months Cyprus has been extremely badly affected by the global recession, with a vast increase in unemployment. As such employers were unwilling at this time to consider work placements.

The participants were asked how they felt the Restart Programme had impacted on family life (this question was not asked in Cyprus due to cultural sensitivities). Some of the comments given are presented below.

<b>The Impact of Restart on Family Life</b>	
Italy	<ul style="list-style-type: none"> <li>• To earn money has improved the quality of life, before it suffered through hardships.</li> <li>• I feel less guilty towards my children and more hopeful.</li> </ul>
Norway	<ul style="list-style-type: none"> <li>• I have a job now. My family situation is much better now.</li> </ul>
Poland	<ul style="list-style-type: none"> <li>• I more often tell my family that I love them, I am not any more a frustrated lone mother. I learned that I can't do everything myself and that there are more and less important things in our lives</li> <li>• I don't get depressed as easily as in the past because now I believe in myself. I never give up and I fight to the very end to achieve my aims. Moreover I started working part-time in the kindergarten to which my son attends. Thanks to it I don't have to worry about him. I learned to work and to look after my son. I am very happy that everything begins to work out as I always wanted it to be</li> </ul>

The lone parents were asked what they plan to do in the future; the table below shows their responses.

<b>Lone Parent's Future Plans</b>	<b>Cyprus</b>	<b>Italy</b>	<b>Norway</b>	<b>Poland</b>	<b>Total</b>
Finding a job	7	4	2	6	19
Further training or education	6	1	2	7	16
Volunteering	4	-	-	-	4
Internship	4	-	-	-	4
Joining a club or society	4	-	-	-	4

% will have more confidence during the job hunting process and a better CV+

*Lone Parent, Cyprus*

Finally, the evaluation questionnaire asked whether the participants would recommend the Restart Programme to other lone parents. Every participant said that they would recommend it. Some of the reasons are given below.

<b>Reasons Given by Lone Parents as to why they would Recommend Restart</b>	
Cyprus	<ul style="list-style-type: none"> <li>• Because it assists in setting targets confidently and it can provide information about existing (employment) programmes.</li> <li>• Yes, because during the programme I have developed a better understanding of myself and have greater confidence which is very important for the future... I met new people with whom we have become friends and therefore we have had a very pleasant environment. Thank you to the trainers.</li> </ul>
Italy	<ul style="list-style-type: none"> <li>• Because we forget our value and it is important to remember it</li> <li>• Because cutting yourself off is useless, on the contrary you can improve your life!</li> </ul>
Norway	<ul style="list-style-type: none"> <li>• Norway / NAV must have a programme like this for lone parents</li> <li>• A good way of getting advice and meeting other women in the same situation.</li> </ul>
Poland	<ul style="list-style-type: none"> <li>• Thanks to the training I looked at myself from a different perspective. I am now self-confident, I met great people, I changed my attitude to life. I think that such a programme should be accessible for every lone parent to find out that this is by no means an obstacle and can even be favorable as it shows that we are well organized.</li> <li>• The program meets the needs of lone parents. It activates and motivates and gives the chance for people to believe in themselves. It gives the possibility to talk about your fears and difficulties with those who experience the same problems and thus they understand them very well. It dispels the myth that you cannot find a job because you have children as it teaches how to present your strengths. It shows you your good points which you had no idea about and it helps you specify your aims.</li> </ul>

The feedback from the beneficiaries provides very strong evidence that the content and delivery of the Restart Training Programme in all four Partner countries was very well received by the lone parents.

### **Trainer's feedback**

Six Trainers who delivered the Restart Pilot Programme completed and returned the Trainers Evaluation Questionnaire. Four had previously delivered a return to workq

programme, for two it was a new experience. The table below shows the Trainers responses to a series of statements about the Restart Training Programme.

Statement	Strongly agree	Agree	Not sure
The Restart Programme beneficiaries enjoyed the Programme	6	-	-
Overall, the content of the Restart Programme was appropriate to the beneficiary target group	4	2	-
I think that the beneficiaries were more work ready by the end of the Programme	5	-	1
The Restart training programme has had a positive impact on participants	6	-	-
The Restart Programme has had a positive impact on the beneficiaries motivation and attitude	5	1	-
The work placement gave the beneficiaries experience in the work place so that they are more work ready	4	1	-
Beneficiaries responded well to the classroom sessions	6	-	-
Beneficiaries responded well to the work placement	2	3	-
Beneficiaries responded well to the one-to-one sessions	6	-	-

Disagree and strongly disagree were also given as options; but these columns were not ticked by any of the Trainers.

The beneficiaries said many times that this was a very useful course for them, and that they wished they had got it earlier, preferably when they arrived to Norway (since all were immigrants).

*Trainer, Norway*

The Trainers gave a few minor examples of ways in which the training materials could be improved (which have been fed back to the Restart Partners); but overall they were pleased with the adaptation, content and exercises provided. Some Trainers introduced new exercises, relevant to the group they were working with, and gave participants information about services and benefits available to them, and information about the local labour market.

The Trainers felt that the work placements worked well for the lone parents, and that they would not change the process. All the Trainers offered additional sessions to their groups and one-to-one support for lone parents when needed during the work placements.

March 2012 the Law about regional training internships was changed, so there have been delays, but it was an opportunity to discuss with politicians and ask for improvements+

*Trainer, Italy*

Five of the six Trainers felt that they were able to communicate effectively with the local Restart team; one was not sure. Improvements suggested by the Polish Trainer were that:

- The Trainers could have had a session together about the adaptation of the Restart training materials
- More guidance from the Project Coordinators about what could be accepted within the adapted materials
- Guidance about the material to be included in the film and case study had been available earlier in the process.

The Restart team in Cyprus was small and has included four people. Communication was very effective and no difficulties arose. There was a clear division of labour though everyone was ready to collaborate on all tasks if and where necessary. It was very important to have two trainers delivering the programme as this allowed the two trainers to negotiate how best to deliver the material as the training progressed on the basis of the response of the participants, to discuss how things may get done in the future and for complementing each other in the course of the training through different skills and predispositions which was important for responding to the different needs of the participants+

*Trainer, Cyprus*

### **Employer feedback**

Two employers provided feedback about the work placements, one from Italy (who provided four placements in different supermarkets within the national chain) and one from an SME Poland. Both employers had previously offered work placements, and they both said that the reason for offering the work placements were because they wanted to contribute to society.

The Trainers were asked to respond to a series of statements and agreed to all of them. These are shown below:

- My staff benefited from having a Restart participant here on an employment placement
- My organisation has benefited through new contracts as a result of providing a work placement
- The organisation has benefited through new links and networks as a result of providing a work placement
- The participant was more employment ready than many new employees
- The Restart training programme has had a positive impact on the trainees' performance

- The Restart training programme has had a positive impact on the trainees' motivation and attitude
- The placement gave the participant experience in the work place so that they were more work ready
- I would want to employ the trainee at the end of the placement if I had a suitable job available that I could offer them
- I would be willing to host another Restart participant in the future.

The feedback from the employers who provided work placements is positive; and suggests that they would be willing to provide work placements again should Restart be delivered in the future. This information is also useful when approaching employers for work placements; and could be used (for example) in Restart 2.

### Agency feedback

Three of the agencies engaging in the Restart Programme (predominantly supporting the recruitment process) completed the evaluation questionnaire. They were:

	<b>Agency</b>	<b>Job Title of Questionnaire Respondent</b>
<b>Italy</b>	C.AT. Cooperativa Sociale	Vice President and Co-head of area "work"
<b>Norway</b>	NAV Oppegård	Executive Officer
<b>Poland</b>	ACB "Baza"	Manager

The table below shows how many lone parents they referred to the Restart Programme.

	<b>C.AT. Cooperativa Sociale</b>	<b>NAV</b>	<b>ACB "Baza"</b>	<b>Total</b>
No. of people referred	3	5	9	17

All the agencies said that they had received enough information about the Restart Training Programme to be able to provide clients with information about the Programme. Only one agency said that they had an eligible client who did not want to participate on the Restart programme (which implies that everyone else who they spoke to about Restart was interested). The reason they did not participate was because they were active on other NAV courses.

The Restart programme was very useful for our organization. It was important because it gave us the opportunity to experiment new methodologies, and made us know new realities in Europe, putting us in connection with them. Another important aspect is that it made us in connection with the political realities of local bodies+

*Representative from C.AT. Cooperativa Sociale, Italy*

Only NAV, the Norwegian agency, said that the time they spent with the client reduced following participation in the Restart Programme.

Some of them have developed a greater self-confidence through the programme, and this is also something I have worked with after the programme. 3 months is not enough sometimes I guess. Some of them always ask: do I get the job? Will I get through my problems etc.? It is important that clients have someone who can support them after the programme also. In Norway there are a lot of possibilities within education. Some can get confused and are not sure where to start, or they don't know about the possibilities they have. Due to the programme some of our clients got more information about education and training. They also got help to find out if this is something for them. They got help through group and individual guidance. Our clients also got more understanding about their job opportunities and become more motivated to apply for jobs daily+

*Representative from NAV, Norway*

Feedback from the agencies is positive. As with the feedback from the employers, it may be that the new Partners within Restart 2 may be able to exploit these findings and use them to their advantage when approaching agencies with whom they would like to work in cooperation.

### Partner Feedback

The Partners were asked two questions specifically relating to the Training Pilot; the first about the biggest challenges in delivering the Training Pilot, and the second about what, for them, were the highlights of the Training Programme Pilot. Their feedback is presented below.

The biggest challenges for the Partners during the Pilot Restart Programme	
<b>NET Italy</b>	For the participants: a lack of self-esteem and confidence. Also indecisive and unable to move on independently. We hope that they will all complete their placements. Prior to the placements starting the Restart Team spoke with the employers and asked that the beneficiaries are taught new skills and have the opportunity to use them; which will make them more employable in the future.
<b>NOVA Norway</b>	To find more than five participants . but this would have created other challenges. To be able to help with all kind of things
<b>WSINF</b>	For the beneficiaries the personal networking was a challenge at first . they are

<b>Poland</b>	used to being isolated and alone. Making the best use of the materials and adding in our own interactive exercises to meet the groups needs and mood.
<b>INDEX Cyprus</b>	<p>The challenges faced during the training . recruitment was uncertain, securing the interest of relevant public service offices, delivering in a context of severe economic crisis and dealing with the cynicism that was, at times, understandably setting in amongst the participants</p> <p>We anticipated a greater challenge, that the state would not work alongside the Project which offers a very different opportunity to those usually available within the Cypriot culture. However, negotiations and discussions proved to be positive and the state agencies worked with us. An email was sent from the General Director of the Labour Ministry asking other Departments to cooperate with the Project. The hope is that if we lobby the state might welcome such opportunities to lone parents and other vulnerable groups in the future.</p>

<b>The highlights / achievements of the Restart Pilot for the Partners</b>	
<b>NET Italy</b>	<p>For the trainer the materials were excellent, both the content and the presentation (ie the timings and planning for delivery). The materials were very valuable, and could easily be used to meet the needs of the participants.</p> <p>For the beneficiaries . a recognition that they already possess some skills, gaining new skills (for example interview skills, writing a CV, presenting themselves positively, and how to research job opportunities), increased self-esteem, how to be more assertive, and confidence. Also an awareness that the interview is not about them asking a favour from an employer, but the opportunity to present themselves and their skills.</p>
<b>NOVA Norway</b>	<p>The enthusiasm and motivation of the participants, to learn to know these strong women. To see how they have developed and increased their self-confidence throughout the course. To feel that we have been doing something very meaningful. To work with NAV has been a very interesting and a friendly experience.</p>
<b>INDEX Cyprus</b>	<p>For INDEX this was a unique experience to try out tested material specifically designed for a vulnerable group. In addition, the material provided a good basis from which to adapt the pilot training. Further, the pilot programme provided the opportunity for our organisation to draw public servants from relevant offices to come into direct contact with the participants and witness the context of the training themselves. Significantly, the programme managed to keep eight of its nine participants throughout the training.</p> <p>The participants networked well amongst themselves and we received feedback that a safe and secure environment was created during the training. They were grateful for the opportunity offered to them and would recommend the training to others. It should be noted that there is a not a drop-in culture in Cyprus; the opportunity to meet was very good for the participants, morale increased and they all attended on time and regularly.</p>

<b>The highlights / achievements of the Restart Pilot for the Partners</b>	
<b>WSINF Poland</b>	<p>For the organisation: the practical materials; an excellent base for modification. The materials could be used in the future by the Careers Service and the university lectures as additional opportunity for student lectures.</p> <p>There was a high level of motivation from the students throughout the training programme; and they all created life and career goals. They gained a lot of personal development from the start to the end of the programme; increased confidence; and increased employability skills. They also learnt how to work well with other people and learnt to trust each other. Also the environment and atmosphere very much helped the participants and gave them motivation for constant participation.</p> <p>The coaching worked very well as a parallel part of the training programme; providing an opportunity to discuss personal issues and find solutions to problems.</p> <p>The Stakeholder Forum during training was very helpful for participants to understand expectations of employer and the way of evaluation the candidates to concrete position.</p>

### **Training Pilot Report**

A further output from the Pilot was the Training Pilot Report, several sections of which were informed and written by the external evaluator. This Report includes a comprehensive overview of the Training Pilot in Cyprus, Italy, Norway and Poland; and the validation of the Project.

## **DISSEMINATION AND VALORISATION: WORK PACKAGE 7**

### **Overview**

In the original proposal and contract Connect was to be the Partner with responsibility for the Dissemination and Valorisation Work Package. It became evident in Year One that this task would be more effectively undertaken within the Leonardo da Vinci expenditure regulations if Anniesland College was a full Partner (rather than a sub-contractor). Following discussions with the National Agency in August 2011 this change was amended and formalised within the Project contract. There have been four core elements to the Dissemination of the Restart Tol Project: Partner Contacts and Networks, High Level Dissemination Events attended by the Project Coordinators, the Stakeholder Forums and the Brussels Event.

Two additional key dissemination elements were the Restart Newsletter and the Restart Website. Three Project Newsletters were widely distributed by all of the partners through their local mailing lists and disseminated at local, regional, national and EU level and are also disseminated via the Project website.

The Project website was widely used by all partners. All of the Project reports, film, materials, products, events, photographs, newsletters and meeting minutes are promoted on the site, and available for download.

### **PARTNER CONTACTS AND NETWORKS**

The Partners were asked how many people they have on your email lists to whom they send information about Restart. Their feedback is given below:

#### *Cyprus*

42 people and organisations

#### *Italy*

40 contacts

#### *Norway:*

Information about the Restart programme has been included in %News from NOVA+. This newsletter is distributed both on paper and through NOVA's email list to a range of different cross-sectoral audiences including departments, institutions, organisations, universities, NGOs, and municipalities. Approximately 1000 copies of the paper version of the Newsletter are posted, and approximately 700 people receive the newsletter via e-mail.

#### *Poland*

About 40 people

### *Possibilities NI and Gingerbread*

40 contacts received the Newsletter and research report; a further 2000 learnt about the Project through the Gingerbread Times.

## **HIGH LEVEL DISSEMINATION EVENTS ATTENDED BY THE PROJECT COORDINATORS**

The Project Coordinators, Possibilities NI, have participated in a number of high level dissemination events. These are shown below:

- Conect network meetings April 2011 in Glasgow and October 2011 in Seville - Restart was presented
- June 2011- Restart selected as best practice example for inclusion at NA conference in Birmingham called 'Your Story' we had a stand and I was filmed giving an interview.
- 23 Nov . Project Coordinator spoke at LLP conference organised by NA at which DEL Minister Dr Stephen Farry was present and also co facilitated a workshop that afternoon on challenges of ECVET and EQF for project promoters.
- Over the past year one of the Project Coordinators chaired a transnationality Group for promoters and has also been a member of the Innovation and Mainstreaming group both at DEL and have been a member of the NI Advisory Group on LLP and the NI European Regional Forum. Awareness raising about Restart took place with members of all three groups.
- The Project Coordinators spoke about the Project at three Information Days organised by the National Agency the last two years.
- 29 May 2012 Project Coordinator spoke at a European-wide meeting of the European Social Fund Learning Networks using Restart as an example of transnational partnership
- 20 June Project Coordinator spoke at the National Agency Inclusion Conference in Birmingham about Restart.

## **STAKEHOLDER FORUMS**

### **Rationale**

The rationale behind the Stakeholder Forums was to create a cross-sectoral environment whereby representatives from different organisations, all with a remit to address the needs of lone parents, could effectively address synergies, share experiences, consider how best to recruit lone parents to the pilot Restart Programme, and other related issues. One of the six objectives of the Restart Tol Project was that each Partner would establish a cross-sectoral Stakeholders Forum. The Forums also provide an opportunity to raise awareness about the challenges and barriers lone parents can face when seeking to enter employment.

## Process

Discussion at the Partner Meetings addressed and agreed the aims and terms of reference of the Stakeholder Forums. Each of the Partner countries established a Stakeholder Forum. All of the Partners had representatives from training / education organisations and community / voluntary groups (NGOs) included in the membership. Other representatives on the Stakeholder Forums included Lone Parent Organisations, National Government Agencies, Regional Public Agencies, and Lone Parents. The number of Stakeholder Forum members varied from seven to twelve people. Appendix Two presents the matrix showing the different organisations represented on each Partner's Forum.

The Project Coordinators talked about their experiences when establishing the Stakeholder Forum in Northern Ireland (during the EQUAL Project) at the Partner Meeting in Nicosia. The evaluator took the opportunity to discuss this further in one-to-one meetings with the Partners from Northern Ireland. Appendix Three presents the findings from these discussions, which may be used as a model of good practice for other projects developing a structure similar to the Stakeholder Forums (subject to adaptation to meet project needs and cultural differences)

The Stakeholder Forum met once in Cyprus, twice in Italy, 3 times in Norway, and 3 times in Poland. Agenda items and discussion included:

- Opinions and experiences of lone parents
- Restart ToI Project implementation
- Recruitment to the Restart Pilot Training Programme
- Opportunities for members to cooperate
- The need to support lone parents seeking employment
- The concept of person centred learning and empowerment

Some of the Partners also met with Stakeholder Forum members on a one-to-one basis to engage in more in-depth conversations on specific subjects, such as recruitment onto the Pilot Training Programme. For example the Cypriot Partner had seven one-to-one meetings with representatives from member organisations of the Forum:

1. The productivity centre (various)
2. The Human Resource Agency (various)
3. The Public Employment Service (various)
4. The Single Parents' Association (various)
5. Private school KTEE (various)
6. The Equal Rights Equal Responsibilities NGO (one person)
7. The municipality of Nicosia (two people).

The Italian Partner also found it very beneficial to meet on an individual basis with Stakeholder Forum members, particularly as coming from local bodies within the Municipality, Province and Regional infrastructure they had differing views on many issues.

## Challenges

The Partners noted during the meeting in Nicosia (September 2011) that Government departments with responsibility for welfare services seem to be the hardest to engage; and it can be difficult to get information from them (in relation to both this and other initiatives).

Other challenges that Partners addressed in developing the Stakeholder Forums were:

- To find the right person for each meeting to enrich our knowledge of the situation for lone parents
- To encourage our beneficiaries to effective looking for the job, to change opinion of themselves
- Working with different organisations who do not always have the best relations between them . but it did prove possible to create synergy in implementing the activities
- Difficulties in bringing everyone together at the same time . hence a large number of one-to-one meetings.

## Impact and benefits

The Partner organisations were asked what they felt was the impact and benefit of establishing and meeting with their Stakeholder Forum.

- Good discussions, particularly useful in the early stages of the Project
- Opportunity to meet several employees of the government agency that linked into the Project (Cyprus)
- Sharing knowledge and experiences about the situation of lone parents
- Connecting different public bodies (that almost never agree)
- Preparation for our participants of training to support them moving into the labour market
- Encouraging our participants . after meeting with employers . to the open communication during interview and looking for better work for themselves
- It provided an institutional network around the Project
- It became possible to discuss implementation issues or secure support either in the form of financial support or in the process of recruitment with individual agencies.

In addition, the Partners felt that they benefitted from meeting members of the Stakeholder Forums, as they gained a better understanding of the challenges and issues facing lone parents in the different countries. Partners also fed back that the Stakeholders welcomed the opportunity to meet with the Partners; not only feeling that they gained a greater insight into the Project, but that they also benefited from feeling part of a transnational programme.

The Italian Partner noted that ~~the~~ the real changes will be visible in the future. The Tuscany region has decided to consider the idea to add new categories of socially disadvantaged people. Recently the region recognized the victims of work and human trade; we asked to also include single parents. Such an inclusion would open a series of new opportunities for lone parents (for example: targeted projects, tax cuts, and exemption from education fees

and health expenses)+ NET cited another impact, that did not come directly from the Project, but which highlighted the importance of different public bodies working together. %The Province and the Municipality of Florence are working to realize a single common project for the work placement of disadvantaged people. Putting together the resources it will be possible to optimize the interventions addressing them to different people (it often happens that the same people can benefit from many projects and others do not have access to any project)+

The ECORYS Monitoring Visit Report (August 2011) noted %Another key strength of the project is the formation of Stakeholder Groups in partner countries . this is a valuable resource not only to achieve the objectives of the project but for future work in this area by partners. The support DEL NI has given the project to date, by attending partner meetings and providing advice to partners, further demonstrates the strength of the Steering Groups and what can be achieved through stakeholder involvement+.

## **THE BRUSSELS EVENT**

### **Aims of the Event**

The aims of the half day Event in Brussels were to present the findings of the Restart Transfer of Innovation Project; to highlight why one parent families are amongst the most vulnerable to poverty and social exclusion in Europe; and to show what can be done to promote the greater inclusion of lone parents through improved access to the labour market.

The Event was held at 180 Chaussée d'Etterbeek, in Brussels. The invitation invited people to attend in order to:

- Be inspired by hearing from lone parents from each partner country who will speak about their experiences of taking part in the Restart Programme and how it has changed their lives for the better.
- Learn about the research and recommendations produced by the partnership regarding lone parents and employment
- Support the greater inclusion of one parent families in Europe.

### **The Event**

The agenda included the showing of the film created by the Restart Partners; a key note address from Martina Anderson, MEP; the importance of Restart; the process and implementation of elements of the Restart Project; conversations between Partners and lone parents (beneficiaries of the Restart Programme, who attended the Event with the Partner organisations); and a presentation by Donal Collins from the Equality Commission NI about equality and lone parents in Europe. Lunch and traditional music followed the formal presentations; and there was also a cultural tour of Brussels for lone parents and stakeholders.

The Project Coordinators, Possibilities NI, prepared the Project Report; a brochure presenting an overview of the development and delivery of the Restart ToI Project, and the case studies prepared by the Partners (the latter were coordinated by NET).

A total of 36 people attended the Brussels Event. The table below shows the participants who attended the Brussels Event by country and category.

Country	Partners	Lone Parents	Decision Makers	Other
Cyprus	1	3	1	2 stakeholders
Italy	3	2 registered but did not attend	1	
Norway	2	1	2	1 stakeholder
Poland	2	1	1	
UK	6	1	4	2 guest speakers
<b>Total participants</b>	<b>14</b>	<b>8</b>	<b>9</b>	<b>5</b>

### Evaluation of the Event

Fourteen participants completed the Event evaluation form. They were asked to rate each element of the Event; feedback is presented in the table below.

Brussels Event Element	Excellent	Good	Average	Poor
Key note address: Martina Anderson MEP	19	3	-	-
The Restart Film	13	1	-	-
The Restart Programme: making a difference: lone parents	13	1	-	-
The venue	12	1	-	-
Producing high quality translations: Angela Maggiolo	10	4	-	-
Adapting the Restart Programme for each country context: Yiouli Taki	10	4	-	-
Equality and lone parents in Europe: Donal Collins	10	3	1	-
Documentation supporting the Event	10	3	-	-
Opportunities to network	10	3	-	-

Brussels Event Element	Excellent	Good	Average	Poor
Encouraging cross-sectoral involvement in partner countries: John Mallon	10	3	-	-
Researching the situation on lone parents: Elisabeth Backe-Hansen	9	5	-	-

Getting the message of the project across: Jim Anderson	9	4	-	-
Testing Restart with lone parents in each country: Ela Strzelecka	8	5	1	-

Key things that participants said they had learnt from the Event included:

- The process for working with lone parents must be right
- To achieve success, Projects need to have templates for work agreed by all partners
- Excellent partnership working between European organisations
- The Restart programme can be useful all over Europe
- With the economic climate Restart could be even more useful in the future
- The importance of holistic follow-up
- Cultural differences
- This international projects is about people benefitting and improving quality of lives
- Positive feedback and success of this Project encourage others to gain confidence and continue.

Participants identified the following important next steps to continue supporting lone parents returning to work:

- Expand the work of the Restart Project to other lone parent groups
- To identify training bodies willing to provide Restart training
- Offer flexible working hours so parents can also have time with their children
- Convince training agencies to use Restart resources to develop more holistic programmes
- More childcare facilities
- make it economically viable for lone parents to return to work
- Quotas . push forward the social clause.

Finally the evaluation questionnaire asked whether participants plan to take any follow-up action after the Event:

- Promote Restart to management in the organisation
- Greater partnership work with statutory agencies
- Network with European organisations to establish future projects
- Maintain contact with other people at the Event
- Work with training agencies to get them to implement as much as possible of the Restart programme
- Write a newspaper article about the Restart training programme
- Continue to disseminate the Restart Project.

## THE RESTART PARTNERSHIP

When the Partners met in Brussels, following the dissemination Event, each organisation was asked to complete the End of Project Evaluation Questionnaire. Eight questionnaires, one from each Partner organisation were completed and returned at the end of September.

### Project Development

Please rate the statements below with reference to the extent to which project issues have been developed by the end of the Project:

Project issues	Very well developed	Developed satisfactorily	Developed to some extent	Poorly developed
The purpose of the Project was ...	8	-	-	-
The strategy has been ...	8	-	-	-
Communication between the partners has been ...	6	2	-	-
Work Packages have been ...	6	2	-	-
Shared values between partners were ...	5	2	-	-
Partners understood and respected time deadlines ...	4	4	-	-

As the table shows; there is a high level of satisfaction across the partnership with regard to how the Restart Tol Project was developed. There is also a high degree of honesty, as the table shows the area receiving the least high rating overall was in relation to deadlines, and there were some occasions when some Partners were slow in delivering information within the deadlines (which were almost always agreed by all Partners at the Steering Group Meetings). The Partners responses also emphasise that the purpose and strategy of the Restart Project were both very well developed; which reflects on the work and preparation that took place prior to the application and during the early months of the Project

### Expectations

When Partners completed the Baseline Evaluation Questionnaire a number of expectations were identified. These were listed on the end of project questionnaire; and Partners were asked to rate the extent to which they felt each expectation has been met. Given that everyone's expectations were included in the list, Partners also had the option to note that an expectation was not relevant to meq The table below presents the extent to which the expectations of the Restart Tol Project (as identified by the Partners in March 2011) have

been met (the final column provided the opportunity for individuals to indicate that the expectation was not relevant to them).

<b>Expectations from the Restart TOI Project</b>	<b>Very well met</b>	<b>Met</b>	<b>Not met</b>	<b>Not relevant to me</b>
To transfer the Restart programme to partner countries with appropriate adaptations and adjustments	8	-	-	-
Successful completion of research into the situation of lone parents in each country	8	-	-	-
To learn and understand more about the situation and barriers to employment for lone parents across European countries	7	1	-	-
The experience of Gingerbread and the partnership will be conducive to enhance the quality of implementation	7	1	-	-
Successful completion of the pilot training programme with lone parents in each country	7	-	-	1
Further cooperation and an effective transnational partnership established	5	3	-	-
The training materials developed will provide again a better link to the methodologies of working with this target group.	5	3	-	-
To pilot out Restart with groups which are otherwise difficult to reach with our existing programmes for lone parents (including lone parents from immigrant backgrounds).	5	2	-	1
To learn more about participating in Leonardo projects and to establish collaborative relationships with researchers and NGOs across Europe	4	4	-	-
Further opportunities to develop our organisations activities	4	3	-	1
Enhancing and developing our organisations skills, knowledge and experience (and individuals involved in the Project implementation)	3	5	-	-
To make policy makers understand that lone parents are a target for social support and to raise awareness of policy makers	3	4	-	1
Establish cross sectoral stakeholder forums	3	5	-	-
To help raise awareness of and develop responses to the needs of lone parents in Europe	2	6	-	-
Successful dissemination of the Restart programme through the TOI project partnership; to include wide dissemination to include other European Regions	2	6	-	-
Innovation in a national context	2	6	-	-

The table shows that all the expectations that the Partners had at the outset have been met.

## Outputs

The Baseline Evaluation Questionnaire also asked about the outputs Partners hoped would result from the Restart ToI Project. As before, the end of project questionnaire listed all the outputs initially proposed by the Partners in a matrix. Partners were asked to rate the extent that they felt outputs have been met (and as above they could tick the ~~not~~ relevant column if appropriate). The table below presents their feedback.

<b>Outputs from the Restart TOI Project</b>	<b>Very well met</b>	<b>Met</b>	<b>Not met</b>	<b>Not relevant to me</b>
Restart training materials adapted to meet target group needs in other countries	7	1	-	-
Restart methodology adapted to support lone parents in other countries	7	1	-	-
Successful delivery of training	6	1	-	1
A comparative report on the situation in Norway, Poland and Cyprus	5	3	-	-
Improved employment opportunities for lone parents in Europe; with parents using what they have learned on the training programme to assist them in finding employment	4	3	-	1
More collaborative relationships to researchers and NGOs that can be useful to us all in another project	4	3	-	1
Further dissemination of Restart to other countries	3	5	-	-
The development of this project as a best practice and further recognised across other EU partner countries to reach a wider audience	3	5	-	-
A further, more in depth project to promote and highlight the a full support necessary for this target group, and solutions to the methods identified as necessary to overcome such barriers	3	5	-	-
Content of pilot training programme for lone parents recognised by each of the partners (eg Local councils and Government authorities) for inclusion into their programme to assist lone parents into employment	2	3	1	2
Commercialisation and sustainability of Restart in partner countries and beyond	1	7	-	-

One of the Partners noted that the outcome that the content of pilot training programme for lone parents recognised by each of the partners for inclusion into their programme to assist lone parents into employment has not been met yet. Another felt that it is too early to comment on the hoped for outcome that there would be more collaborative relationships to researchers and NGOs that can be useful to us all in another project.

The table shows that the Partners believe that the Restart Tol Project has effectively achieved a number of positive outcomes, to the benefit of lone parents and also the Partner organisations.

### Added value

The baseline evaluation questionnaire asked the Partners to consider what added value they hoped would be achieved from participation in a transnational partnership. The end of project questionnaire presented a matrix which included all the responses and asked the Partners to consider to what extent the added value they sought at the outset had been achieved. The table below presents their feedback.

Added Value from the Transnational Partnership	Very well achieved	Achieved	Not achieved	Not relevant to me
Potential for future partnership working and grounding for further EU partnerships and projects	6	2	-	-
Experience of co-ordination of a major transnational project and learning for staff involved with the Project	5	3	-	-
Better knowledge and skills about LLP projects and European collaboration	5	3	-	-
Better knowledge about the situation of lone parents in Europe	5	3	-	-
Strong working links with partner organisations in Europe / new partnerships	4	4	-	-
Learning and sharing experiences and good practice with the Partners	4	4	-	-
Gives the programme added credibility locally . raises the Project profile	4	3	-	1
Experience of adaptation and commercialisation of products	3	5	-	-
Able to use information gained from the project and Partners to develop and influence learning and policy in our region	3	5	-	-
Discovering new fields of educational training	3	4	1	-

The table shows that with one exception all the added value sought from participation in a transnational partnership has been achieved. The positive working relationships built and developed between the Partners during the Restart Project are further evidenced in the future plans to continue working together at a transnational level, outlined below.

## Project Highlights

The end of project evaluation questionnaire asked the Partners to identify what they thought were the Restart Tol Project highlights for them and their organisation. Their feedback is presented below:

- Excellent working relationship adopted by all and the exchange of information between the Partners
- Partnership Meetings: creating new potential developments and examining best practices
- Getting to know more about how the Leonardo programme works, and getting to know so many competent people
- Seeing the improvement and personal development of competencies
- The translation and adaptation of the Restart Programme which was quite demanding
- The full Project was a highlight for me with the final event in Brussels the icing on the cake. It showcased the excellent workings of project members and the Coordinating Partner; resulting in a very successful Project
- Meeting and working with our Partners and their beneficiaries. Hearing the real stories of positive change for lone parents who took part.

## Project Learning

The evaluation questionnaire asked the Partners what they had found to be the greatest challenges during the Restart Tol Project, and how (if at all) the challenges were resolved. Partners identified one or more challenges, which are presented in the table below.

Challenge	How was this resolved?
Accessing the correct financial information from Partners and from the National Agency	Regular communication and good contact with the National Agency. Good communication with the Partners [including one to one sessions with the Partners at the Partner Meetings]
Meeting stakeholders from different Partner countries	Undertaking the meetings, with icebreakers to set the scene and develop working relationships
Translation and adaptation	With the use of experience and experienced people
Keeping to deadlines as Partners are heavily committed with work	We renegotiated deadlines as needed

<b>Challenge <i>continued</i></b>	<b>How was this resolved?</b>
Communication was a problem briefly due to our IT problems	The IT system was fixed and all emails missed were resent
Lack of cash flow within WSINF	Negotiations with the authorities of WSINF so to finalise the Project within the institutional budget and make resources available
Subcontracting element	Via intense communication
The volume of administration required by the National Agency	Not resolved in the sense that it had to be done but the National Agency has said that the administration in the new Erasmus for All will be reduced

### **Good Practice**

Partners were asked whether, with the benefit of hindsight, there was anything that they would have done differently when implementing and delivering the Restart Tol project. One Partner said that they would have slightly revised the format for collecting financial information+. Another commented the Project was task intensive and challenging; but this approach is what delivered on the quality of the work+.

Partners were invited to look back at the implementation and delivery of the Restart Tol Project and identify those elements that they think are examples of good practice; their responses are presented below:

- Clear objectives were established early in the Project
- External evaluation
- Film of the case studies
- First meeting happening very early in the Project is essential
- Holistic thinking and implementation
- Individual coaching which facilitated the training process for each participant
- Involving lone parents in the development of the Restart Programme
- Reports on all the Work Packages
- Stakeholder Forums
- Steering Group.

One Partner said the full Restart training programme is a great example of best practice+.

### **Future development and linkages**

The Partners were asked whether they think that their organisation or another agency will deliver the Restart Programme again in your country. Their feedback is given below:

### *Cyprus*

We see many benefits in this training and we hope to be able to identify opportunities for delivering it again.

### *Italy*

Yes, but funding will be required.

### *Norway*

I think that only NAV will be able to deliver the Restart Programme here in Norway. It is NAV that has the responsibility for the unemployed and their progress.

### *Poland*

Further development and implementation of RESTART programme in Poland requires certain allocation of funds for its promotion and administration tasks covering also recruitment and selection of participants. Due to the current unfavourable financial situation of WSINF, its authorities are not willing to invest any assets for that purpose. Therefore it is recommended to search for another institution dealing with single parents so to continue the training process in the future.

Seven of the eight Partners will be participating in the EVAT Grundtvig Learning Partnership; each Partner submitted an application to the National Agency in their own country (the one Partner who will not be directly participating is the Department for Employment and Learning).

Two of the Partners have definite plans to work with one or more of the Restart Tol Partners in addition to the Grundtvig Learning Partnership. The Project Coordinator seeks to continue working with the Partners to identify opportunities for commercialisation of the Restart Programme; and another Partner has a new Health Care project.

Six of the Partners briefly described ways that their organisations will build on the experience of the Restart Tol Project in the future:

- Engagement (as lead Partner and Coordinating Partner) in Restart 2 Transfer of Innovation Project with partners in Germany and Lithuania.
- As part of our accumulation of knowledge
- The Restart Tol Project experience will help with future programmes
- At local level with regional funds as a tool
- Our organisation is seeking to adapt the Restart Programme with political refugees.

## INCLUSION

Inclusion was not a target or outcome specifically identified within the Restart ToI Project proposal. However, given the target group . lone parents seeking to enter employment . the Project was addressing social inclusion; evidenced by the Research Report, which shows the barriers, stigmas and difficulties experienced by lone parents. In practice, social inclusion was further addressed through two of the Project Partners targeting lone parents from ethnic minority families.

The Partners were asked in what ways were parents effectively engaged and empowered through the Restart Programme. Their feedback is presented below.

<b>WSINF: Poland</b>	Networking within the group. Support from the trainer and other people in the group. Increased the confidence and skills of lone parents, and opened doors.
<b>INDEX: Cyprus</b>	Most of the lone parents had never done personal development exercises, never considered how to approach interviews, or how to draft their CVs and prepare letters of application. Cyprus is a place where people primarily receive work through acquaintances; so that many people get through life without developing these tools or abilities. The current economic crisis has resulted in unemployment rates never before experienced in Cyprus. The training therefore was an empowering exercise as the participants felt that they developed skills which they had not considered they needed in the past, and that these skills would place them at a better position than many others against whom they will need to compete for jobs which may be coming up. Further, they also felt that the personal development exercises helped them to clarify their abilities, needs, weaknesses and strengths and better understand how to utilise this new knowledge to their advantage. Finally, the participants felt mutually supported and encouraged by the attention they received.
<b>NOVA; Norway</b>	The Programme opened up work environment opportunities. The migrant target group benefited by getting to know Norwegians; they gained confidence and understanding about life in Norway, the language and the people. Their language improved a lot, they made new friends through the course and supported each other very well. The trainer helped them with all sorts of issues that further supported their inclusion in their communities and society.
<b>NET: Italy</b>	People from different countries, who were previously excluded, gained support from each other. The three participants who were not Italian had all thought from time to time about returning to their own country; but now will stay in Italy as they have become connected. The lone parents all gained an understanding about the culture of other countries, learnt a few words of the other languages, and improved their Italian. They also discovered that they have been prejudiced by not being given all the information and opportunities from the State and Municipality that they would have received if they were Italian.

**APPENDIX ONE**  
**PARTNERS COMPLETING THE END OF PROJECT QUESTIONNAIRE**

Jim Anderson	Anniesland College
Elisabeth Backe-Hansen and Aine Winswold	NOVA
Marie Cavanagh	Gingerbread NI
Mirna Fusaro	Associazione NET
John Mallon	Department of Employment and Learning
Anne Sweeney	Possibilities NI
Yioui Taki	INDEX
Anna Ziemecka-Poteraj	WSINF

**APPENDIX TWO**  
**STAKEHOLDER FORUM MEMBERS**

The table below provides an overview of the membership of each of the four Stakeholder Forums.

<b>Forum Organisations</b>	<b>INDEX Cyprus</b>	<b>NET Italy</b>	<b>NOVA Norway</b>	<b>WSINF Poland</b>
No. of Forum members	10	49	7	12
Lone Parent Organisations	Pancyprian Association for Lone Parents and Friends	Associazione Solidarietà Caritas (Welcome Centre for lone parents) Consultorio Familiare (Family Centre)	AFFO . Alene Foreldre Foreninga (National Lone parents organisation)	
National Government Agencies	Ministry of Labour: Welfare services Human Resource Development Agency Productivity Centre	Amministrazione Penitenziaria (Prison administration) Caritas	NAV Directorate under the Ministry of Labour	
Regional Public Agencies	Multifunctional Foundation of Nicosia Multifunctional Foundation of Strovolos Municipality	Municipality of Florence Caritas Diocesana di Firenze Municipality of Campi Bisenzio		Municipal Social Care Centre
Training / Education Organisations	Independent trainer	CAT Social Cooperative Various Associations x 6	Qualification Programme Department of NAV	Academy of IT The Spring Association§ Regional Academy of the Future Various Associations x 6
Lone Parents	1 lone parent			

<b>Forum Organisations</b>	<b>INDEX Cyprus</b>	<b>NET Italy</b>	<b>NOVA Norway</b>	<b>WSINF Poland</b>
Community / Voluntary Groups [NGOs]	Pancyprian Movement of Equal rights- Equal opportunities Protoporia Movement . women\$ association Both attended as members of the subcommittee for vulnerable groups of the Observatory for the Equality of Men and Women at the Ministry of Justice	Volunteers from Counselling Centres	Sheltered Employment . Food Store	The Polish Disabled Sailors Association Association for Municipal and Theatrical Activation of Disabled People Lodz Association of People with Motor Disabilities Lodz Social Support Association: I-You-We

## APPENDIX THREE

### STAKEHOLDER FORUMS: A MODEL OF GOOD PRACTICE

- Stakeholder Forums need to be focused on the Restart Programme.
- A small core group focusing issues can be most effective (ie more effective than a large group of people who cannot fully commit to the concept and Programme delivery).
- Having people in a room together creates synergy between individuals and organisations; and opportunities to make connections.
- Opening up a dialogue with organisations has additional benefits, and valuable contacts with whom there can be two-way information (and inside information).
- Stakeholders should be people whom Partners can telephone to raise ideas, discuss opportunities or problems, or seek information.
- There is a need to create and build a high level of trust between the members; which depends on the relationships between people.
- All members of the Stakeholder Forum should be able to see the advantages and added value from participating in the Forum.
- Be pragmatic . work with those who want to work with your organisation and the Project.
- The Project is a vehicle for progress and development; members of the Stakeholder Forum need to buy into this.
- A lone parent organisation can bring experience and expertise; and an understanding of the target group.
- Involving a lone parent can be very useful for the Forum.
- The Forums are part of the dissemination process of the Project, but also a support structure to support Partners.
- Recognition that forming the Stakeholder Forum can expose you; but the support and connect-ness outweigh this.
- Local dialogue, local inclusion; which leads to local conclusions that work within your context.
- Take into account the roles of the people representing organisations on the Forum.
- The key is the quality of input and getting the right people involved; this is much more significant than numbers.