

A photograph of a group of people standing behind a multi-strand barbed wire fence. The fence is in the foreground, creating a grid-like pattern over the scene. In the background, several people are visible, some looking towards the camera and others looking away. The setting appears to be an outdoor area with a red metal structure and a building in the distance. The overall tone is somber and restrictive.

SURVEY ON STAFF

REPORT

EDUCATE

As a Strategic Partnership supporting exchange of good practices, the project has the primary goal to allow partner organisations to share experiences, approaches and work methodologies in the field of adult inmates education. The exchange process aims to improve the staff profile of involved organizations, promoting self-awareness and increasing, from a qualitative and quantitative point of view, the competences of educators working in prison and in structures for criminal measures alternative to detention.

**EDUCATE IS A PROJECT
CO-FUNDED BY THE
ERASMUS +
PROGRAMME OF THE
EUROPEAN UNION.**



Introduction

The survey on staff has been carried out on participants who attended the three training sessions of Educate project, aimed at sharing knowledge, exchanging experiences and competences.

Session I: Reggio Emilia (Italy) – March 2017

Session II: Bistrita (Romania) – June 2017

Session III: Almeria (Spain) – October 2017

Training Sessions

COMMON CONTENTS OF TRAINING

- Introduction of National Penal System
- Visit to local structure
- Training on thematic issues (mental disease, multicultural dimension, integration into labour market, transversal competences; networking for effective social reintegration)
- Meeting with local relevant stakeholders

March 2017: FOCUS ON COMPETENCES

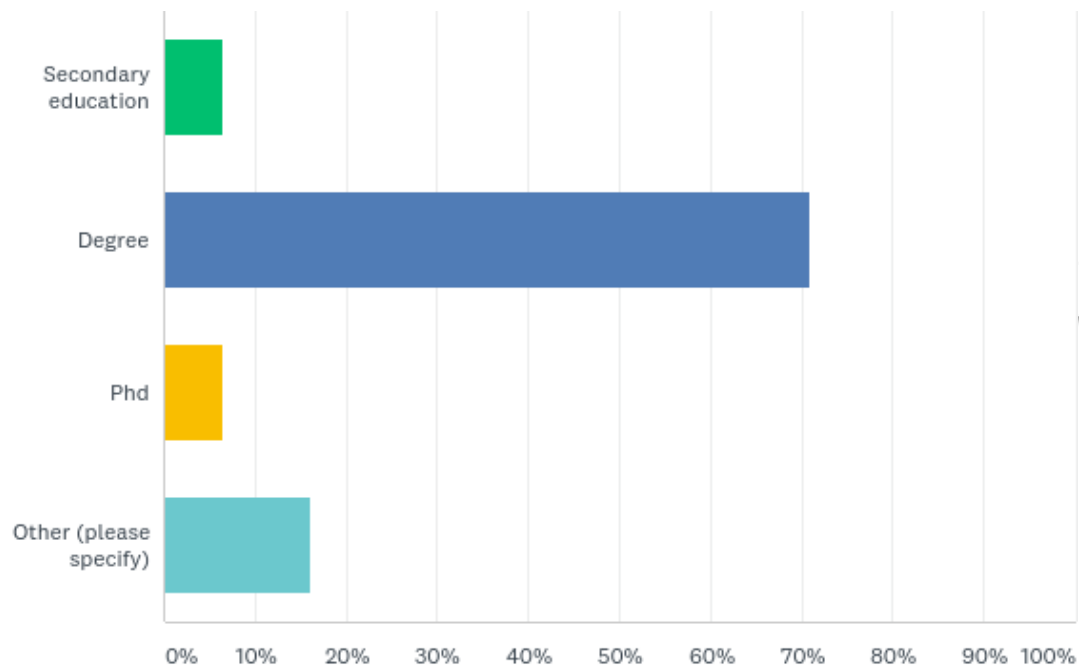
Romania – June 2017: FOCUS ON REINTEGRATION PATHS

October 2017: FOCUS ON INTEGRATION INTO LABOUR MARKET

Survey on staff ex-ante EDUCATE

TRANSVERSAL COMPETENCES

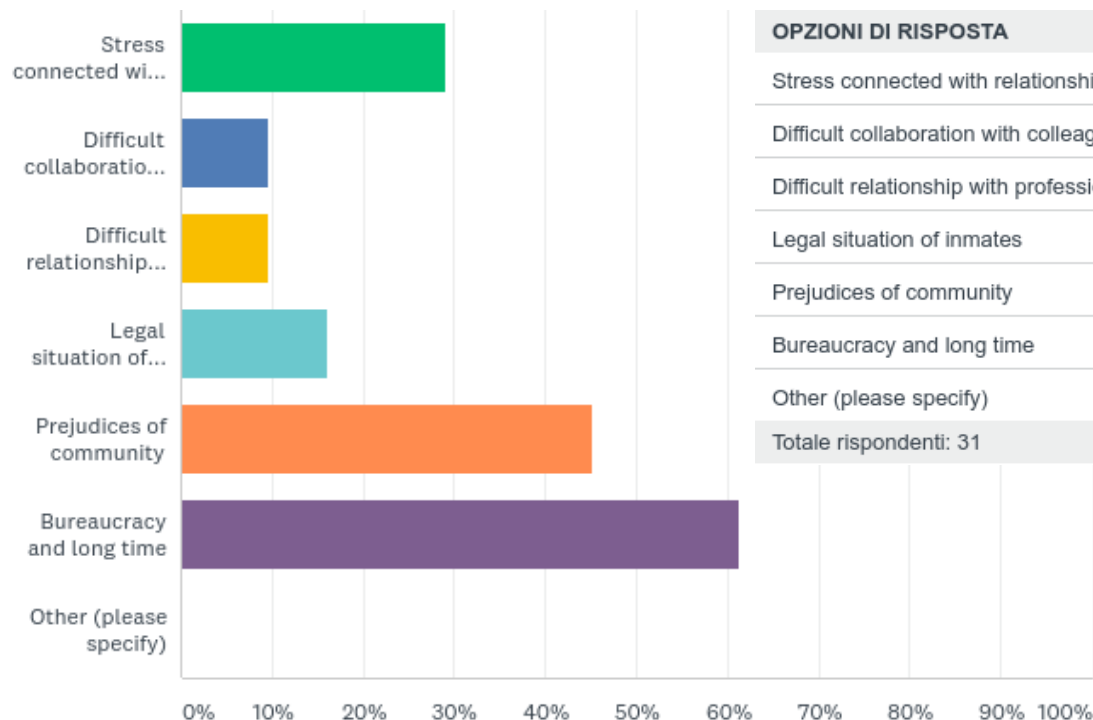
Q1: Which is your education level?



70,97% degree

61,29%
education path
consistent or very
consistent with job
with inmates

Q4: Which are the main difficulties that you meet in your daily professional activity? (select max 2 options)



OPZIONI DI RISPOSTA	RISPOSTE	
Stress connected with relationship with inmates	29,03%	9
Difficult collaboration with colleagues and supervisors	9,68%	3
Difficult relationship with professionals of prison	9,68%	3
Legal situation of inmates	16,13%	5
Prejudices of community	45,16%	14
Bureaucracy and long time	61,29%	19
Other (please specify)	0,00%	0
Totale rispondenti: 31		

Q5 Please briefly describe a difficult situation on your job that you faced in a positive way

BUREAUCREACY AND RULES

PROBLEMS

- He was very depressed
- Doesn't allow him
- They could not communicate
- Our Second Chance School is understaffed
- he was released beforehand

SOLUTIONS

- I made recommendation
- I spoke
- I created
- I was able to overcome the bureaucracy
- Succeeding in obtaining new spaces
- I faced the bureaucracy with patient and smile
- we continued the project of the inmate

SUPPORT

- The guards take care of his needs
- they solve everything immediately
- a positive comparison with the health service

AGGRESSIVE RELATIONSHIPS AND MEDIATION SKILLS

PROBLEMS

- unwilling to cooperate
- very aggressive and frustrate
- verbally aggressive
- collective revolt
- an inmate wanted to suicide
- he wasn't allowed to be present at the funeral of his brother
- anxious or angry
- fear of facing his new situation

SOLUTIONS

- I can convince them
- you must do a mediation between his needs
- to listen him
- to decrease the tension
- I explained
- I tried to teach them to criticize constructively
- I was part of the negotiation team

Q5 Please briefly describe a difficult situation on your job that you faced in a positive way

RELATIONSHIPS BETWEEN INMATES AND GUARDS

PROBLEMS

- Stressful situation between guards and inmates

SOLUTIONS

- Through dialogue
- Trying to make the inmates see the role of the guards putting their work in perspective

BURNOUT RISK

PROBLEMS

- I'm not free by my user's problems
- An overload of things to take care of
- Unpredicted work volume
- Disagreement with colleagues

SOLUTIONS

- Adaptability and flexibility
- Good communication

Job inclusion

PROBLEMS

- Different work time between inmates and companies
- No training and experience
- No value to training

SOLUTIONS

- An enterprise adapted its work conditions allowing to the inmates timing
- We were working on that topic and looking at the training resources of the area and the importance of obtaining the school graduate

PREJUDICES AND STIGMA

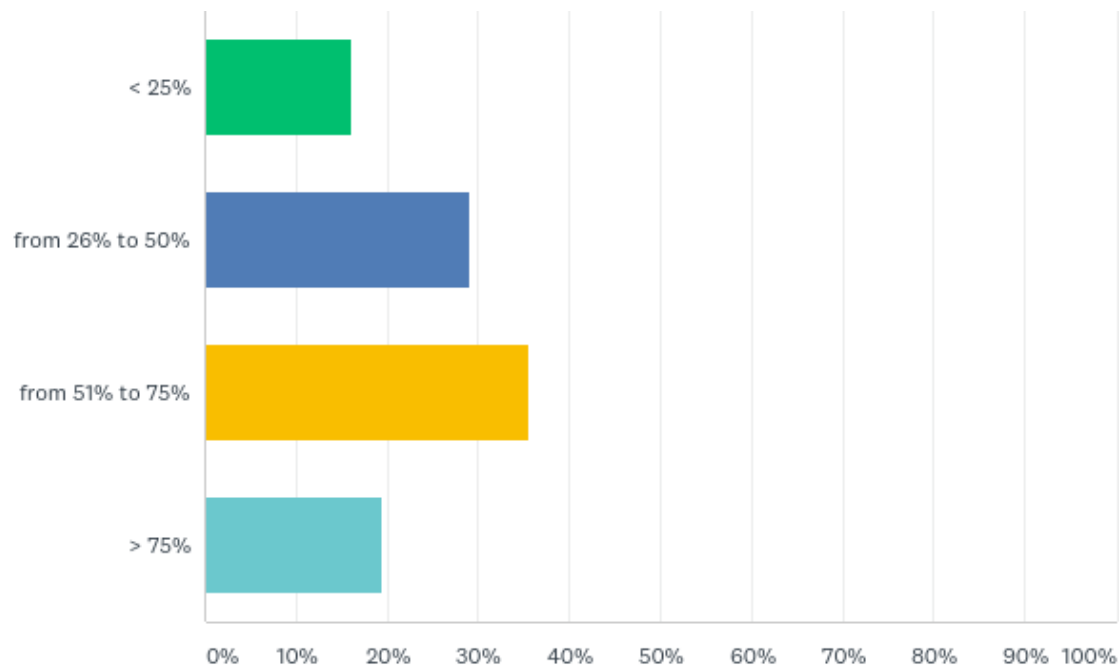
PROBLEMS

- user's discouragement and fear of rejection by society
- beliefs and social skills
- low self-esteem and are very stigmatized
- racism

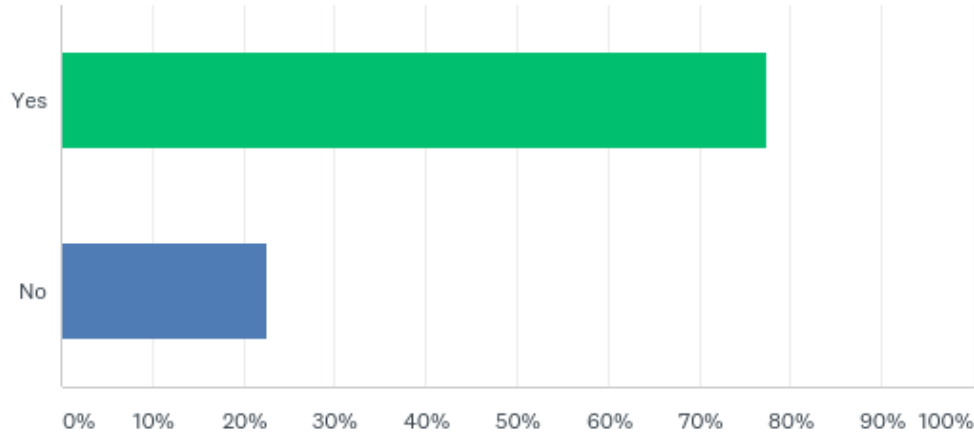
SOLUTIONS

- to work on their beliefs and social skills
- learning to be valued as individuals and to believe in themselves
- I try to convince them that the freedom of words and imagination is there, beyond any nation, any country, any religion
- I make them a team and we all work together as one.

Q6: On the total amount of your work time, which percentage do you dedicate to team work?



Q7: In your opinion, would a wider time in team work bring benefits to your daily work?



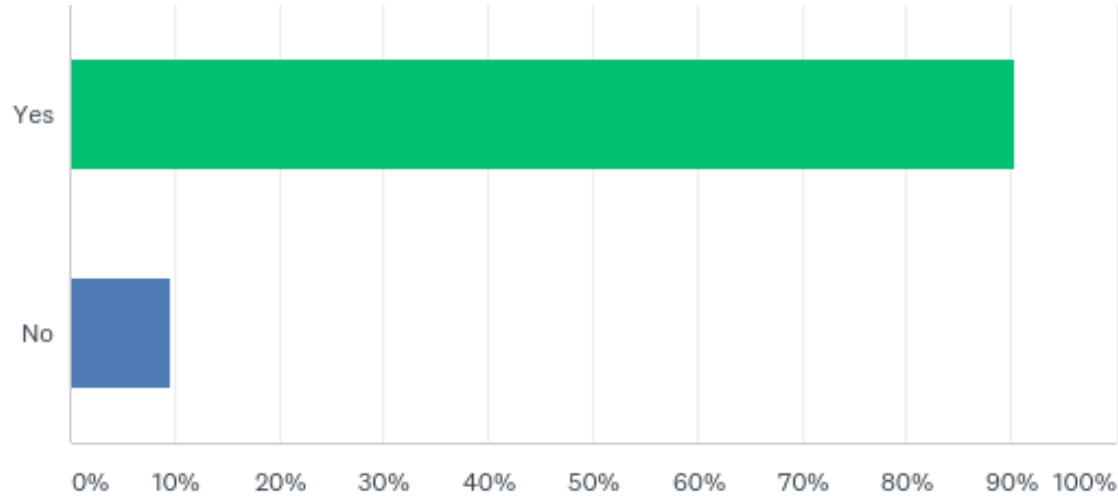
77,42%
yes

Q8 If yes, which kind of benefits?

TEAM WORK BENEFITS

- Learn to **listen** the other opinions, to make **step back** for the common well, to be more **patient**
- All the problems will be faced in a **multidimensional** way
- More team work means **more ideas**, more **innovative** practices
- Problem solving, greater involvement, crisis management
- Different **points of view**
- **Enriches the results** we want to achieve
- **Trust** each other, **grow up**, **reduce burn-out**, **don't feel alone**
- We could **split the responsibility** in accomplishing more objectives and we would be **more efficient**

Q9: In your opinion, do you have specific training needs?



90,32%
yes

Q10 If yes, on which issues?

LEGAL ASPECTS

- Prison system, Judicial measures, delinquency and marginalization, social reinsertion
- Issues of documents legalization
- European law of justice and regulations in foreign countries
- Legal and legislative skills
- Criminal law

I believe that continuing training motivates the educator and gives him/her time for reflection and evaluation of his/her work

TEAM MANAGEMENT

- Organizational and management issues
- To delegate tasks
- Management of workgroups

EDUCATOR PERSONAL DEVELOPMENT

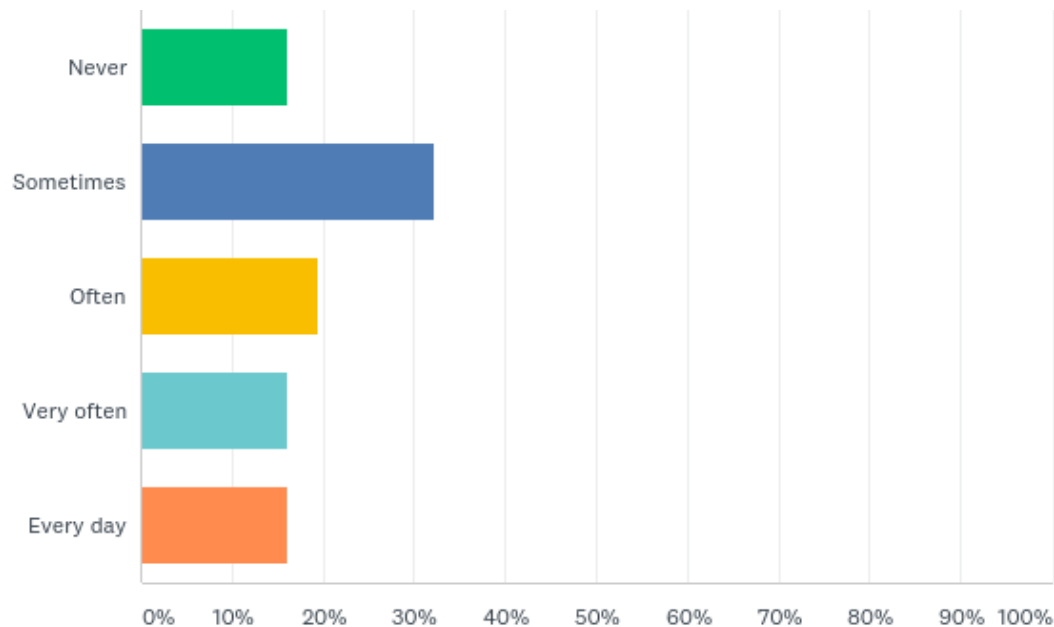
- Crisis management
- Emotional intelligence, conflict negotiations, motivational interview
- Languages
- Be able to throw out our anxieties and fears
- Empathy, ability to communicate, involvement

INMATE' S DEVELOPMENT

- Specific Training In Groups At Risk Of Exclusion And Continuous Training In Social Networks.
- Specific Working Procedures; Educational Management; Crisis Management; Educational Counselling
- Manage The Relationship With Work Agencies And Companies
- Manage The Inmate's Group
- Manage The Relationship With Institutions
- Skills And Competences Development, Psychological Counselling
- Mindfulness Meditation
- On Psychiatric Pathologies
- To Help Inmates To Find Work

MULTICULTURAL COMPETENCES

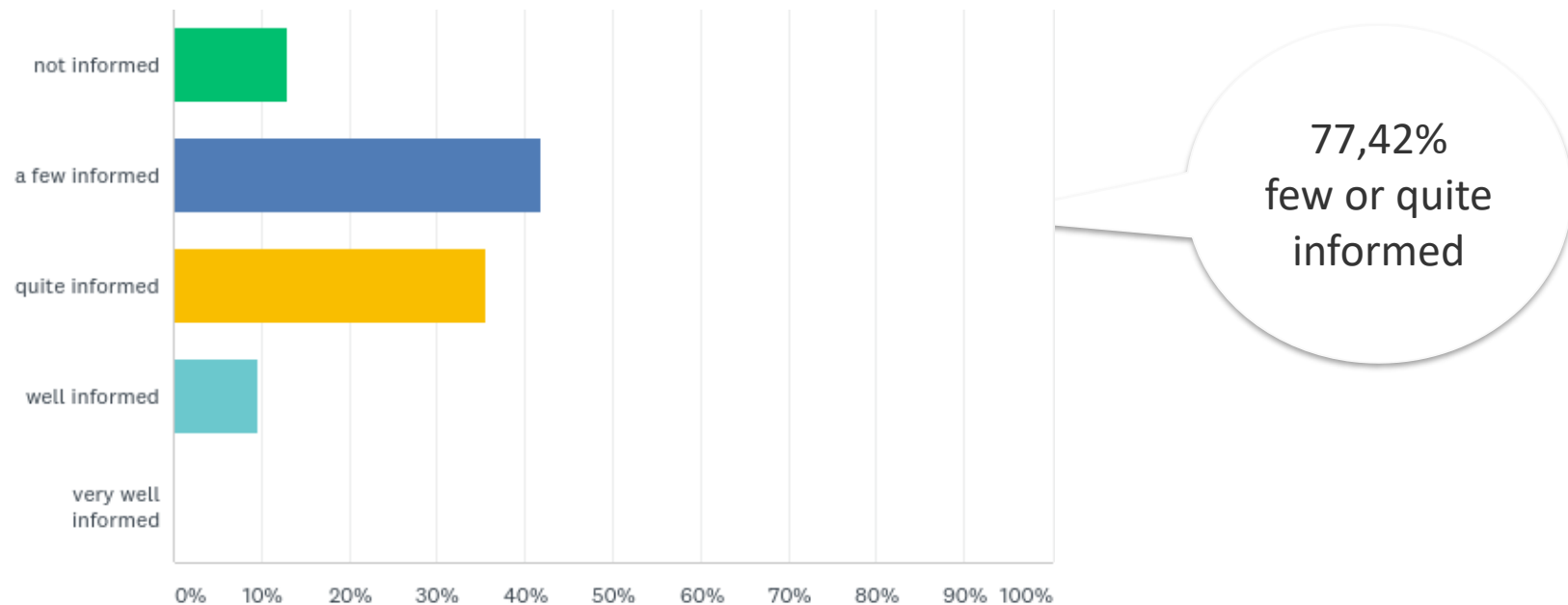
Q11: In your daily work do you often work with foreigner inmates?



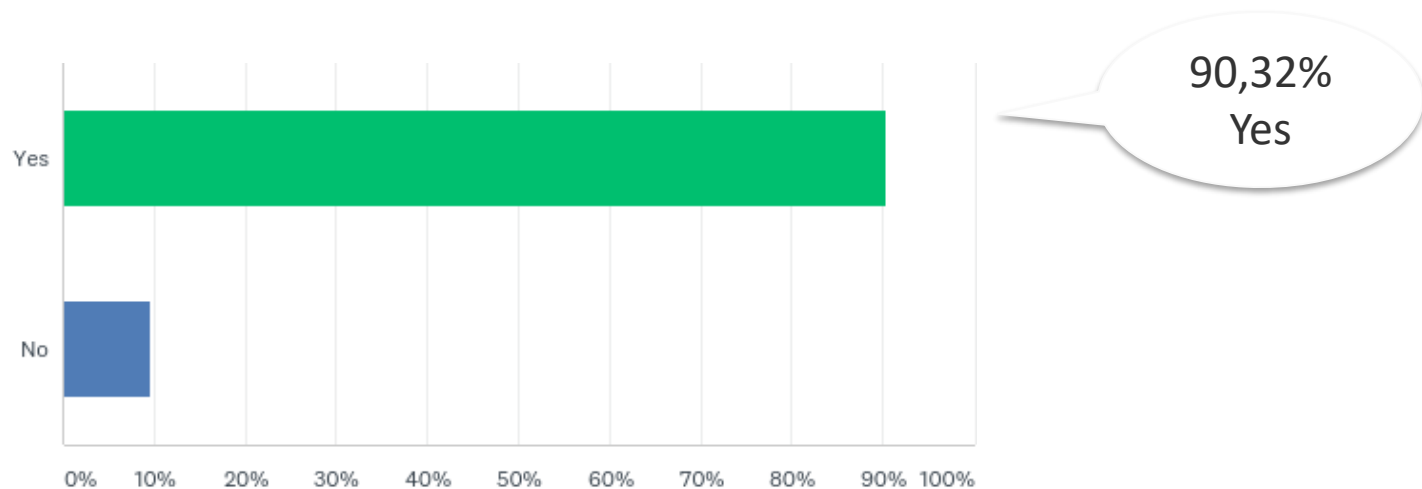
32,26%
sometimes

19,35 %
often

Q12: Are you informed about national and European rules concerning migration?



Q13: Do you think that the relationship with foreigner inmates requires specific competences?

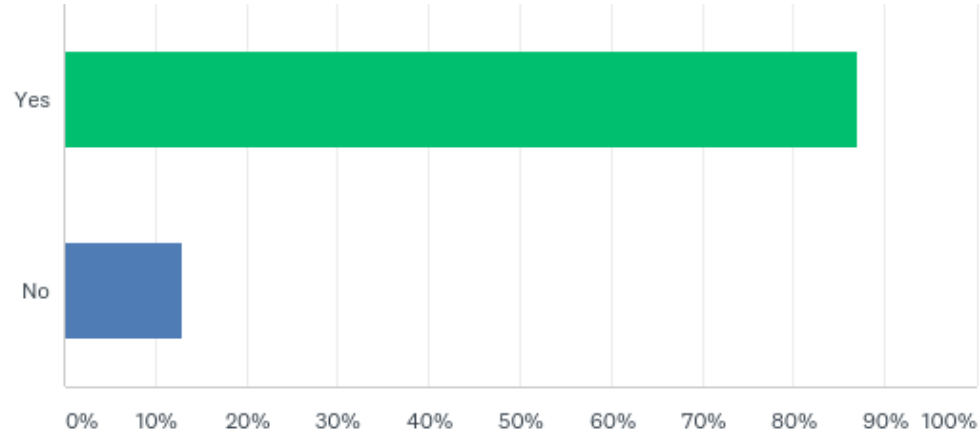


Q14 If yes, which ones?

- **intercultural view**
- **tolerance**
- the **cultural context** of the country **of origin**
- **rules** concerning migration
- **religious** matters
- ability to empathize and to engage and sensitivity
- speaking their **language**, can be a good ice breaker and leading to an open communication channel
- **mediation** resources
- self-knowledge, improving their **self-esteem**, personal safety, teamwork, conflict resolution, autonomy and personal fulfillment
- needs a little attention to foreign inmates cultural needs, because **the foreign choose to isolate themselves**

Anyone who works with inmates must have a minimum of touch, must be a person who can relate to accuracy and sensitivity

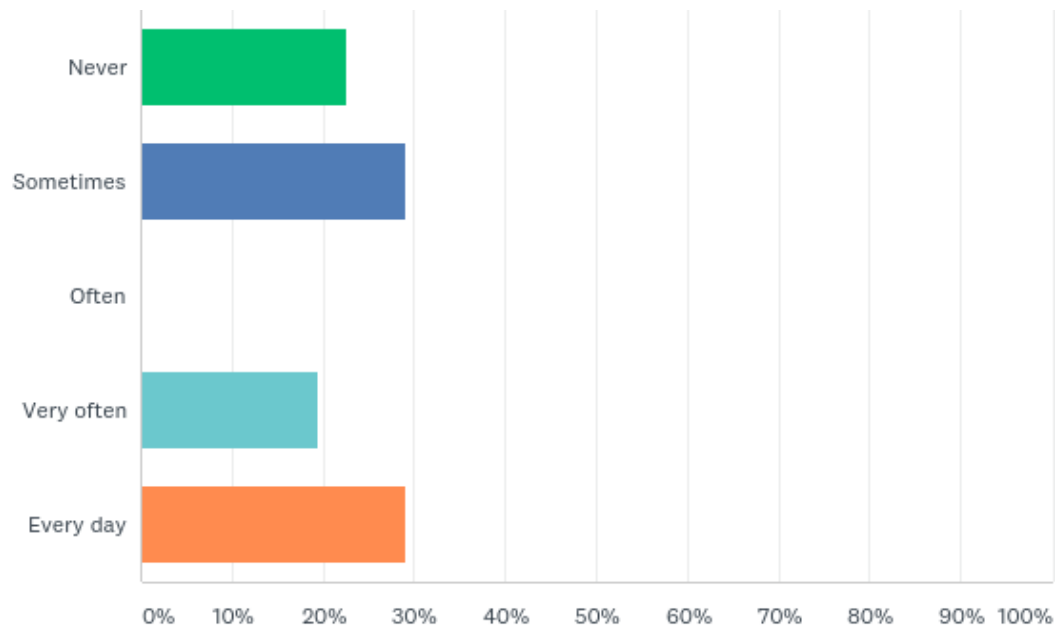
Q15: Does your team need, in your opinion, a specific training on multicultural competences?



87,10%
Yes

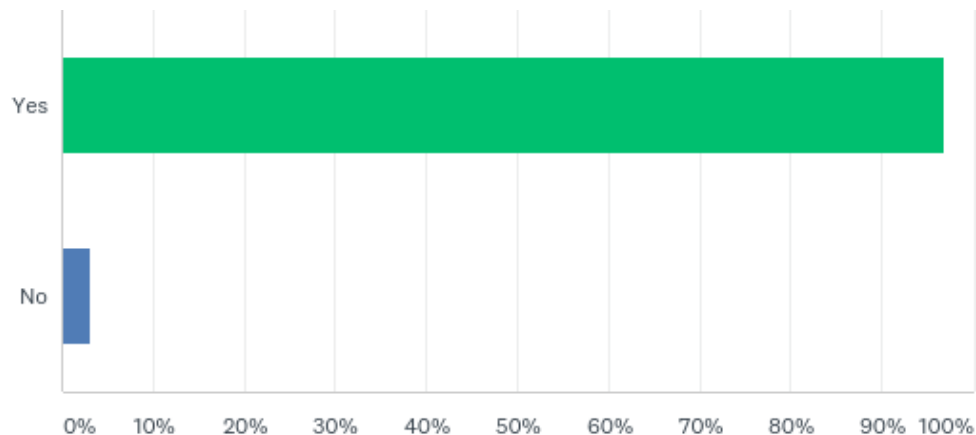
MENTAL DISEASE

Q16: In your daily work do you often work with psychiatric inmates?



51,61%
never or
sometimes

Q17: Do you think that the relationship with psychiatric inmates requires specific competences?



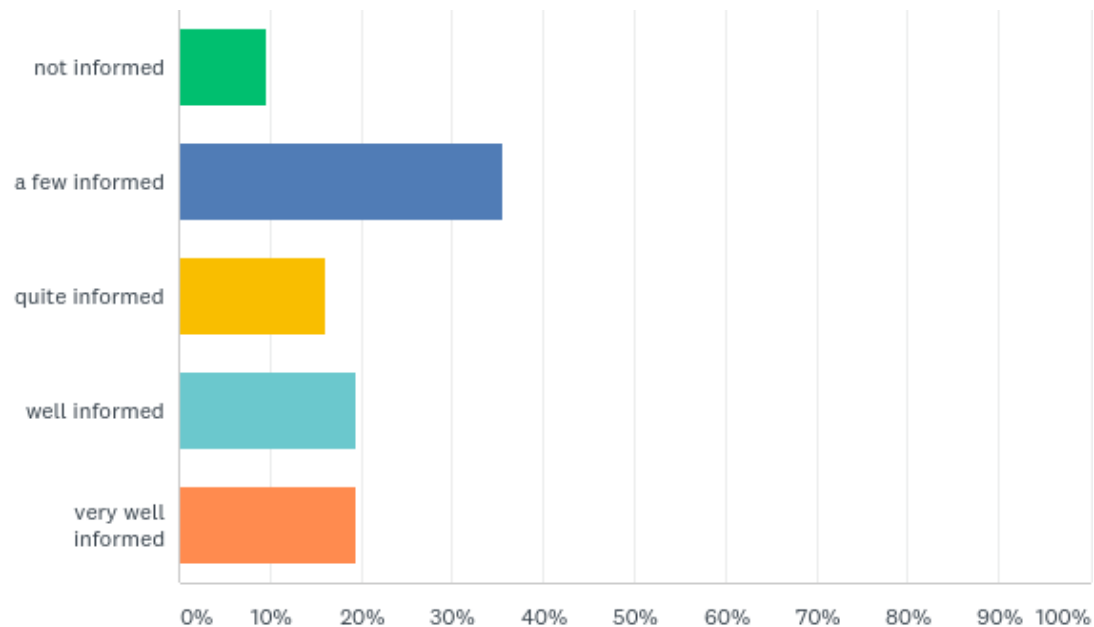
96,77%
Yes

D18 If yes, which ones?

- to understand when you or your colleagues are tired
 - to **disconnect yourself from work** when you are at home
 - **conflict and crisis management**
 - specific approaches in communication
 - empathy, stress tolerance, patience, analytical skills
-
- basic knowledge of **psychology and psychiatry**
 - information about the **manifestation of the mental disease** (causes, forms, involved factors), **therapeutic approach, ways of intervention adapted** to persons who aren't with psychological studies
 - knowledge about **dependency**
 - psychiatric **follow up**
-
- to know the **specific resources** for this group
 - to **collaborate and consult** the social services and the psychologist and the psychiatrist
 - needs to **establish a liaisons between treatment staff and the justice system**, managing the offenders violence and impulses, obtaining therapeutic living arrangements and **working with their family** to determine if they are reliable source of social support.

*It would be necessary to
customize much more in each
person with psychiatric disease*

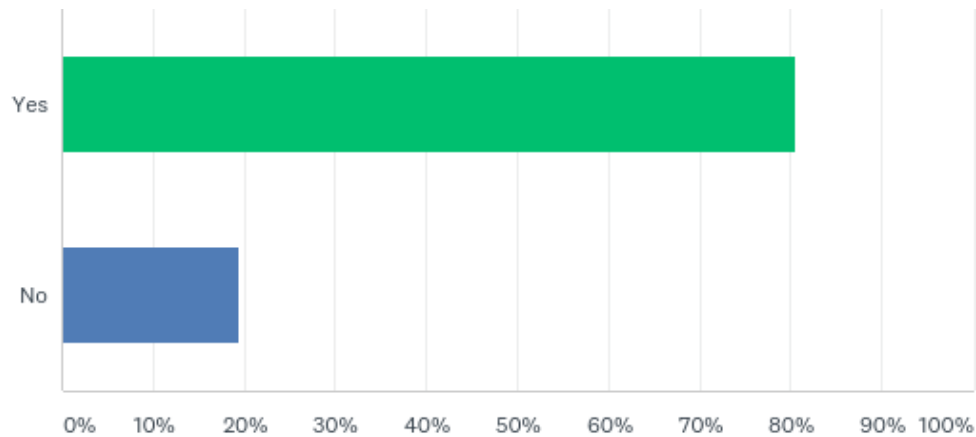
Q19: Are you informed about issues concerning mental disease?



35,48%
a few
informed

38,07%
well or
very well
informed

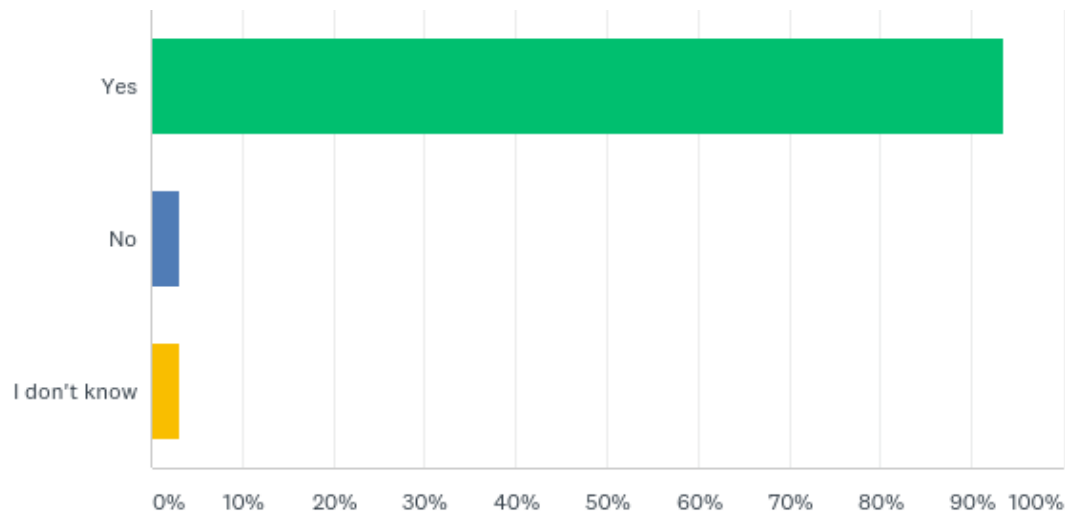
Q20: Does your team need, in your opinion, a specific training on mental disease?



80,65%
Yes

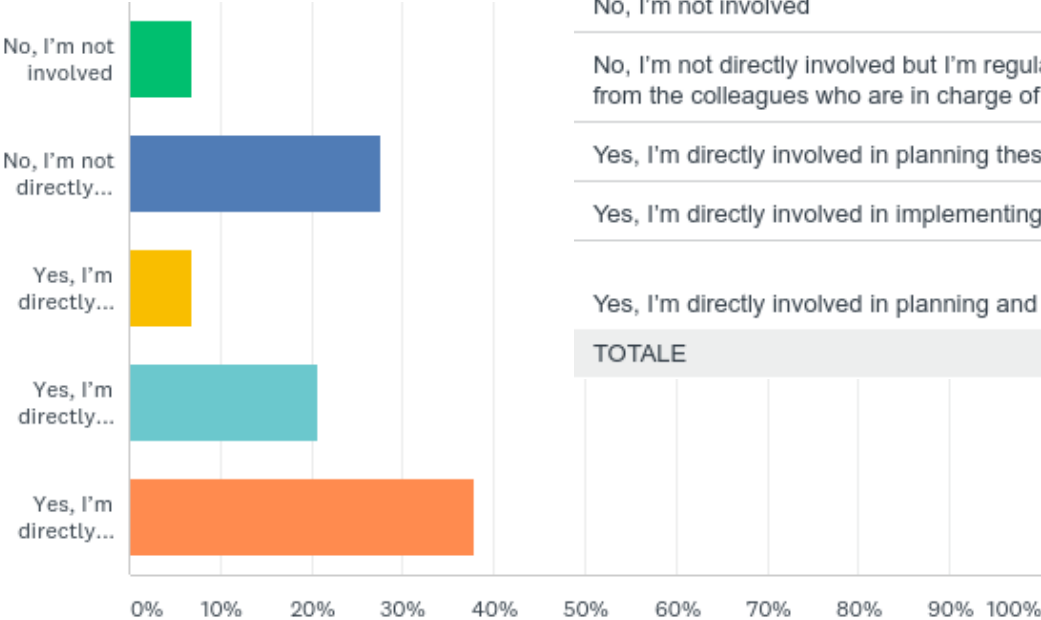
NETWORKING

Q21: Does your organization collaborate with not for profit and public bodies in order to promote the social reintegration of inmates?



93,55%
Yes

Q22: If yes, are you directly involved, in your daily work, in the relationships with not for profit and public bodies at local level?



OPZIONI DI RISPOSTA	RISPOSTE	
No, I'm not involved	6,90%	2
No, I'm not directly involved but I'm regularly informed about these collaborations from the colleagues who are in charge of it	27,59%	8
Yes, I'm directly involved in planning these collaborations	6,90%	2
Yes, I'm directly involved in implementing these collaborations	20,69%	6
Yes, I'm directly involved in planning and implementing these collaborations	37,93%	11
TOTALE		29

D23 Would you suggest some improvements on this issue?

POLICIES AND PROGRAMMES

- Legal **procedures** of collaborating
- Put the inmate at the center of the **services design**
- **Direct desk** on campus jail, giving options of work
- More programmes to expose inmates/students to different forms of art and subjects
- Necessary would insist that the policies regarding alternative sentences were increased to prison

FUND RAISING

- definitely more resources should be given on the field of reintegration in order all ex prisoners to have employment opportunities
- be able to connect all organization and well write project and able to have fund raising

COMMON TRAINING

- more energized participants from the local public sector, continually training, using more the non formal education
- It is always good to learn and improve in terms of training and information
- what is required is further knowledge of organization and management

D23 Would you suggest some improvements on this issue?

CONTINUITY OF INTERVENTION

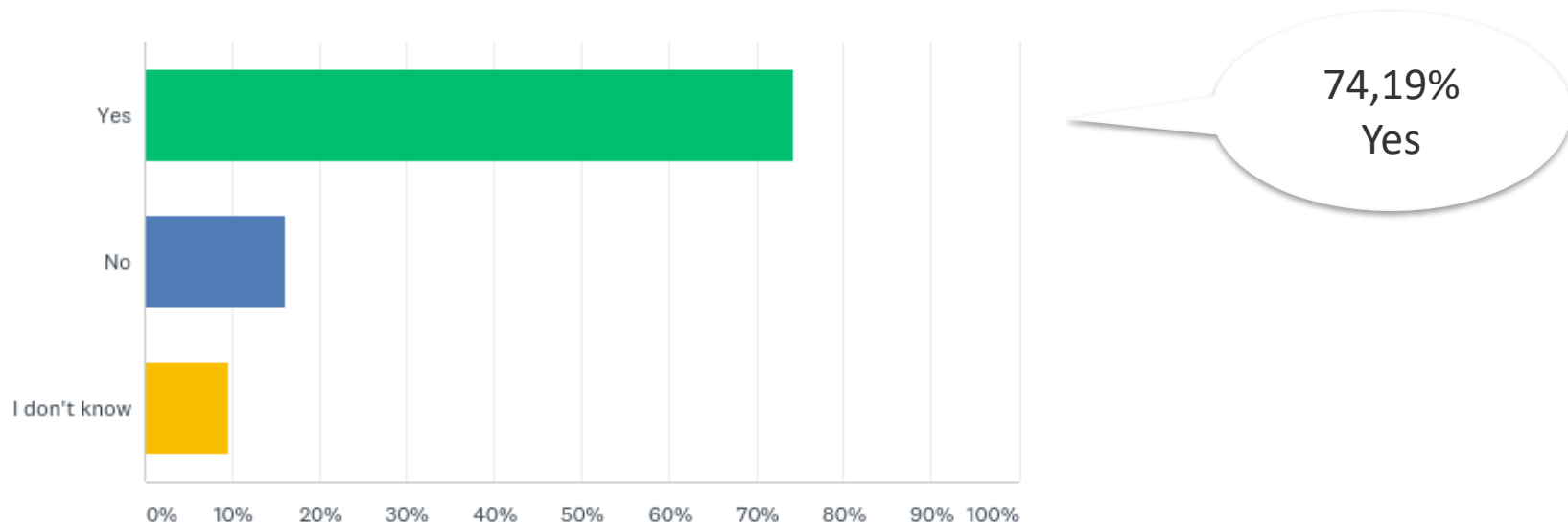
- The extending of the social support network and to be active in the moment of the release from prison, to be a natural continuation of the reintegration process
- An integrated approach to be applied after the release from prison - the reintegration process should continue after the coming back in the local community of the former inmate.
- A more integrated approach that should continue after the release from prison; actions to fight against discrimination
- The collaborations between public institutions and NGOs should be stronger and they should try to find together resources in order to help the inmates after release and increase their opportunities to find employment.
- Public institutions should intensify the collaboration with all kind of non-profit organisation, in order to help more people with social problem, after they leave the prison
- I suggest a closer and formal cooperation with education and employment agencies
- The state in Greece must trust non profit bodies to realize in and out of the prison social reintegration programs. The programs for reintegration must connected inside and outside prison. The steady employment and the education the most important factors preventing re offenders and socialize them.

AWARENESS RAISING

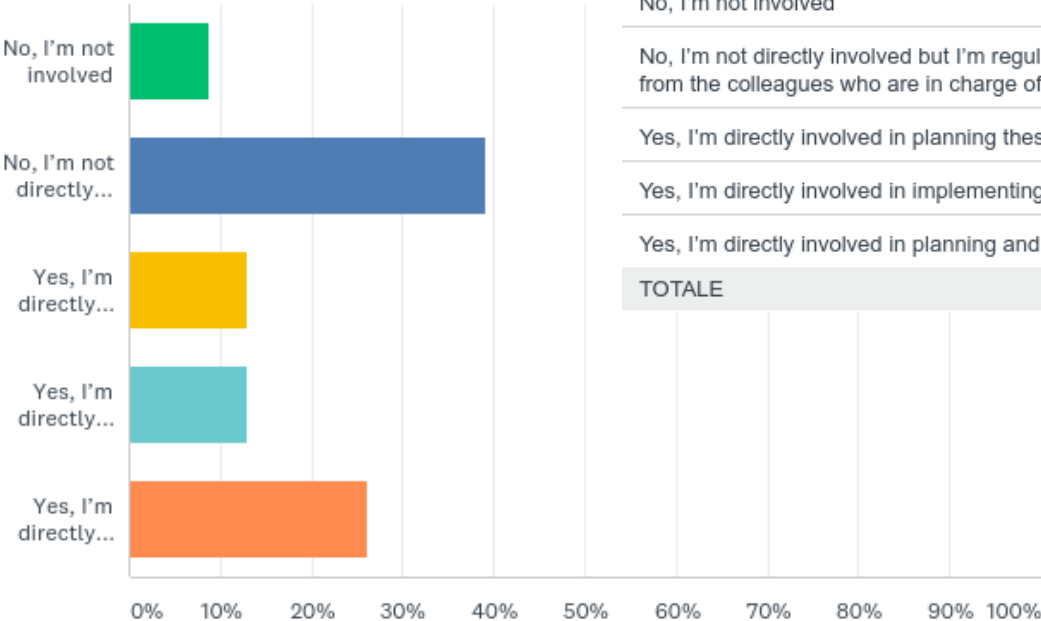
- Work to build a social support network and social awareness actions
- Use the media to rise awareness about inmates in general, Facilitate problems resolution of inmates

INTEGRATION INTO LABOUR MARKET

Q24: Does your organization collaborate with employment agencies and companies in order to create real employment opportunities for inmates at local level?



Q25: If yes, are you directly involved, in your daily work, in the relationships with employment agencies and companies?



Q26 Would you suggest some improvements on this issue?

ADEQUATE RESOURCES

- The business fabric is very large and there is always lack of time, it is necessary to a good team work.
- More actions concerning the need of finding a job from the detention period for the inmate

INSTITUTIONAL SUPPORT

- The state should create advantages (task etc) for the companies in order to create employment opportunities for inmates
- Better state organizations that can provide inmates with jobs when they are released

KNOWLEDGE

- Improve knowledge about labour market
- Maintain contacts with companies and knowledge of selection processes
- Learn things on the job market

NEW OPPORTUNITIES

- It is true that the business fabric of Almeria is supported by agriculture and its auxiliary industry and most of the collaborations of my entity are focused on these sectors. I would propose expanding the scope in the employment sectors
- Involve more companies to hire ex inmates
- Create a larger network

Q26 Would you suggest some improvements on this issue?

JOB AS A CONTINUUM FROM INSIDE TO OUTSIDE

- Finding a way of collaboration with economical agents so the inmates would have a job after the release
- Increasing the work opportunities for the inmates that release from prison
- Inmates should be given more occasions in order to find about job opportunities before their departure from prison
- A more intensive collaboration and implication of the agencies in finding jobs for inmates to be available from the moment of the release on
- finding a solution for involving the labour agencies and economical agents in a more specific way in ensuring a job for the inmate not only for the detention period but after the release
- follow up for inmates with regular appointments

AWARENESS RAISING

- Organise events inviting companies to know how we work and the inmates we are helping
- It should inform about the fact that giving job opportunities to people who come from prison diminish recidivism

EFFECTIVENESS AND INCLUSION

D27 Please describe briefly a significant example of an EFFECTIVE social reintegration path of inmates?

- Informal education - creative writing for more open minded, more open in new ways of thinking, more socialized and finally more ready to be reintegrated inmates
- Every prisoner who is going to be released should know that has a job waiting for him/her, a decent place to live and strong support from public bodies and non profit organizations
- Qualification + Personal Competences development + Emotional Intelligence, manage an internship in a company and at the same time involve them in community social problems through specific actions
- An effective social reintegration should involve the following steps: assessment of needs and risks in the personality structure (psychological, educational, social); a tailored intervention to compensate the educational level, professional formation on a job; participating to activities and programs in collaboration with the local community; volunteering; family support or assistance from the institutions and NGO's from community; professional mediation
- As I mentioned before, a satisfactory job placement was made after working vocational guidance with the user. The itinerary focused on the search for training resources in the short and long term and the importance of training in the search for employment.
- Creation of a social enterprise owned by the inmates, elaboration of articles that distribute and sell through other businesses that work in chain through a network of salespersons made up of family members, sensitized people and company in general.
- We plan paths in protected apartments for psychiatric users who plan for social and work reintegration through the drafting of a personalized rehabilitation project shared with the user. These projects include daily activities in groups and autonomy that are complemented by normal care paths.

Q28 Please describe briefly a significant example of an INCLUSIVE social reintegration path of inmates (IN PARTICULAR FOREIGNERS AND PEOPLE WITH MENTAL DISEASE)?

- Our school helps foreigners to take exams for certificates of Greek and English language but this is not enough
- Expand the network of relationships
- Capacitating, Social and Psychological Monitoring for employability and mentoring
- Train at the level of personal development and emotional intelligence in a program within the prison. Then support after leaving, at the employment level and in other areas such as accommodation.
- Make people (society) aware
- When people do things alone that before they could not do
- Compensating and improving the educational level of inmates; social support; professional formation and mediation with the work agencies; collaboration with institutions involved in their social and medical support to continue their involvement in the medical assistance and integration in the social community.
- Ensuring special medical assistance, involving specialist from institutions and NGO's that can manage through special activities the needs for people with mental diseases (occupational activities, ergotherapy);
- Collaboration with local agents that would integrate the migrants into the local communities but also to maintain their cultural specificity
- It is necessary to involve the network of social services, education and labor promotion from interdisciplinarity and networking
- The project of creative writing in detention centers involves both foreigners and people with mental disease, and gives the chance for acceptance, embodiment and co-creation
- Publishing a book with inmates or foreigners stories immediately they feel that they can catch the pulse of the society and finally to be apart of it
- Special needs should be addressed for the people with mental disorders, such as the kind of treatment they should receive, the place where they should live
- Foreigners who are not going to be deported and are going to stay in the country should be informed about national legislation, their rights and obligations
- I truly believe that Mindfulness meditation should be recognized as a valid tool to work with inmates soft skills such as: emotional intelligence, empathy, calmness, among others, which can effectively contribute not only to better interpersonal relations but also to better individuals

Survey on staff ex-post EDUCATE

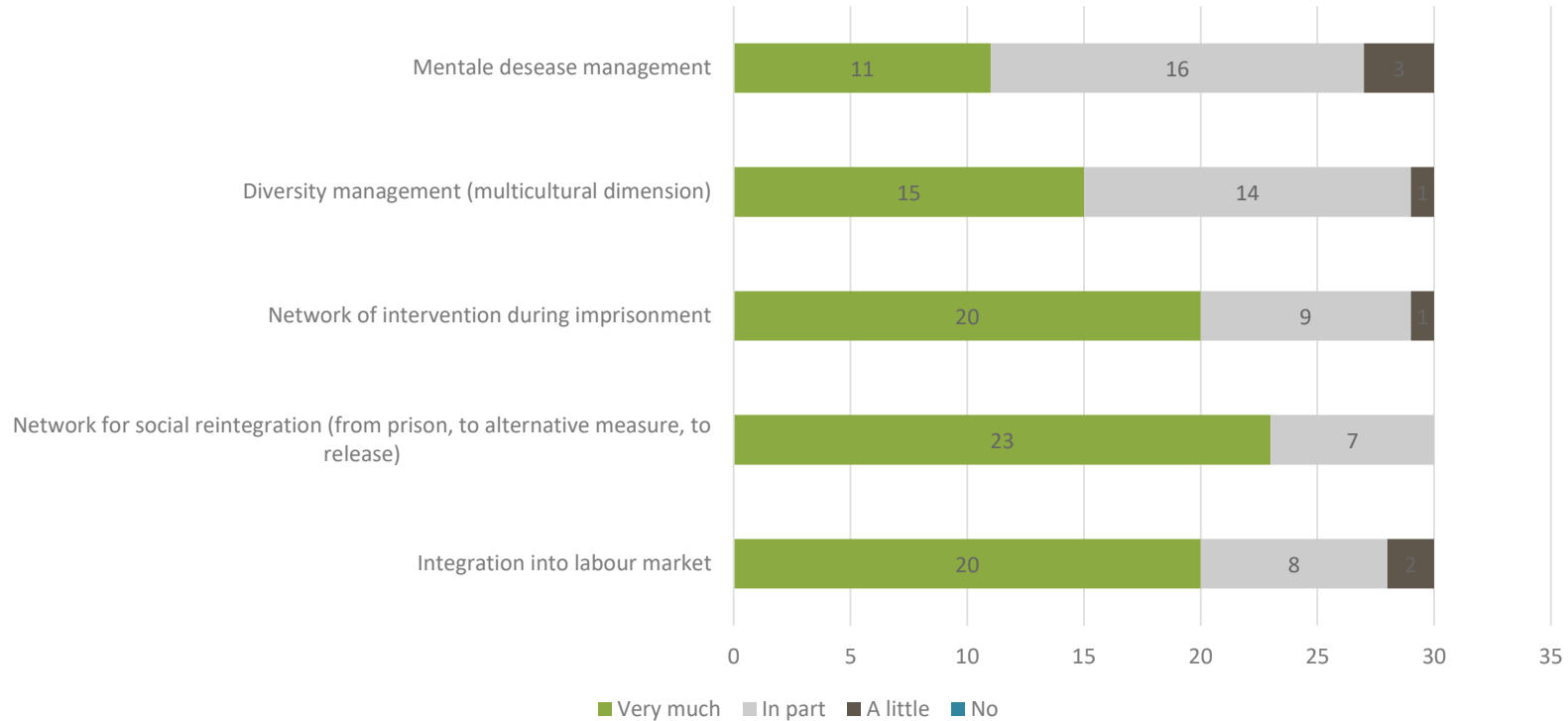
Q3: Which is your satisfaction level concerning the training activity carried out within Educate from 1 to 5, where 5 is the highest satisfaction level and 1 the lowest satisfaction level?



66,67 %
very
satisfied

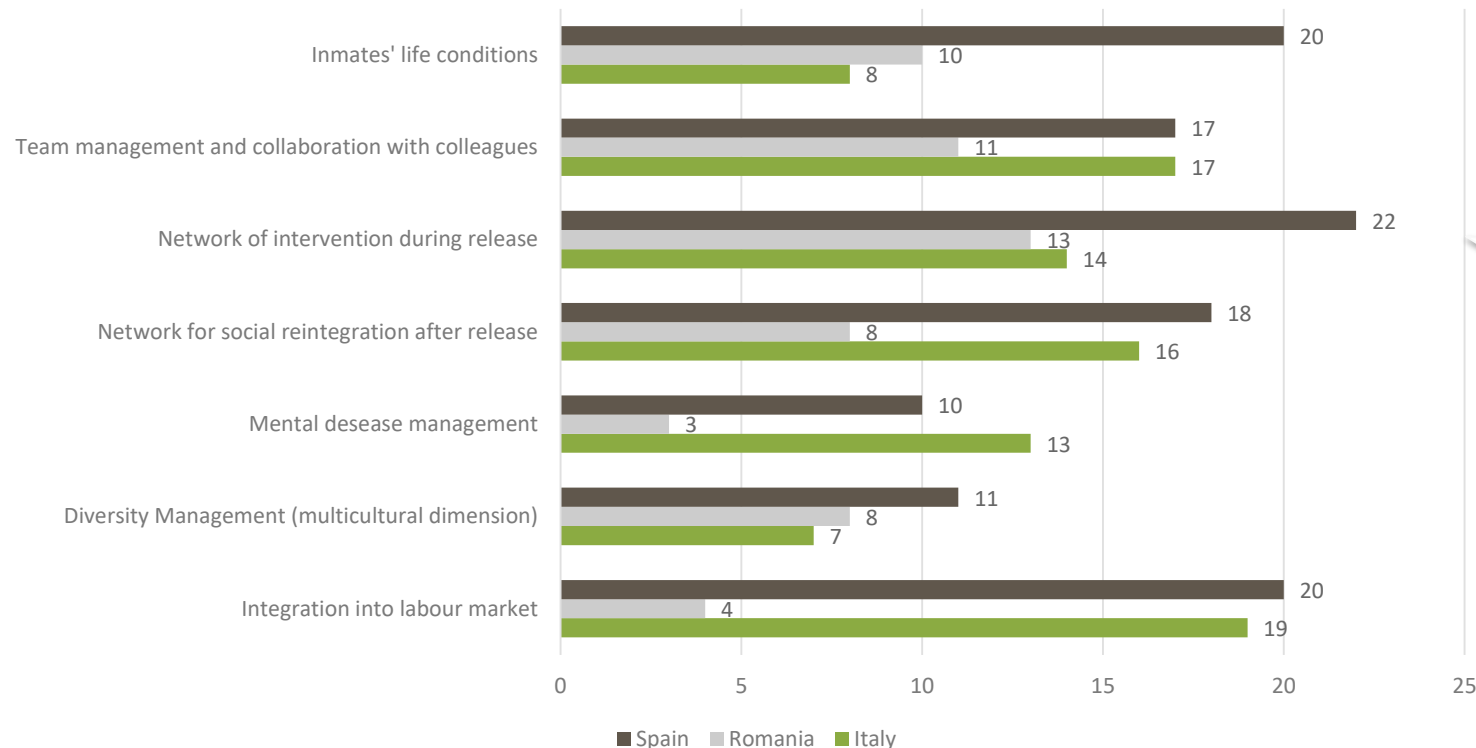
Q4: Did Educate integrate your competences in one or more of these fields?

Integration of competences



Q5: In your opinion which are the most interesting examples among the experiences presented during the training sessions of Educate (you can select more options)?

Most interesting experiences



2) Team management

1) Intervention during imprisonment

3) Integration into labour market

ContaminActions: Best Practices Exchange

Features of most powerful practices

Integration into LABOUR MARKET

- Integration of the inmates in the labour market

“Inmates see that this reality is possible”

Network IN PRISON

- Projects and life conditions’ improving
- Collaboration among different competences in prison
- Effective and integrated education system

“Different agents that intervene inside and outside, believe in it and make it possible”

Network for social reintegration after release OUT OF PRISON

- Italian model of management of alternative measures
- Spanish therapeutical communities for drug consumers

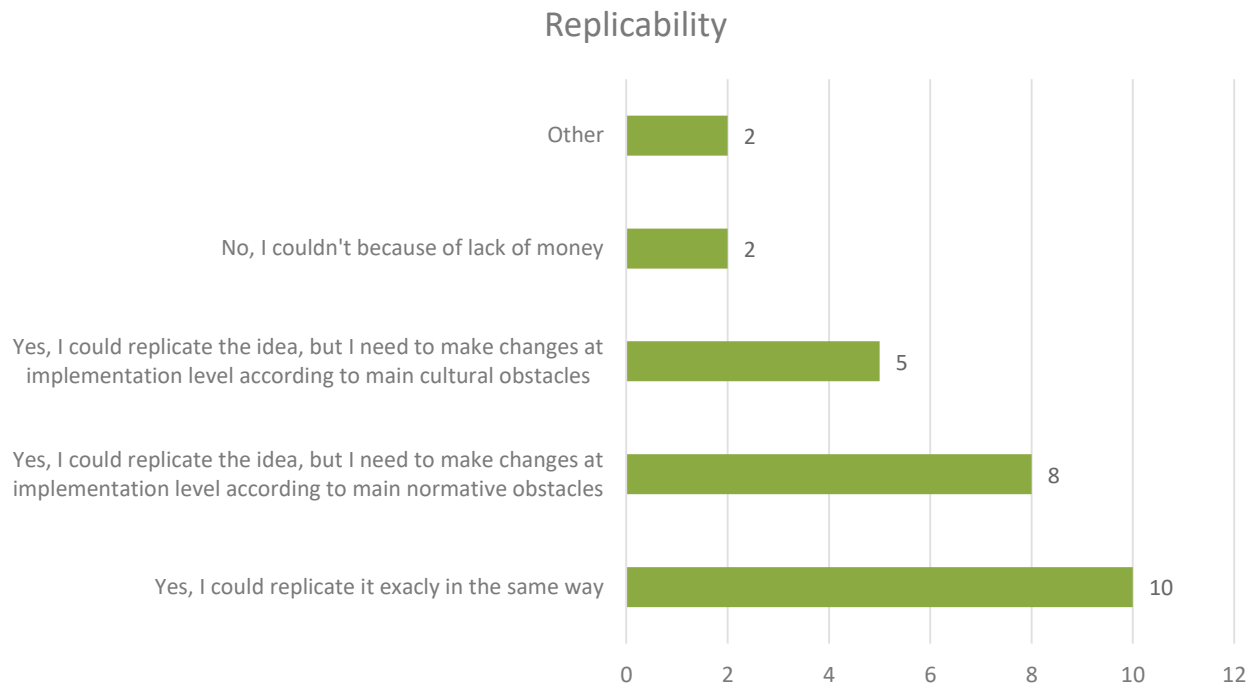
Features of most powerful practices

COOPERATION BETWEEN PRIVATE AND PUBLIC SECTOR

- The most satisfactory experience has been related to **the work in network between prison, the social entity and the intervention of the company**, to improve the training and employability of the prisoners as well as to facilitate their insertion in the labor market
- I was really impressed with the Reincorpora Project, and how **it brought together the private sector and the prisons**, focusing on the reintegration of the inmates

Spanish system addresses the issue of reintegration of detainees from several points of view, which increases their chances to a better reintegration in the society

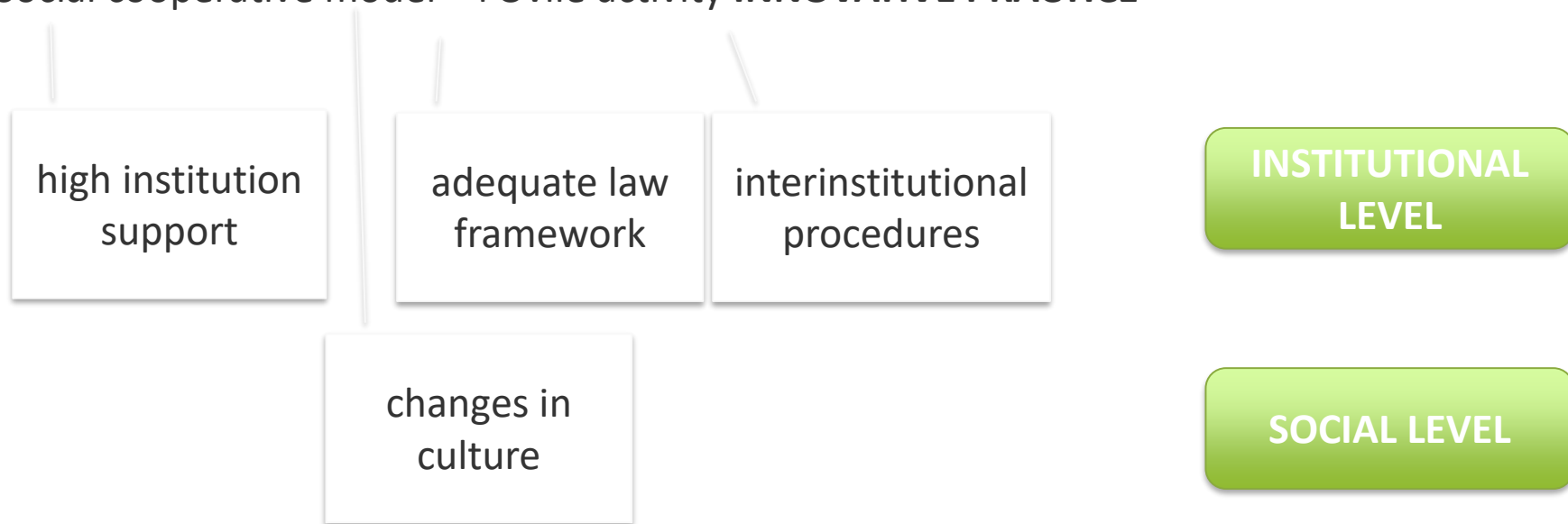
Q7: Could you replicate this experience in your country?



Replicability

We can implement some of the ideas regarding the **integration in the labour market model**:

- Re-incorpora programme + Noesso management **EXCELLENT PARADIGMA**
- Social cooperative model + l'Ovile activity **INNOVATIVE PRACTICE**



Added value of european strategic partnerhips

INDIVIDUAL LEVEL

- To know other professionals working in the same field as me, checking their **methodologies and practices**
- To create **additional knowledge**
- Personal development that I can implement in my **daily work**
- To help create **unitary practices** for specialists
- To work in a **multicultural** team

ORGANIZATIONAL LEVEL

- 5 European countries with very **different justice culture** shared ideas and good practices trying to add a positive stone in inmates reintegration process. The added value is that finally we found the **common space where we can cooperate!**
- It highlights mainly cultural differences, which can be overcome proposing new tools and approaches, **showing through actual examples that things are possible**
- sharing of **technical knowledge** and **human and economic resources** available
- **visibility** for the projects we are running