



SCALING NEW HEIGHTS: THE ITALIAN TESTING

“ When Anziani e non solo social Cooperative’s operator asked me to take part in the Scaling New Heights project testing, I was a bit doubtful, -It’s about a motivational interview- said the operator, and I’m not so comfortable in expressing myself. Then I thought that it could be important to test a new tool, it could help me, especially in that difficult period I was living. At the beginning it seemed to me a game, I was uncomfortable: I was asked to keep in my hand a colourful board and move the slider along a 1 to 10 scale and stop on the number that represented the reality at that precise moment. While I was answering to the questions I realized how difficult it was evaluating life aspects and at the same time how useful it was to translate a situation in words and in numbers. Being a single mother living in a foreign country, I’ve always had to think about my children, about the job, about the residency permit... trying to find a solution to the problems by myself. I didn’t have time to have a break and take care of myself. Using the Rickter Scale I felt like I was looking in the mirror and I saw the big picture of my life: job, relationships, stress, health, talking to another person about my level of satisfaction for each topic. For some “2” I’ve cried, I didn’t think to be in such low position. Going on with the interview I realized that the items were connected each others: if I acquired some new skills I would enlarge the opportunities to find a secure job and I would enhance the quality of the time dedicated to my children. In the second part of the questions I became aware that I wanted to move the slider on, I wanted turn numbers “2” into numbers “6”. I felt so good when I stopped on 6! For the first time I believed I could have a better life and I could do that just with my own means

From Maria’s telling it’s important to underline some key aspects of the RS Process uniqueness such as: the promotion of the users awareness about their situation and potentialities, the encouragement to a positive change through the elaboration of a realistic actions plan that makes users active and aware protagonists of their own choices, the self-evaluation of progress carried out for the development of a personal life project.



Evaluation



Funded by



THE PROJECT

The project started in October 2011 within the European Lifelong Learning Programme –TOL action. In particular the aim is to transfer a soft skills self-evaluation tool –The Rickter Scale Process- elaborated and produced by Rickter Scale Company form UK to three Countries of the south-central Europe on three different target groups. In particular: In Germany the company ZIB will work with women excluded from the labour market, In Italy Anziani e non solo cooperative society will apply the tool to elderly care workers and caregivers and In Greece KMOP organization will operate with people with mental health problems. The Rickter Scale is a board that has 10 items and



for each of them a designed scale from 1 to 10 that can be done with a slider. The life board explores the following issues: Employment/ Education/Training; Accommodation; Money; Relationships; Influences; Stress; Alcohol; Drugs; Health and Happiness. The user will be asked to illustrate his current situation moving the slider on the scale; and then to move the slider on the desired status/number. Later on the user will be asked to elaborate an actions plan to achieve the foreseen goals. In order to evaluate the intervention effectiveness, a review will be carried out to assess the made progress and in case the goals are still far the actions plan will be adapted to the real conditions and possibilities.

The Phases

During the first project phase some members of the three partner organizations took part in two important trainings, where, with the support of the Rickter Company's Trainees, have learnt the RS Process methodological principles and its application, receiving at the end a certification. After a brief testing, practitioners separated in Country-groups, elaborated new items according to the target groups peculiarities. Once edited the new adapted versions of the tool every country-group tested them on about 100 users. Next step will be to adapt again the titles according to the collected feedbacks in order to elaborate the Rickter Scale Process that will be used in each country. The project will finish with a final conference that is going to take place on September 2013, in Newcastle with the cooperation of Northumbria University. It will be an important event to present the project results and to discuss about soft skills applications and potentialities with the participation of project partners, stakeholders, experts and civil society.



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THE TESTING IN ITALY

In Italy the testing phase carried out by Anziani e non solo (ANS) cooperative between April 2012 and January 2013, was addressed to elderly care workers and family carers, in two Regions: Sardinia (Cagliari and Olbia Tempio Provinces) and Emilia Romagna (Modena, Ferrara and Bologna Provinces), where the cooperative has been developing since many years social inclusion projects and training initiatives towards people involved in the domestic care sector.

Elderly care workers and family carers: a frail target

In Italy the private care work has been growing rapidly because of the ageing phenomenon (people over 65 rate is growing) and of the reduction of public resources to answer to the private care demand. People working in this sector are mostly women, over 35, migrants and after the economical crisis Italian women too. It's usually a job not very well regulated, undeclared, carried out in the private house of the care recipient (isolation), complicated because of the language/cultural barriers and high professional health skills requirements. ANS staff, taking into account the above mentioned aspects, has elaborated 5 new RS items. In fact among 10 of the items on which the interview is based, 5 items are common to those ones used by the other project partners involved in the testing (Relationships, Stress, Health, Employment, Support), while 5 items have been studied to explore weakness and strengths of the care work such as: accommodation, professional skills,

cooperation with care professionals, working/life balance, barriers. The choice of the target has been made according to the different initiatives carried out by ANS in the two Italian Regions.

✓ In Emilia Romagna interviews involved:

- 1) elderly care workers using services offered by the demand-supply matching desk managed by ANS in Carpi district;
- 2) elderly care workers supported by Aspasia Centers based in Ferrara (care work employment services centers);
- 3) elderly care workers and family carers that have attended training courses promoted by ANS in Carpi.

✓ In Sardinia, the majority of the interviews have been addressed to elderly care workers unemployed, inserted in a project of households services qualification in which ANS has been involved between June 22012 and January 2013 in cooperation with Sardinia Regional Government, EXfor and the employment public centers.

This experience has been very important for the professional and personal growth of ANS staff involved in the SNH project that has had the opportunity to acquire new skills and dynamic approaches to

work with elderly care workers. Moreover, from interviews carried out to training courses' participants, it came up that users' distance travelled was positive, showing important progress in the personal journey of each client. In particular, users have improved their self-evaluation concerning some issues linked to: relationships, professional skills and cooperation with care sector professionals, all of them are fundamental aspects for the private domestic work.



ANZIANI E NON SOLO COOPERATIVE SOCIETY

Anziani e Non Solo is a cooperative society working since 2004 in the sector of social innovation with an expertise in European Projects, initiatives and products on welfare services to promote social inclusion. The activities carried out by ANS concern the following areas of intervention: qualification of family carers, elderly care workers and social-health assistants:

- ✓ active ageing and support of dependent elderly people;
- ✓ prevention of gender violence, of abuses towards elderly people and fight against discriminations;
- ✓ fight against poverty, support to employability and to social inclusion.

Within these macro-areas, ANS have carried out several projects at local, national and EU level and among its clients can rely on: local public administrations, Regions, Banks Foundations, Voluntary Organizations, NGOs, Trade Unions, employment services agencies and social cooperatives.

Anziani e non solo employs a staff of 10 professionals with large experience in social innovation issues and IT methodologies. ANS is part of the national organizations dealing with immigration list promoted by Ministry of Labour and Social policies, moreover ANS is member of some of the main national and EU networks for the

prevention of elderly abuses (INPEA), on learning among generations (EMIL).

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