



## Scaling New Heights A Personal Reflection



Evaluation



Funded by



Being part of Scaling New Heights has been a time of growth for me, personally as well as professionally.

I have travelled to wonderful countries and worked with great people. When we first started out on this adventure it was rather daunting, as we knew how Rickter worked in the UK and how good the feedback was from various services in different sectors, but what challenges lay ahead in Germany, Italy and Greece?

Starting in Newcastle we met everyone we had come to know from the Leonardo 'ASK' Project, and were also introduced to some new faces. Everyone who came was dedicated to learning about Rickter and demonstrated great professionalism. This carried through to their practice and the monitoring visits in each country when we reviewed the use of

Rickter and what adaptations and changes we needed to make. Each time there was very positive feedback and I learned a lot about the cultural differences that challenged Rickter and the practitioners using it. I was very interested to hear the stories of the people who had engaged with the Rickter Scale® Board and how it had contributed to changes in their lives.

Personally I have lovely memories of the Coliseum brightly lit in the evening in **Athens**, also of visiting Group Homes there, where very happy people live and work hard at becoming part of their community with support from **KMOP**.

**Carpi** had unfortunately suffered a huge earthquake before our visit there and the damage to buildings

and people's lives was devastating. But the most inspirational thing was how buildings were already being rebuilt or repaired and how the people were moving on with their lives with spirit and determination. All through this time, **ANS** continued to support everyone who came to them looking for various kinds of help.

In **Solingen** we learned of their steel industry and how women played such an integral part in

this work and their community, and how **ZIB** are still encouraging them to do so by learning new skills and encouraging choice and independence.

Throughout this partnership I have been working within the UK and sharing our experiences with our practitioners.

They are always eager to hear if there are similar problems in Europe to those that their client's face here, and how they overcome them. The fact is that un-

employment, domestic violence, mental health issues, learning difficulties etc exist in whichever country you come from. It's how we engage with people, listen to them and support them that is important.

This partnership has shown that Rickter plays an integral part in that role, and has enabled us to learn from each other.

**Nan Wood**  
**The Rickter Company**



## Scaling New Heights Conference 2013

As we write this newsletter, we excitedly await the end of project **Scaling New Heights Conference** taking place in Newcastle on 4th September —now only 20 days away!

We are busy making all the last preparations here in the UK. From compiling the conference packs to finalising the menu, work is nearly completed.

We cannot wait to share the outcomes of the Project with our guests on the day, hear from the Speakers and of course it will be great to see all our colleagues again from Germany, Italy and Greece for this very special event.

[www.scalingnewheightsinvet.eu](http://www.scalingnewheightsinvet.eu)

# Final Evaluation Report Conclusions



The Frames of Reference - which are the sets of questions that were developed collaboratively by the Partners to ensure the greatest effectiveness and relevance of the transferred innovation - not only reflect the specific needs of the Partners' chosen target client groups, but also serve the professional needs of their Practitioners.

They also contribute to the Partners' enhanced fulfilment of their organisations' aims and objectives.

This is clearly evident within the data stored in the IMS and from the Manager, Practitioner and Client feedback.

**“It has been a very important assessment for me.**

**It let me know the person I am, my strengths and my potential I didn't expect to have.**

**I've learnt how to develop myself, how to become stronger and more self-confident.**

**It let me discover that I'm more skilled and prepared than I imagined I was.**

**This tool has the power to let things inside me get out.”**

**Project Client**

The IMS has proven to be a powerful tool evidencing areas of need, highlighting differences between age, gender, employment, ethnicity and disability in the TOI.

The Project Partners were able to enhance their understanding of their clients' needs, consequently improving the support given to clients and the quality of their service delivery.

In some instances the IMS also highlighted areas of need which were not part of the partners' present support package. Improved links were identified to gain additional support by extending the scope of their existing referral agencies.

The Partners' chosen client groups all moved forward, these being constantly monitored and compared. The sharing of appropriate information with other like-minded practitioners is developing best practice and benchmarks for all.

In conclusion, the Transfer of Innovation has been a significant success by all the measures used and has fulfilled all the requirements set out in the original application.

Going forward, the partnership's plans are well advanced by expanding on the four partners' TOI experience and successfully cascading the use of the Rickter Scale® process in a pan-European network.

# Sustainability beyond Scaling New Heights in VET

## Each Partner is looking at how they take their use of the Rickter Scale® forward:

**ANS** is going to continue to use Rickter to assess the impact of their Care Courses around new skills, social opportunities etc, but will now incorporate further interviews after a month of their clients finishing the course.

This will contribute to their continued motivation towards employment as well as encourage clients to take personal responsibility for goals and action plans.

ANS will also develop a new Frame of Reference around employability to help define clients own expectations and not just those imposed by external services or circumstances.

They are also considering the use of the Extra-rater facility, enabling the member of staff to also scale where they feel the client is in relation to the Frame of Reference questions. This would both identify any perception gap between interviewer and interviewee, and offer a more holistic view of the client; perhaps further helping them achieve their desired outcomes.

**KMOP** will continue to use the Rickter Scale® with their more able clients and are especially keen to try it with new people accessing their service to enable them to get an initial understanding of that person's needs and thereby develop an appropriate support package at the earliest point of their residency.

The Manager feels that this is a very good therapeutic tool which offers the opportunity for self-development:

**"A real tool that clients can manipulate which has a very strong therapeutic impact".**

They are also exploring the possibility of using the Rickter Scale® Process in their other services across Greece.

**ZIB** will continue to use the Rickter Scale®, especially as a coaching tool to support the process of job placement.

They like the fact that they gain a lot of information and that it makes working with immigrants easier. They would also like to use the Rickter Scale® Process for support, supervision and appraisal with their own staff.



They have been talking about Rickter to other services in their area, and have delivered a formal presentation for staff from 8 other Vocational Training Centres in North Westphalia.

ZIB are also the first TOI Partner to have selected 3 of their existing Rickter Scale® Practitioners to become Trainers. The Trainers' Induction took place in Cologne in May 2013. By this means, ZIB is now in a position to begin cascading the Rickter Scale® Practitioner Training throughout Germany as an Associate Partner of The Rickter Company.

ANS, KMOP and ZIB are all committed not only to continuing and expanding the use of the Rickter Scale® Process within their own organisations, but also in being the founder members of a European Network of partner organisations working with The Rickter Company to further develop the model of working which has been the focus of this Transfer of Innovation.



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**The Rickter Company**

○○○○○○○○● Awakening Individuals to Choice

## Rickter Company Plans for the Future

The Rickter Company Ltd intends to develop a fully online version of its current signature products, the Rickter Scale® Process and Impact Management System, compatible with a range of digital mobile media options.

This development will be unique to the field of impact metrics worldwide. The work is scheduled to begin in September 2013.

In the meantime we are already in the process of restructuring the Company, creating a new not-for-profit Rickter Foundation, developing a policy of strategic

alliances, and inviting key development partners and associates onto an Advisory Board in order to gain access to new markets, new sectors and new funding.

We hope that our TOI partners will join us in this new venture.

Together these actions will ensure we have the secure foundations and necessary human resources in place to fulfil our mission: to create a global enterprise: awakening individuals to choice, ownership and responsibility.

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## Partnership Practitioners & Managers

The Rickter Company trained and licensed an initial 12 Rickter Scale® Practitioners, with 2 further Practitioners trained to take the places of German colleagues who had to leave the project. All these individuals came as highly qualified and experienced specialists, all with expertise related to the specific purpose of the project and the subject of employability in general.

From our very first meeting, they demonstrated a total commitment to the aims and objectives of the project, having not only the skills and professionalism to fulfil all that the project required of them, but also the vision to understand and work towards the potential of this project for the benefit of people all over Germany, Greece and Italy: people in work and out of work; the marginalised and the vulnerable; the disadvantaged and the socially excluded; those with ambition but lacking a plan, and those with no particular aspiration, plan or direction.

The Project Coordinator, **Alfons Müller**, supported by the other Partnership representatives, **Anne Preuß**, **Antonia Torrens**, **Aristea Liarokapi**, **Licia Boccaletti**, **Serena D'Angelo** and **Nan Wood**, have also played a pivotal role throughout every stage of this Partnership.

Their input has been invaluable and without their attention to detail, their insistence on the highest levels of professionalism and their unassuming generosity of heart and spirit, this project would have always been in danger of foundering. As it was, the planning and organisation of each phase of the project has been meticulous, and as a result the entire partnership has been a huge success – especially in

terms of people and resource management. And whilst every aspect of the project has been controlled, everyone involved has received genuine respect, and has been offered every opportunity to put forward questions, comments and suggestions. The outcome has been a motivated, principled and dedicated team effort, with each participant fully conversant with what was required of them and fully committed to achieving the project's aims and objectives.

The Rickter Company would like to pay a special thank you to our Coordinator, Alfons, for his exceptional leadership. It has been an absolute pleasure to have worked with him over the past two years and we are avidly looking forward to building further on this unique relationship.