

TEMPLATE FOR BEST PRACTICES;
Family and schools inside/outside scholastic context

INTRODUCTORY NOTES:

Dear partners

the goal of this collection of good practices is to:

- select virtuous work experiences with families in different countries;
- understand what are the recurrent elements that allow the involvement of families in social and training activities;
- analyze the forms of reception of families created by the various subjects in specific interventions.

Each partner will provide a **minimum of five practices** to be analyze and reported in the final Transnational Report.

Deadlines: please send us back by the **4 of March 2018**.

Please, do not hesitate to contact us for any question or clarification you might need.

Thanks a lot for your collaboration!

Unibo team

1. THE FRAMEWORK OF INTERVENTION/EXPERIENCE

Title of the intervention/experience	SOAF – service of orientation and attention to families
Start of experience	January 2016 - until now
End of experience	Intervention ended: this intervention still going on In progress with planned end: <input checked="" type="checkbox"/> In progress without planned end
Country	Spain
City/Cities/Region(s)	Barcelona – Catalunya- Spain
Implementing organization	Fundació Privada Trinijove
Address	C/ Turó de la Trinitat, 17 Barcelona - 08033 direccio@trinijove.org www.trinijove.org
Type of implementing organization	<p><i>Please select one or more boxes:</i></p> <ul style="list-style-type: none"> <input type="radio"/> Governmental <input checked="" type="radio"/> Non governmental <input checked="" type="radio"/> Private sector <input type="radio"/> Public sector <input checked="" type="radio"/> Non-profit sector <input type="radio"/> International <input type="radio"/> Local authority <input type="radio"/> Other (please specify)
Contact person(s) information	Name, Elisbeth Surname: Díaz Email: ediaz@trinijove.org Telephone: +34616665555 Function or position in the experience: director of training centre
Partner organization	Trinijove and Wellness and family department (Generalitat de Catalunya).
Funding sources	Wellness and family department (Generalitat de Catalunya)
Available financial resources	The resources are for 2 technicians that are working with the families the budget is 40.000,00€ more or less.

Non-monetary resources	
Target groups	Families in risk of exclusion for the target group are the youngsters but they work is done with the families the program is specific done for working with families for orientation and attention for helping the kids.
Size of target group	Approximately 200 families

2- DESCRIPTION OF THE EXPERIENCE/INTERVENTION

Justification of the intervention	We are located in one of the poorest neighbourhoods and with a big lack of services as well as with a high level of dropout so this intervention aims to provide the aid in different ways to the families that need some guidance of how to overcome problems dealing with their youngsters. Because this is one of the ways to tackle dropout and to overcome to difficult situations in this neighbourhoods that had lack of services and that the families are families with lack of social resources and lack of skills to deal with this problems.
Description of the intervention	The intervention aims to provide the families and to their children with tools to overpass difficulties and to learn better ways to interact with the parents and the parents with them. To give them or provide with some guidance of how to overcome problems dealing with their youngsters. Also to provide help with homework after school, give them tools to work with their kids, provide the orientation to how they can help their kids to study. How to help their children overcome problems, avoid confrontations with them and know how to treat them. Help parents and children in day-to-day communication. Respond to emotions and how to manage stress.
Key objectives	It is a service of care and support for families in order to accompany them in improving their personal, family and social well-being. Works the relation of the families. The Family Guidance and Advice Service provides guidance and resources based on each need: education of children, reconciliation of family and work life, health, culture and leisure and participation, work, etc, an integral perspective Also workshops and group talks are held. The Family Guidance and Advice Service is funded by the Department of Social Welfare and Family.
	The main activities of the SOAF:

Activities:	<ul style="list-style-type: none"> - Information, guidance and referral service. - Recognition and support to parenting skills through activities and / or group workshops. - Fostering the active participation of families in the community. - Training and work support. - Complementary activities.
Figures of the intervention	The professionals are psychologists and social workers.
Methodologies	The methodology that is used is the direct intervention with the family providing them with personal growth and coaching them so this can be applied to the daily life.
Tools and methods	They use their own tools and methodology depending in the intervention based on the family needs. They work a lot with coaching intervention of growth of the person with the parents and the children and this is applied to the daily life.
Outputs	The outputs are related to the empowerment of the family and the children.
Outcomes	The families with fewer resources are allowed to have the aid they need for their kids when they need it, this give the opportunity to the students to continue with their studies and help them so they don't leave school.
Impacts	The impact is not only on the children but also on the parents because it provides them with tools that empower themselves for living a better life. The impact is also in the community, these persons are able now to search for jobs and to contribute in a better way to the society.

3- PROCESS FACTOR AND INTERVENTION ASSESSMENT

Intervention design	The intervention of this program has been done taking in care the needs of the territories and the families of this territories that have less opportunities give to their children the same opportunities that other families with more money can achieve. Not only because of money but also because these neighbourhoods have more population with less skills and lack of tools to overcome difficult situations within the family and the have more problems to solve and surpass this difficulties.
Equipe intervention: composition and relations	The basic figure is the psychologist and the social assistant they are involved and support with all the resources of the foundation, as well as the work in team with social services, schools, psychological-pedagogical teams and the neighbourhood resources and professionals as well as the stakeholders related to the children.

Intervention assessment	The intervention is evaluated by the parameters of impact in the population guide and the justification to the administration for each call of proposal on which we participate.
Strengths and weakness	<p>Strengths:</p> <ul style="list-style-type: none"> ▪ Networking provides more opportunities to the family. ▪ There is more coordination between different services that allows the families to get quality attention. ▪ Help to work in network entities with public services. <p>Weakness:</p> <ul style="list-style-type: none"> ▪ Too much burocracy work, a lot of documents to manage in the procedures of the program.
Success factors	<ul style="list-style-type: none"> - Consolidation of a work in a territorial network, with the vision and the collaboration of all the territorial stakeholders in order to stablish synergies with a multifactorial view. - Families are able to have access to a professional profiles and services that otherwise they won't be able. - Increase of the protection factors of the family. - Strategic vision and flexible in order to get adapted to the needs of the territory and from these needs the services are asked every year. - Constant Coordination between all the levels of the program for a good implementation of it.
Transferability	<p>The transferability is based on the study of the needs of each territory this program has been implemented in Catalunya.</p> <p>http://treballiaferssocials.gencat.cat/ca/ambits_tematics/families/SOAF/</p>
Sustainability	This is guaranteed by the Generalitat of Catalunya and the entities that work together.