



# Action Report

## Instructions

Please fill in information in the template monthly. Describe what you have done in your AT-meetings but also the work you did between the meetings.

Upload in the kirchencloud in the file WP2/Monthly AT reports/report *month*. Please name the document: Action report *month* and Name of organisation.

Upload no later than the 10:th of the following month.

## Project partner:

## Who participated in the meeting? Materials sent by emails.

### Main AT members:

Name	Area of expertise/Organisation
Fea Otter-Üprus	AT member, Facilitator, SEMPRE-ACC, service provider and enabler in leisure activities field, head of the Drama Studio
Avo Üprus	AT member, SEMPRE ACC, representative of the Foundation for Diaconia and Social Work of Estonian Evangelical Lutheran Church; service provider and enabler in the rehabilitation services field
Agnus- Dei Üprus	AT member, SEMPRE-ACC, marketing and communication manager
Merle Krigul	AT member, SEMPRE-ACC, social scientist, analyst in the Tallinn University (projects of social inclusion and end-user involvements, mainly by using Living Labs)
Toomas Andres	AT member, Volunteer, enabler, contact with local community, ex-homeless, support person and mentor for ex-offenders



Risto Abel	AT member, Entrepreneur, developer, Chair of our partner, the Society for Restoration of the Harkujärve Church, contact with local community end-users
Küllli Riistop	AT member, Principal of Harkujärve Elementary School, representative of end-user group of children and parents
Keili Rander	AT member, service provider, Responsible for the work with children with severe disabilities. Contact person and mentor to the families, attending this interval care.

### Sub -AT members:

#### 1. Leisure and cultural activities field

**Head: Fea Üprus, cultural manager in Harkujärve community church**

Members:

Karin Suursalu	Volunteer, main coordinator in opening and coordinating the library room
Eha Urbanik	Volunteer, "Green Fingers" activist, developer of the Teevik
Ülle Ritsbek	Volunteer, contact with choirs in Tallinn and surroundings, organiser of professional music events

#### 2. Rehabilitation services group

**Head: Eva Üprus, representative of the partner BCI, Psychology, enabler, contact person with local community**

Members:

Toomas Ots	Volunteer, enabler, contact with local community, ex-homeless, support person and mentor for ex-offenders, developed from an ex-offender to a local entrepreneur, able to donate his products to the church as for "thank you" for help to get to feet
Joosua Raave	Former unemployed, reached the community church via unemployment fund. Found his calling here and wants to give back to the society for the support and good he has got.



Sven Jurin	Former unemployed, with the help and counselling of the community church support persons, has found work in food aid and now is helping the others
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### 1. Families with children with severe disabilities

Head: Keili Rander

Members:

Remet Rander	service provider, Responsible for the work with children with severe disabilities. Contact person and mentor to the families, attending this interval care.
Doris, a mother	User of the service, contact with other parents with similar problems
Aina, a mother	User of the service, contact with other parents with similar problems

### 2. Sub-AT 4:volunteers fort Food Bank Estonia

Toomas Ots	Volunteer, enabler, contact with local community, ex-homeless, support person and mentor for ex-offenders, developed from an ex-offender to a local entrepreneur, able to donate his products to the church as for "thank you" for help to get to feet
Konstantin Vainula	Volunteer, enabler, ex-homeless, mentor for ex-offenders
Sven Jurin	Former unemployed, with the help and counselling of the community church support persons, has found work in food aid and now is helping the others



### **Other members of the micro project team:**

Erik Sandla, municipal mayor, supported the Reading/library room with the means from the parish and also ensured a small donation for covering expenses of the librarian. Participating directly in the team work when possible.

## **Progress**

*What progresses was reported by the AT members during the meeting?*

### **1. A new AT Sub-group No 4 was formed:**

Toomas Ots  
Konstantin Vainula  
Sven Jurin

All three are former end-users of the Sub-AT 2. Sven still lives under the roof of the church. All three are thankful for pastoral support and support persons care and willing to give back to the Church for what they have gained.

They form a perfect action learning group, as they need guidance in how to manage people, how to organise tasks divided properly and efficiently, and how to self-organise themselves. Motivating, coordinating and leading people are skills that need to be trained.

Support persons follow their progress and participate, if necessary.

The Food Bank of Estonia needs helping hands. About ten volunteers were found in a short notice among our re-socialization programme (Sub-AT 2) clients. Telephone conference was organised and tasks divided. They participate in food delivery to homes.

### **2. Keeping contacts:**

- One of the main tasks at this time is to keep contacts and not to lose people who are involved already in the Centre building. AT members are looking for opportunities to take the life of the Centre into the virtual world. Many of our volunteers are active in Facebook and participating in local news groups. Our aim is to become a virtual centre until these unsecure times are lasting. It is also possible to have the centre living virtual life parallelly with non-virtual in the future.



- The doors of the church are open 6 days a week. It is possible to organise face to face meetings, following the rules of the quarantine.
- Pastoral counselling is ongoing. There was a corona case in la ocal elderly home. Lots of frightened people (mostly the relatives of the inhabitants of the Home) have asked for pastoral counselling.
- We try to see the situation also as an opportunity and train people to be actively involved with the help of IT.
- Very good example is the virtual drama studio: children are learning their texts and poems via internet. Added a short video about a child who has concentration problems, still, he is now able to present the poem.

[video-1587744265.mp4](#)

3. Working out the **Statute of the Community Centre** has started. Negotiations continue with local neighbourhood representatives and also with the representatives of the risk groups.

4. **Reading room is in use:**

exchange of books without physical contacts. As the Church is open daily from 12- 16, also the Reading room is open. Books are freely on shelves. As here is not a strict system of Libraries, people can come and take what they want, replace former books themselves and bring more addition from homes. Karin systemises and brings books in order without meeting the borrowers. There is a box near the church door where one can leave books without being in contact with anybody else.

5. The time of quarantine favours learning and analysing. AT members have a look back do we have everything necessary covered and what else should be done for running successful Centre. A business model canvas was sent out to AT members with the request to answer these questions presented in the canvas. Merle presented the material.

- ***A business model (Afuah and Tucci, 2001) is a method***



*in which*

- *an organization builds and uses its resources,*
- *... to offer their customers better value than their competitors,*
- *.... and make profit by doing so.*

**BUSINESS Model Canvas Model Canvas**

Osterwalder, A. and Pigneur, Y., 2010. *Business model generation: a handbook for visionaries, game changers, and challengers* \*

KEY PARTNERS	KEY ACTIVITIES	VALUE PROPOSITIONS	CUSTOMER RELATIONSHIP	CUSTOMER SEGMENTS
The network of suppliers and partners that make the Business Model (BM) work	The most important things SE must do to make its BM work	The bundle of products and services that create value for a specific Customer Segments	Types of relationships a SE establishes with specific customer segments	Different groups of people or organizations an SE aims to reach and serve
	KEY RESOURCES		CHANNELS	
	The most important assets required to make a SE work		How SE communicates and reaches its Customer segments	

**COST STRUCTURE**  
All costs incurred to operate a business model (BM)

**REVENUE STREAMS**  
Cash a SE generates from each Customer Segment

Model is worked out to analyse living laboratories (LL). As LL is partly a business institution, here LL is replaced with Social Enterprise (SE)



For the next meeting AT members are expected to send their visions of the components of this chart to Merle, who will put together a chart with main components for the Community centre as a social enterprise.

## Difficulties

*Describe any difficulties reported by the AT members*

Just via internet it is possible, but inconvenient to solve problems and divide tasks. Face to face contacts are needed.

## How have the AT members contributed?

*Describe briefly how the AT-members contributed with knowledge and/or experience from their organisations or area of expertise.*

Fea and Avo have mentored to start the Sub-AT 4 and have negotiations with the Food bank, which might become a supporting member in the Centre.

Agnus has prepared and trained people to use ZOOM.

Merle has prepared the analysis of the current situation in building the Community Centre.

Sub-AT members have kept their fields active and alive.

Avo keeps informed the archbishop Urmas Viilma and thr Vice- Chancellor Rait Kuuse.

## Until next meeting?

*What will the AT members work with until next time? What will be the topic of next meeting?*

Preparations of the Statute continue.

AT members are expected to answer the questions about the current situation of the development process of the Centre.

AT members keep contacts with their people and try to continue being active as much as possible.

Avo keeps informed the archbishop Urmas Viilma and thr Vice- Chancellor Rait Kuuse. ZOOM meetings are taking place.



Preparations to participate iata Government level meeting onhownto step out from thr quarantine are under preparation. Harkujärve represenatative is taking part in the meeting.

## Tools used

*Did you use any of the tools from the SEMPRE handbook or any other useful tools?*

Business canvas model, slight re-modelled, using the more contemporary living labs evaluation model.

## How do you use Action Learning?

Sub-AT4 has to start from the beginning, using all parts of the AL.

## How do you adjust it to your reality?

There are 2 phases: face to face meetings and ZOOM meetings.

## What are your experiences?

*What happened in the group, in relation to the problem and with the surroundings?*

Virtual life is different from being together. Virtually AL plays by different rules.

## Additional information

*Is there anything you would like to pass on to the WP Lead, like additional training needs or ideas?*