



## Action Report January, 2020

### 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:

**Foundation for Diaconia and Social Work of Estonian Evangelical Lutheran Church**

### Who participated in the meeting?

#### 1 Preparatory meeting, January 4, 2020 in a Tisleristuudio (Oja põik 1)

Name	Area of expertise/Organisation
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
Kelli Ots	Volunteer, former "difficult child", now an entrepreneur
Toomas Ots	Volunteer, ex-offender, now an entrepreneur
Fea Üprus	AT member, Facilitator, SEMPRE-ACC, service provider and enabler in leisure activities field
Risto Abel	AT member, Entrepreneur, developer, Chair of our partner, the Society for Restoration of the Harkujärve Church, contact with local community end-users
Olga Ots	Volunteer, active in community centre activities and helping with "invisible" work in the congregation, mother of the problematic family



## AT meeting January 6, 2020

### Who participated in the meeting?

#### Main AT and Sub-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.
Karin Suursalu	Sub-AT member, Volunteer, main coordinator in opening and coordinating the library room
Eha Urbanik	Sub-AT member, Volunteer, "Green Fingers" activist, developer of the Teevik



Toomas Ots	Sub-AT member, 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	Sub-AT member, 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.
Remet Rander	Sub-AT member, service provider, Responsible for the work with children with severe disabilities. Contact person and mentor to the families, who are attending this interval care.

## Progress

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

As December was a festive month, January meetings had to be more closely dedicated to development issues. So a preparatory meeting took place on January 4, 2020 and a whole-day meeting on January 6, 2020, with all interested parties.

### 1. Preparatory meeting January 4, 2020

Background: developing services, also bettering church premises to establish Reading room and “to-be” tea room TEEVIK has a history of needs assessments since Spring - basic tools - the focus group interviews and Logical Framework approach - were exploited once again, information collecting and systemising, networking with locals and with authorities, meetings in events where large number of end-users could be met (Mid-Summer fest, village days, Days of Beauty), in design phase a Design Star was used.

The other important moment is the family Toomas and Olga XXX and their children. Family was problematic, until support persons from Harkujärve reached them. Intensive work – counselling, mentoring, teaching has given results: Toomas and the daughter are having own enterprises (constructing furniture), younger children have learnt to make ice-cream (in the courses in the HJ Church) and now deliver it on local small events. Selling is not the right word – they give and people donate. They all want to give back to the church something as thank-you. So they have prepared and built shelves for the reading room for free, now the discussion were how to use the spare room for the tea-room and what kind of furniture they are going to make.



This is a good example of how a provider and end-user at the same time is initiating a service, and also builds the necessary furniture and presents it to the Centre.

Result of the meeting:

**The tea-room is going to be opened in February. We have necessary equipment and volunteers to run the tea-room.**

### AT MEETING JANUARY 6, 2020

On the agenda were:

1. Vision of the process of legal establishment of the centre, presented earlier by Avo and Fea to be analysed in January meeting.
2. Vision of gaining finances (sent out by email).
3. Sub-AT-s are asked to present their development phases and plans – possibilities and difficulties and lessons learnt.

#### 1. Vision presented by Avo and Fea

As it was sent out earlier, vivid discussions had taken place meanwhile. The vision was accepted as follows. Next step is to fix who is responsible for what and by what time.

*We stated as the final goal to establish a new entity, social enterprise Harkujärve Community Centre that might unite new tasks and take over the tasks of the Society for Restoration of the Harkujärve Church (Harkujärve Taastamise Selts).*

Avo and Fea presented for further discussions the preliminary vision for establishing the Community Centre:

*Our main task is to establish a working Community Centre that also might act as the model of such kind of a centre, as this is lacking in Estonia nowadays.*

*Establishing the community centre needs several actions and documents:*

*Statute;*

*Action plan;*

*Communication plan;*

*Marketing plan;*

*Fundraising perspectives.*

*The statute states the goals,*



*possible fields of **activities and services** for the community members, who may be less advantaged (children, elderly, disabled, ex-offenders), **structures** of the centre and the **management and leadership models**.*

*The development plan should include potential leaders of these plans, and these leaders should grow out of the service providers and especially end-users (just for an example: Karin S. grow from a disadvantaged person to a remarkable leader of the Reading room with ideas how to use the room for further uniting the community, children, parents and teachers). Preparations of these plans is the task of AT groups, together with micro project members. Also finding and convincing these **leaders**. These plans are orientated on future, still, the plans fail, if we do not have dedicated leaders.*

## **2. Vision of gaining finances (Agnus Dei, Merle, Avo, Fea)**

It is important that not only congregation members or parents of children visit our community church, but that it becomes as normal behaviour for a (wo)man from the streets to enter the Centre.

### **Overview: what we have?**

Important is easy and pleasant access. Around the church is nice green area where local elderly ladies grow flowers and take care of the cherry-trees. There is a massive bench, dedicated to Martin Luther, a massive table, convenient especially in summer-time to relax or to read or have discussions.

A special ramp has been built, persons in wheelchair are welcome and have easy access. Staircase might be more enlightened, church itself is warm and cosy.

PREMICES – might be more intensively used:

Church hall for sacred services (used also for concerts and exhibitions);

Reading room (special programme for intensive use under development);

Tea – room (to be opened in February);

Kitchen;

Premises on the ground floor (used for studios);

Small flat with separate entrance;

Rooms for child care.

### **How to gain income?**

Weekly worship services (donations);

Church services (baptising, weddings, funerals etc);



Concerts: either tickets or donations or rent;

Rent for rooms, celebration of festive events: birthdays, anniversaries, weddings, baptisms, funerals;

Drama and dance studios, training groups (Pilates, shin-do) to children and adults: participation fee and/or rent;

Staying overnight (small fee);

Support services (mostly free, but depends);

Municipality support (agreements and contracts);

Finances from ministries (agreements and contracts);

Kitchen is under-used, only as support for festive events, but needs a plan for more intensive use;

Expertise in work with ex-offenders: financial support from the EELC Diaconia, Ministry of Justice, procurements;

Rent paid by BCI when the rooms are used for training days;

Rent for child-care premises;

Objects for selling: production of signature promotional items and souvenirs, or food, has to be worked out.

*Decision:*

AT members work out more concrete plans how to make money from existing premises and items. Working out signature souvenirs should be considered – what and how to develop.

Short training on market research in April or May.

### **3. Information presented by Sub-ATs**

#### **3.1 Leisure and culture**

Special days, concerts, exhibitions, children's drama studio performances twice a year are all part of our vision how to make the vicinity more friendly and well-connected part of the world. Also, these events serve as door-openers to the Centre, in a way they are a breeding ground for more people attending our events and using services.

Primary school children come to the church after the lessons voluntarily to play or learn. It is important to their parents who mostly work in Tallinn – their children are supervised and taken care of (this is for free). Children's parents get acquainted with the Centre's services and many of them have joint some class or group.

#### **3.2 Ex-offenders and inclusion back to the society**



A lot of families have tackled with problems of a family member being excluded from the society, by different reasons. Hardly neighbours believe that any of those persons might get back to the track. This leads to stigmatisation of groups of people, firstly, the whole family. It also takes to the growth of criminality.

Our expertise in this field is rear and valuable, Avo Üprus is considered no 1 expert in Estonia in this field. He also has the highest rank in pastoral counselling (there are seven degrees). His tutoring and training are highly appreciated. He has gained remarkable results as a tutor: a housing service in Tartu was not developing, until Avo and other Harkujärve support persons took over, shadowed the work of local Kaplans and achieved that the City Government of Tartu helped to open the premises for ex-prisoners. Harku Municipal government supports these activities with finances, so does Ministry of Justice through special programmes and also Ministry of Social Affairs.

Together with BCI several training days for support persons have been organised. Majority of support persons comes from the vicinity, but mentoring, counselling and guarding reaches all over Estonia. People who do not want to become official support persons, also attend these courses as they acquire useful knowledge for everyday life (co-dependency is of big interest).

We have several success stories.

One ex-addict was given possibility to live in the church flat, he got mentoring and guidance and at that time worked for the church for several years, being very active congregation member. Now he is a mentor himself.

The other ex-offender after guidance and support works now as a security in one of private schools. He is also mentoring the others.

Then third ex-offender after guidance and support works in the Food bank, helping the others and is also a mentor.

The whole family with alcohol problems, their children with concentration and other difficulties, has got support and training on how to start own business and now have established two enterprises and are active supporters of the Centre.

MENTORSHIP for released prisoners has been built around the community centre. Mentors organise trainings, mentoring, joint activities to other mentors in the community church. Training is provided for beginners and for those who already work as support persons.

It is possible to accommodate 1-2 persons in the church flat if they have no other place to go. They help around with works and communicate with locals – this helps to reduce fear.

As a service to develop in this group we foresee lectures on different security topics. Already some topics are popular: co-dependency, self-defence from manipulation, coping in crisis situations. People have made several suggestions of what kind of lectures and trainings they wish to attend. We use sociodrama and role plays as methods.

### **3.3 Sub-AT Families with children with severe disabilities**



This service is coordinated by Harkujärve and EELC Diaconia together, financing comes mainly from the Diaconia, but also from national procurements. Care-takers and support persons are permanently needed, for that training for, both, parents and care-takers, is provided in certain intervals. We educate ourselves as care-takers, supporters and volunteers. We organise trainings and seminars for our team and partners. It is a process of growing, giving, receiving together, learning and developing a shared life.

By now the service for children with severe disabilities is an interval care, but the demand is to grow for everyday maintenance. The other big problem is evolving: we have place for one child in a wheel chair, but demand is at least four. This forces to calculate and work out solutions that at this moment are not clear. The problem remains there as further task for analysing.

## Difficulties

*Describe any difficulties reported by the AT members*

Biggest difficulties are connected to the Sub-AT of disabled children. There hard choices are to be made – how to develop the outreach of the service in accordance of demand. Emotionally these choices are very difficult. Possibly we have to organise a training of making rational choices and during the training work out solutions.

## 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.*

Avo, Fea, Agnus-Dei and Merle have dedicated themselves to strategic planning activities. Ex-offenders and disabled children's AT sub-groups have reported to the others on their achievements and problems.

Sub-AT-s were systemising their activities and preparing for presenting the success stories and difficulties.

## Until next meeting?

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

Next step is to fix who is responsible for what and by what time in establishing the Community Centre. AT members decide who has competences and wish and in which field to take responsibility in finalising the process.

As the opening of the TEEVIK is going to be next month, February, it was decided to use the event also for **intermediate evaluations**. The AT-s members are supposed to fix so-called control questions, reconcile them and be ready to work with end-users.

All AT members and micro project members should analyse proposed financing possibilities, if possible, add some.





## Tools used

We base on the Theory of Change: this helps to structure project development into logical steps. We have proposed milestones and targets with the monthly accuracy. It helps to manage bureaucratic demands and also develop accurate Social Business Model canvas.

In the preparatory phase of the tearoom TEEVIK we used SEMPRE Road map. We also practiced Double Diamond model. The first two phases (discover, define) were done on meetings with local community opinion leaders and activists, two last (develop, deliver) was the task of AT-s, both, the Main-AT and Sub-ATs.

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

## How do you use Action Learning?

Trainings, connected with problem solving. We map the problems of our volunteers and involved people, use a professional to give lecture(s) on the topic and expert(s) leading the discussions and brainstorming to get solutions to mapped problems.

Basic action learning principles - Questioning – investigation – reflection – is very much in place in strategies' planning phases.

The focus group interviews and Logical Framework approach were exploited once again, information collecting and systemising, networking with locals and with authorities, meetings in events where bigger number of end-users could be met (Mid-Summer fest, village days, Days of Beauty), in design phase a Design Star was used.

## How do you adjust it to your reality?

Different people participate in the process, we did not divide the roles in accordance with the AL model, we did not put together a formal group. Group consisted and consists of people who want(ed) to elaborate a certain idea (f.ex meeting place for grandmas, "green fingers", problematic children) and find ways how to solve problems and get most out of the Centre.

## What are your experiences?

Most important is the enthusiasm of end-users. They come out with ideas what they wanted to see happening in the Centre, what kind of help is needed and also, what kind of help people are ready to offer.



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

These groups do not bring big difficulties along as they have common interests. Most difficult part is to keep people focused, everybody likes to talk! And keep in mind that in the beginning phases all ideas are equally good, is pretty difficult. Avoid criticism is a challenge here.

### **Additional information**

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