

# Implementing Integrated Service Provision



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## **The Achievements of EQUAL Projects**

Máirin Kenny

Co-ordinator: Equal Youth



# Integrated Service Provision

## The Policy Context

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- The persistent message from both policy makers and practitioners is that interagency collaboration is necessary in order to deliver supports to vulnerable groups of people.
- However, this appears to be harder to achieve in practice than in theory...



# Practice

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- Interagency collaboration when it occurs is usually:
  - Locally based;
  - Practitioner driven;
  - Relationship dependent.
- Many of those involved believe that interagency work is undervalued and that its complexity is underestimated in policy and resourcing.



# Equal: The Laboratory

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- The Equal projects highlighted in this presentation represent attempts to marry policy with practice in the delivery of integrated service provision to a range of groups with differing personal, social, cultural, educational and economic needs in relation to the Labour Market.



## DP9: Achievements

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- HETAC Accredited Degree in Occupational Guidance & Counselling aimed at practitioners working with unemployed people.
- Delivery of pilot modules in occupational guidance counselling to 49 participants in the community and voluntary sector and representatives from DSFA.



# You're Equal: Achievements

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- Research on best practice in person-centred planning & service provision in employability for prisoners and ex-prisoners.
- 2 localised networks established (Castlerea & Cork) involving service providers both inside and outside prison.
- Development of guidance handbooks to support employers, support agencies and target groups + Awareness Raising DVD.



# Clare Lifelong Learning: Achievements

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- 70+ Adult Ed. providers involved in County-wide Network.
- 7 e.learning centres established.
- Creation of a County-wide learning forum to implement agreed LLL Strategy.
- Development of tracker/database to provide information on progression gaps in provision.
- Interactive web-site.
- Over 20 of the country's 33 VECs committed to replicate the MIS system developed in Clare by CLLL



# Transition Support Project: Achievements

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- Development of co-ordinated integrated service delivery providing a continuum of support.
- Outreach service provided to 120 children in direct provision centres.
- Provision of services to approx 85% of children seeking asylum/gone through asylum process.
- Mentoring programme (in association with Foroige).
- Publication of needs assessment of young separated children seeking asylum.



# Longford EQUAL: Achievements

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- Gender specific pre-enterprise and business development training.
- Development of new FETAC modules.
- One-to-one mentoring supports.
- Publication of Mentoring Guide for Female Entrepreneurs.
- On-line support and web-based promotion opportunities.



# Equal North-East Achievements

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- Development of the HARP assessment & guidance tool.
- 280 1:1 interviews utilising above.
- Significant progression onto mainline training and employment.
- Increased co-ordination between D/FSA and FÁS on engagement process.



# Equal Youth: Achievements

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- Development of an agreed interagency model of service delivery for early school leavers.
- Development of tools and protocols to enable the above.
- Agreement on a common language for use amongst agencies.
- Training for practitioners in the use of inter-agency tools and methodologies.
- Development of a profiling and tracking system.

# Equal Youth: Achievements

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- Implementation of interagency process with the following outcomes
  - 25 practitioners trained in inter-agency methodologies;
  - 150 young people in the Equal Youth process, profiled, with action plans and tracking of progression through monthly inter-agency conferences;
  - Publications on European and National policy relating to early school leaving;
  - Publication on Experience and Attitudes of Young People.



# On-wards & Up-wards

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- The experience of EQUAL Projects demonstrates that interagency collaboration can really achieve results.
- However it requires investment in the process and in the people that drive it.



# On-wards and Up-wards

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- For interagency collaboration to flourish it needs support at three levels:
  - Practitioner: practitioner interagency work to be valued and structured.
  - Organisational: organisations need the freedom to share goals and targets and even funding with others.
  - Policy: policy needs to be supportive and enabling of organisational endeavour.



Thank You.

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