



Ekeberg Nordstrand  
Bekkelaget Ljan

# UTE

**KONTAKT OSS!**

Lambertseter  
Karlsrud

Idrett og Utdanning  
Sisterhood Feltarbeid

Konflikthåndteringsverksted  
Aktiv Ungdom

Meglerverksted  
Oppfølgingstjenesten



Bydel  
Nordstrand  
Utekontakten



## Nordstrand Outreach Service

Oslo Municipality, Norway

Anna Opland Stenersen

Tallin 9.3.15

# + Plan for today



- About Nordstrand Outreach Service.
  - Context.
  - Objectives and principles.
  - Approaches.
- Best practice in reaching and empowering youth at risk.
  - Group project: “The meeting place”.
  - Interdisciplinary cooperation in preventing school drop out.
- Questions are welcome throughout the presentation!



# The District of Nordstrand



- 47 000 inhabitants.
- 3700 between the age of 12-19.
- A miniature of Oslo. A divided district with a wide range of problems and issues.
- From socioeconomic status to pressure of performance and achievement.
- Norwegian Social Research (NOVA): many youth of the District of Nordstrand reported high levels of psychological distress.



# Nordstrand Outreach Service

- Governmental organization, organized under the Unit for Preventative Services.
- Interdisciplinary cooperation with youth club, schools, children's welfare office, preventative police and others.
- 8 employees with educations as bachelor's degrees or masters in social work, children's welfare pedagogy, sociology, criminology, psychology, social science and sound engineering (!).





# Objectives



- *Contribute to create safe childhood conditions and prevent negative development in child and adolescent environments through social outreach work among children and youth in the district.*
  - Target group: youth aged 12-23, with a main focus on the youngest part of the population.
  - Collect knowledge about the social status and living conditions of our target group.
  - Monitor and describe changes related to the group.
  - Help young peoples' voices be heard in policymaking.
  - Early cooperation, i.e. establish contact as early as possible.
  - Motivate youth for new experiences and influence them to alternative possibilities for advancement in society.
  - Guide youth to appropriate services when additional help is needed.


# + Principles

- User involvement
- Resource-oriented
- Empowerment
- Volunteerism
- Holistic view



# + Acts and regulations

- Act relating to the municipal health services.
- Public Administration Act.
- Personal Data Act.
  - Duty of confidentiality
  - Duty of disclosure.
  - Documentation.
  - Consent.

 Oslo kommune  
**Bydel Nordstrand**  
Enhet for forebyggende arbeid  
Utekontakten

**Erklæring om samtykke**  
Samtykke til behandling av personopplysninger  
(Jfr. 1 ledd, P. opl. loven §9, §11)

*Utekontakten er en del av tjenesteapparatet i bydel Nordstrand i Oslo kommune. På bakgrunn av dette er det nødvendig å dokumentere arbeidet som utføres og kontakten vi har med ungdom i forhold til ulike tilbudene Utekontakten har. Derfor trenger vi et samtykke fra foranatte for å kunne sødtegne opplysninger som omhandler deltakelse i gruppeaktiviteter. Dokumentasjonen vil bli benyttet til for å redogjøre for Utekontakten's aktiviteter med hensik på rapportering. Oppbevaringen av dokumentasjonen vil vare frem til aktiviteten er avsluttet. De som har autorisert for gruppen er også de som har autorisert for dokumentasjonen og tilgangen er kan tilgjengelig for Utekontakten i bydel Nordstrand.*

Jeg/vi samtykker kun til behandling av personopplysninger (stedtegnelse i journal) :

Dette gjelder kun informasjon i forhold til følgende hendelse/situasjon:

.....


**UNGDOM:**

Navn:  
Fødselsnummer:  
Adresse:  
Tlf:

Jeg/vi er informert om:

- At samtykket helt eller delvis kan trekkes tilbake når som helst
- Hva opplysningene skal brukes til, hvem som har tilgang til opplysninger
- At det er frivillig å gi fra seg opplysninger
- At jeg/vi har rett til innsyn og retting
- Hvor lenge opplysningene oppbevares
- Nava på den behandlingsansvarlige
- At opplysningene ikke kan gis videre med mindre det gis samtykke eller loven sier noe annet
- At opplysninger blir registrert og behandlet elektronisk

Sted: \_\_\_\_\_ Dato: \_\_\_\_\_

 Bydel Nordstrand  
Enhet for forebyggende arbeid  
Utekontakten  
Lundertnerveien 21  
1154 Oslo

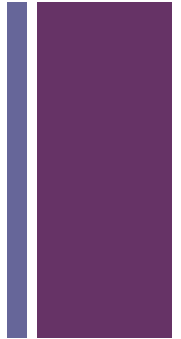
Postboksadresse  
Postboks 99  
Lundertnerveien  
1101 Oslo  
Epost: postmottak.gjften.oslo.kommune.no

Telefon: 22 49 14 61  
Telefax: \_\_\_\_\_

Beskrivelse: 1113.00.00339  
Org.nr: 970 164 679

# + Approaches

- Outreach work.
  - Evening and daytime.
  - Map youth environments.
- Groups.
  - Girls and boys groups.
  - Training and activity groups.
- Individual support.
- Interdisciplinary cooperation.





# + Best practices



- Best practice in reaching and empowering youth at risk.
  - Group projects aiming to motivate youth to participate in the society and being heard in policymaking (eg. method of digital storytelling).
  - Interdisciplinary cooperation based on Nordstrand Outreach Service's special attention to prevention of school drop out.

# + «The Meeting Place»



## ■ Background

- Poor mental health.
- Missing alternative to organized free time activities.

## ■ Objective

- Create open meeting places for youth in a specific area, to youth that not participate in the ordinary free time activities in the district.
- Use activity as approach and method to help creating a new identity trough coping of activities.
- Prevent marginalisation, and promote a social belonging.

# + Reaching our target group

- Participating in school start activities.
- Hot chocolate, games and magazines during lunch brake.
- Communication with the social guidance counsellor.
- Group after school with eight girls.



# + First autumn



- “Sisterhood”.
- Themes and activities.
- Evaluation
  - “I feel that I fit more into the girls group. There are many that listens to me, and it is very cosy”.
  - “It’s nice, because I don’t have anyone to be with after school.”
  - “I’ve learn to be more confident in myself”.
  - “I’ve learn to listen when other talks, and to listen to others’ opinions”.
  - “I want to express feelings through art”.

# + Spring

- Group dynamics; stronger cohesion.
- Art workshop: “Who am I?”.



# + Spring continuing

- Cabin trip.
- Individual follow-ups.



# + Second autumn and present

- Digital storytelling.
- As example of how to empower youth.
- New location, new youth.



- Lana Del Rey and understanding the world  
<https://www.dropbox.com/home/Nordstrand>  
(IMG 3536)

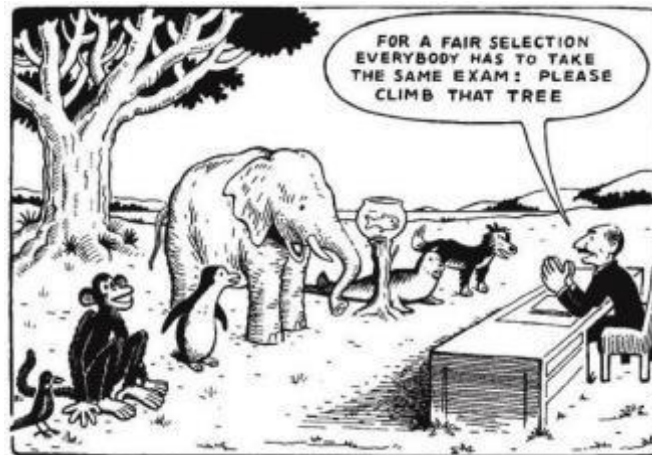


# + Preventing school drop out

## ■ “The knowledge society”

Ivar Frønes

- Education is more necessary than before to be able to join work life and not becoming marginalized.
- 1 of 3 drop out of upper secondary school. “School as a national arena of both recognition and infringement”. Arne Klyve
- Adjusted training, good teacher-student relation, healthy class and school environment and routines of monitoring and follow-up absence from school.





# + The project's main focuses



- Early cooperation.
- Have continuous dialog with the schools and identification of needs. Meet these needs with adjusted measures.
- Build relations with the youth.
- Offer guidance to youth and their parents.
- Cooperate with the needed services and partners.
- Information and motivation work.
- Documentation and work for continuation of the project.



# The beginning

- Dialogue with the schools.
- Identify target groups; pupils with high or increasing absence.
- Lunch groups and individual follow-up.
- Adjusted to needs.
- Early cooperation and adjusted approach!



# + Working on three levels

- **System** – Schools' routines of monitoring and follow-up of absence from school.
- **Group** – Motivate to improve their attendance at school.
- **Individual** – Adjusted means get even more important.



# + Complex issue



- District of Nordstrand is a divided district with a wide range of problems and issues.
- From socioeconomic status to pressure of performance and achievement.
- «School refusal».
- A case – reaching youth at risk through interdisciplinary cooperation.

# + Contact information

- Utekontakten bydel Nordstrand / Nordstrand Outreach Service

E-mail: [utekontakten.nordstrand@bns.oslo.kommune.no](mailto:utekontakten.nordstrand@bns.oslo.kommune.no)

/ [anna.stenersen@bns.oslo.kommune.no](mailto:anna.stenersen@bns.oslo.kommune.no)

Phone: +47 976 73 685

Facebook: “Utekontakten bydel Nordstrand”

- Thank you for your attention 😊

