

Annual Report 2017

Augeo Foundation



AUGEO FOUNDATION

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Introduction

Augeo Foundation wants every child in the Netherlands to grow up safely. Our work focuses on the more than 118,000 children in our country who grow up with violence, neglect or abuse. They experience a bitter divorce, domestic violence or child abuse in their family environment; they are severely bullied at school or abused by someone they know well; they have fled to the Netherlands to escape armed conflict; or their parents have serious mental problems and are addicts.

Augeo Foundation is a non-profit foundation that is funded by donations from family assets. We use this independent position to actively implement pioneering improvements and address bottlenecks.

In 2017, our activities in this area were as follows:

- Augeo Foundation trains professionals via Augeo Academy and Augeo Magazine.
- Augeo Foundation gives children who experience violence a platform for telling their story via the Augeo Jongerentaskforce (Augeo Youth Taskforce).
- Augeo Foundation supports policy-makers with advice, research and publications.
- Augeo Foundation strengthens the resilience of children who experience violence through pilot projects, research, advice and training.

Our goal is to make sure that children who suffer from violence, neglect or abuse, are seen and heard and receive the support they need.

Programmes

2017



Augeo Foundation trains professionals

Teachers, doctors, dentists, nurses and childcare workers have often not received adequate training in dealing with children growing up in worrying situations. This is why Augeo Academy, in collaboration with 23 professional groups, started to develop online teaching materials about growing up in a safe childhood environment in 2009. More than 60 online courses and dozens of short follow-up courses (teaching & learning bulletins) are now available. We offer these courses to as many professionals as possible via the Augeo Academy.

And our efforts are effective. Three scientific studies and countless course evaluations indicate positive learning effects: the professionals who participate in Augeo Academy's online courses feel better equipped to recognise stressful and potentially harmful situations for children, openly discuss these issues with parents and organise suitable support.

2017 Results of Augeo Academy

- Each month, 7000 professionals actively participated in courses offered by Augeo Academy.
- Each month, Augeo Magazine was read by 6000 professionals.
- In total, 30,000 new students started courses in 2017.
- 6000 students and 500 vocational education teachers used the online study packs on domestic violence and child abuse.
- The courses were awarded a score of 7.3 on average.

- 350 organisations gave their staff access to continuous education and training by registering for membership.

New teaching & learning products in 2017

- Short module on Poverty (for teachers)
- Short module on growing up with mentally ill and/or addicted parents (for teachers)
- Polarisation and dealing with extreme behaviour (for teachers in secondary education)
- Foster parents: contact with parents (in collaboration with Stichting Kinderpostzegels)
- Elder abuse (for healthcare professionals)
- Course on growing up in a safe childhood environment, for volunteers
- Animation on changes to the Domestic Violence and Child Abuse (Reporting Code) Act
- More than 15 digital learning & teaching bulletins for primary education, secondary education, childcare and hospitals

Special projects

- Primary education organisations in Rotterdam have initiated an improvement project in which Augeo Foundation participates by providing training for 5000 teachers.
- To cut costs, the Augeo Academy team even took over the helpdesk function (formerly the responsibility of an external contractor) in August 2017. Each week, the helpdesk answers an average of around 50 questions from students and administrators.

Augeo Academy used all its 2017 course revenues to fund projects for tackling violence against children. This money was invested in the Youth Taskforce and the policy survey in 103 municipalities in 2017.





Augeo Foundation gives children a voice

The opinions of children as hands-on experts are still not adequately reflected in initiatives set up by the government or professional organisations in order to address violence against children. To correct this, Augeo Foundation created the Augeo Youth Taskforce in 2015. This taskforce consists of about 50 young people who have suffered from adverse childhood experiences first hand. These young people organise special workshops, for divorce counsellors for example, share their experiences at congresses, advise policy-makers and politicians and conduct youth surveys. As a result, the Augeo Youth Taskforce ensures that young people with hands-on experience are increasingly seen and heard in initiatives to address violence against children.

- The Youth Taskforce met more than 400 professionals and policy-makers per month in 2017. These activities included organising 37 training courses on divorce.
- After hearing input provided by the Youth Taskforce during a parliamentary enquiry in 2017, the Dutch Lower House adopted a motion for more intensive and effective discussion with children when addressing violence in their family environment. As a result, there is now a greater focus on the rights of children and the need to interview children in the reporting codes for child abuse.
- The members of the Youth Taskforce were able to express their views in discussions with Members of Parliament and the Children's Ombudsman.

Special Augeo Youth Taskforce projects

- In 2017, the existing Taskforce was expanded to include the young people who joined the Augeo Academy via Villa Pinedo in 2016. A number of refugee children and young people who grew up with mentally ill and/or addicted parents also joined the group. These young people focus on continued development of the range of services offered by the Youth Taskforce through team building, education, training and (follow-up) care.
- During the days before and after 'Prinsjesdag' (Budget Day), the Youth Taskforce offered town and city mayors a symbolic suitcase in order to focus attention on important issues relating to young people growing up in problematical environments.
- A 'Hear and see me' training course was organised in the Czech Republic by special request. The young people told their audience how they approach the training courses in the Netherlands in the hope that this information will be used to set up a similar initiative in the Czech Republic.
- The young people developed a digital follow-up training assignment for professionals who have attended their training course on divorce.

Augeo Foundation strengthens the resilience of children who experience violence and neglect

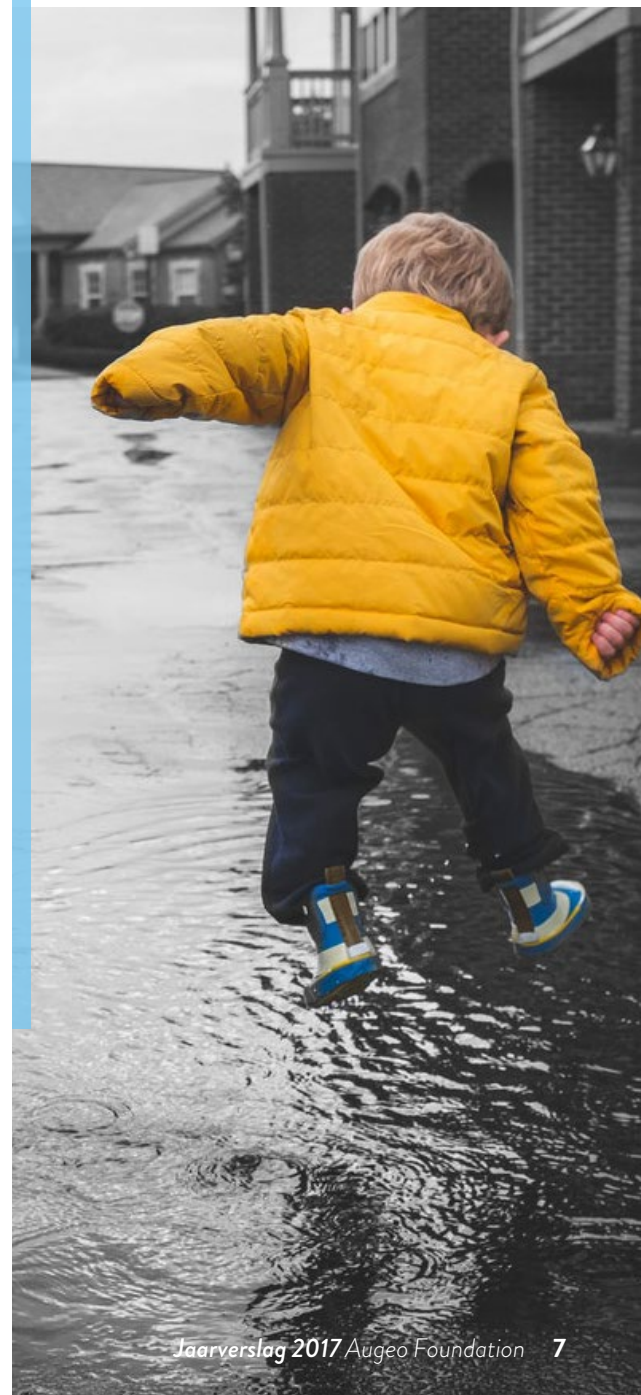
Research indicates that children who experience violence or neglect benefit greatly from support provided by their teacher, neighbours or family members. Social support strengthens their resilience and prevents (further) damage to their health. In recent years, Augeo has built up extensive expertise in offering social support and working towards recovery. We share this knowledge with teachers, foster parents and others via Augeo Academy. Impact evaluation studies show that teachers feel better equipped to offer support after completing this course and that their students also notice this improvement!

Augeo has brought the United Kingdom's "Handle With Care" concept to the Netherlands. When the police attend an incident of domestic violence, they send a "Handle With Care" notification to the children's school. The children's teachers offer support and understanding, e.g. if the children are late for school, do not finish their homework or a test on time, or exhibit withdrawn behaviour due to the problems at home. Small gestures that make a big difference!

Augeo also advocates a greater focus on support and recovery in its contacts with public authorities and professional organisations; this has led to changes in the protocols of Veilig Thuis, and a mandatory obligation to draw up a recovery plan for each abused child.

The following results were achieved in 2017:

- In total, more than 2000 teachers completed an online course on supporting a child in difficulties.
- Augeo Foundation implemented "Handle With Care" pilot projects in two municipalities, in collaboration with the Ministry of Security & Justice. As a result, collaboration agreements between the police and educational organisations were drawn up, privacy protocols were assessed, working practices were developed and a study was set up. In 2018, all these materials were made available free-of-charge to municipalities that wanted to start a pilot project. An evaluation of this new approach was also published at the beginning of 2018.





Augeo Foundation spurs policy-makers into action

Augeo Foundation encourages public authorities and organisations to deploy effective measures for addressing violence against children. We do so by providing advice, carrying out surveys and through publications in our Augeo Magazine and other media.

When responsibility for youth support devolved to the municipalities in 2015, municipalities not only became responsible for preventing domestic violence, but also for stopping this type of violence. The new situation is still in its infancy; most municipalities do not know whether their approach does indeed result in a safer home environment and ensures that children recover from developmental damage that they have sustained due to domestic violence. So, Augeo, in collaboration with the Ministry of Health, Welfare and Sport, made it possible for a quarter of all Dutch municipalities (103 municipalities) to participate in an impact study organised by the Verwey-Jonker Institute in 2017. More than 1300 families with a history of domestic violence will be tracked during a number of years. What support do municipalities organise for the family members? Does the home environment become safer? Do the children's trauma symptoms reduce or disappear? The relationship managers of Augeo Foundation now provide support for the municipalities participating in the survey.

For example, we have set up an Intranet system and Augeo organises regional meetings so that municipalities can learn from the results and the approach adopted by their fellow participants as the study progresses. Augeo Foundation pays for 90% of the survey costs and the municipalities contribute 10%. The study ends in 2020 and will provide a nationally representative picture of the effectiveness of the approach to domestic violence in the Netherlands.

In 2016, Augeo Foundation proposed an alternative to the planned reporting obligation in situations of suspected child abuse to the State Secretary of Health, Welfare and Sport. This proposal was adopted almost entirely in a change to the Domestic Violence and Child Abuse (Reporting Code) Act in 2017. Professional groups and Veilig Thuis now use decision frameworks to make agreements with each other about reporting and collaboration: this is expected to increase effectiveness in identifying severe and prolonged cases of child abuse. More than one million professionals will work with these decision frameworks. In 2017, Augeo helped develop guidelines and a fact sheet that will act as the basis for the decision frameworks, which the professional groups will draw up in 2018.



Who does what

Employees

Augeo Foundation was founded in 2007 by Gemma Kobessen; she wanted to use her family's wealth to contribute to addressing child abuse and domestic violence and promote good parenting in the Netherlands.

The Executive Board of Augeo Foundation consists of Gemma Kobessen, Pieter de Rijcke and Desiree Munnichs. The members of the Board do not receive any remuneration or allowances for their work.

Augeo Foundation currently employs 24 people. They are responsible for customer support, relationship management, ICT, project management, communication and secretarial activities. Specialists in online learning develop dozens of online courses each year. The Youth Taskforce is managed by a coordinator and support counsellor. A team of 5 experts supports all these

activities by contributing their expertise in the area of preventing child abuse and domestic violence, and promoting good parenting. In addition, they advise public authorities, engage in research and implement innovative projects. Lidy Boone (Operations Director), Mariëlle Dekker (Managing Director) and Gemma Kobessen (Chairperson) handle daily management.

Youth task force

The Youth Taskforce comprises 50 young people aged up to 24 years old: they have first-hand experience of growing up with violence, neglect or abuse. They share their practical expertise with professionals and policy-makers to ensure that more and more children in the Netherlands can grow up safely.

These young people are both strong and vulnerable. That requires good guidance and supervision on the

part of Augeo Foundation. Two coordinators manage the Youth Taskforce and are supported in this task every day by the team of professional experts who work for Augeo Foundation. The young people have access to an external confidential adviser. The members of the Youth Taskforce who organise workshops follow special training programmes.

Former members of the Youth Taskforce act as a group of "alumni" who assist the young people in their activities by providing advice and hands-on support. In addition, Danny Dijkhuizen and Diana Matroos are associated with the Youth Taskforce as ambassadors.



Collaboration

Reaching 30,000 professionals a year with continuous education training courses is only possible if you work closely together with dozens of sector and professional organisations, vocational training institutes, hospitals, childcare organisations, public health services, GP medical centres, educational organisations, foster care organisations, voluntary organisations, knowledge organisations, etc.

When developing a new online course, professionals from these organisations are always closely involved, often in the form of a “content-focus group”. Agreements about distribution of an online course are also made with them beforehand. Our relationship managers maintain close contact with organisations that have taken out a training subscription. Example, the online schooling offered by Augeo Academy is a product that has been developed for and by professionals and is also distributed jointly through their efforts. In 2017, we thanked our collaborative

partners via an advertising opportunity in Het Financieel Dagblad, which was offered to us on a sponsorship basis.

Public authorities

According to the international Convention on the Rights of the Child, public authorities are responsible for preventing and addressing violence against children. Consequently, we like to collaborate with public authorities. We see the 103 municipalities that are participating in the study into the effectiveness of their approach to domestic violence as collaborative partners. The level of interest in this study was so substantial that the Ministry of Health, Welfare and Sport stepped in with financial support: the Ministry and Augeo have now created a situation in which it will be possible to produce a nationally representative report on the effect that all the changes in youth care and the approach to domestic violence in our country have had on child safety in families and on recovery from trauma.





Main- taining our focus

Augeo Foundation is funded by family assets, which it wants to use as effectively and efficiently as possible to better ensure that children can grow up in a safe environment in the Netherlands. In order to improve the quality of our work and ensure a close match between our work and the way in which our target groups experience it, we use the following instruments:

Professional group

Within Augeo Foundation, 5 employees work in a professional group that uses its collective expertise to assess and enhance all the projects in which Augeo Foundation is involved. For example, the members of this group possess academic qualifications in teaching and have experience of working in youth care, youth protection, state mental health services or youth healthcare, and in carrying out scientific research.

Advisory Council

In 2017, the members of the Advisory Council were Andre Rouvoet (former Minister for Youth and Family), Micha de Winter (emeritus Professor of Pedagogy), Simone Brummelhuis (entrepreneur, regulator) and Adri van Montfoort (Lecturer in Youth Care and Youth Policy). The new programme lines of Augeo Foundation were defined more precisely in consultation with the Advisory Council in 2017.

Research

Augeo Foundation continuously engages in research to determine whether its ideas, projects and learning & teaching products are effective. For example, 3 scientific studies (Utrecht University and PI Research) have demonstrated the effectiveness of our online courses. This is unique, because the effects of training courses on

the theme of child abuse have not been investigated to any great extent in our country.

In 2017, PI Research started to investigate our “Handle With Care” pilot projects. When children are involved in domestic violence, the police notify their school the next day to ensure that they are offered social support. PI Research evaluates the experiences with this method.

Course evaluation

All online students and participants in workshops are asked to complete an evaluation form. In addition, we regularly send topical questionnaires to (potential) course students. We also organise user meetings in which students provide feedback and share ideas about distributing the courses and the content of future courses.

For example, in 2017, 700 volunteers responded to our questionnaire investigating their learning needs when it comes to identifying and supporting vulnerable children. Based on these results, an online course will be developed and distributed among a number of volunteer organisations in 2018.

Youth participation

The Youth Taskforce also keeps Augeo Foundation focused. Their stories about their experiences inspire our employees. The opinions of these young people help us think about possible ways of improving the approach to violence against children. Young people actively contribute their ideas in the form of guidelines and courses which Augeo develops. For example, in 2017, the Youth Taskforce was involved in the guidelines that Augeo Foundation developed on the subject of children's rights in the Reporting Code.



Finance

Augeo Foundation receives income from three sources:

Private assets

In 2017, 2.1 million euros from private family assets were invested in the work of Augeo Foundation. The Executive Board of Augeo Foundation is responsible for informing the Foundation's Administrative Board about how these funds are spent.

Contributions paid by students or project beneficiaries

Based on experience with philanthropic projects, Augeo Foundation has learned that projects where participants are asked to contribute from their own pocket have a longer and better effect. So students are required to pay an amount for participating in the online courses of Augeo Academy (559,000 euros). Municipalities participating in the Verwey-Jonker impact evaluation study funded by Augeo Foundation contribute 10% from their own

financial resources (103,000 euros). In 2017, these contributions amounted to a total revenue of 662,000 euros. All contributions received from students and municipalities are used for projects that address violence against children, including the Augeo Youth Taskforce, the study in 103 municipalities and the Handle With Care pilots.

Third-party assignments

Augeo Foundation sometimes produces a course or guidelines for third parties. In cases where we receive some form of a fee for this work, we send the contracting party a financial statement showing how the funds were used.

In 2017, 57,000 euros were received in the form of grants or contracts awarded to us by the Ministry of Health, Welfare and Sport, Stichting Kinderpostzegels and Stichting School en Veiligheid.

Expenditure

These revenues were allocated to the 4 programmes and donated as follows in 2017.

Expenditure 2017	
Augeo trains professionals	43%
Augeo gives children a voice	12%
Augeo strengthens resilience	8%
Augeo spurs policy-makers into action	22%
Other (donations)	15%
Total	€ 2.819.000

The future objectives 2018



In 2018, we will continue to focus our efforts on ensuring that more children who experience problems at home are seen, heard and supported. We have set ourselves the following objectives:

Augeo Foundation trains professionals

- Our aim is to reach 35,000 new students and collaborate with 150 vocational education programmes.
- We will create new online courses on growing up in a safe childhood environment for volunteers, foster parents and other parties.
- We want to develop our learning offer (further) for former students and new students by ensuring compliance with the amended Domestic Violence and Child Abuse (Reporting Code) Act.
- We will create the Augeo Fund to ensure even greater transparency regarding the use of Augeo Academy's income for the purpose of improving the approach to child abuse.

Augeo Foundation gives children a voice

- Our aim is to ensure that the youth task force reaches more than 600 professionals a month with their workshops, stories of their personal experiences, advice and research.
- We are looking for ways of increasing the impact of these activities, particularly in relation to more recent topics (refugee children, children with mentally ill parents or parents with addiction problems).
- The social and emotional support we provide for the young people participating in this initiative will be developed further.

Augeo Foundation organises support for children with problems at home

- We aim to expand the number of pilot projects that organise support for children who experience violence. In three years' time, we want to have involved 800 schools in these projects.

- We aim to develop the "Handle With Care" concept further in terms of content, by carrying out impact evaluation studies in the pilot regions and through other activities.
- We intend to start an innovative project for strengthening children's resilience.

Augeo Foundation supports policy-makers

- We support professional groups in developing a decision framework and in focusing more strongly on children's rights in their reporting codes.
- Municipalities that participate in the impact evaluation study will learn from their initial results.
- We will investigate the feasibility of a "growing up safely" course for municipal executives and create an appropriate product.
- We want to participate in public-private partnerships and strengthen central government's plans for addressing child abuse.



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