

Intermezzo - The Netherlands

Introduction



Intermezzo is a facility located in Eindhoven, the southeast of the Netherlands, and was founded in 2019. Intermezzo is managed by the Doorpakkers Foundation. Doorpakkers is an association active in the southeast part of the Netherlands. They have several programs, which focus on forensic protected living, outpatient support and temporary housing assistance. The mission of Doorpakkers is "do what we say and say what we do!". The organization's vision embraces a comprehensive approach, beginning with the identification of residents' inherent strengths. By

leveraging these strengths, individuals discover motivation and attain realistic goals. Doorpakkers recognizes that actively involving the broader community, including experientialists, workplaces, families, friends and associations, adds great value in this regard. They find it essential to let people participate (again), to let them belong and to let them be part of (a safer) society.

Intermezzo is a form of forensic protected living. It is a residential facility that has fairly strict rules with someone present 24 hours a day. This is in contrast to their other apartments where there is less supervision.

Scale

Intermezzo can accommodate 23 people. The residents are divided into six apartments with space for three to four residents each. This facility can be described as a small-scale facility.

RESCALED-principles in practice:

- ☒ Small-scale
- ☒ Differentiated
- ☒ Community-integrated

Differentiation

Target group:

The target group of Intermezzo are men aged eighteen years and older. More specifically, Intermezzo offers residential care to justice-involved individuals who face a variety of challenges, including mental health

problems, addiction, socio economic problems, and/or mild intellectual disabilities. The emphasis is on a broad approach to the target population, which does not require residents to have been in prison.

The facility welcomes men who are looking for a stable and supportive environment. It is crucial to recognize contraindications; Intermezzo is not suitable for individuals under a TBS framework¹ or involved in cases related to this. These conditions are outlined in a contractual agreement, partly due to the facility's proximity to several schools and its impact on the local community.

Intermezzo serves as a valuable link in substitute measures and aftercare, where the goal is to guide individuals on their path to recovery and successful reintegration into society.

Forms of security:

Intermezzo is based primarily on relational security, which is supplemented by measures of static and procedural security. Relational security is characterized by the open-door policy where the staff tries to be approachable to the residents as much as possible. The way the staff interacts with the clients is in a very respectful, open manner. There is a good atmosphere in the facility and the staff agrees with the operation of Doorpakkers, which is reflected in the way they treat the residents. The staff talks about customers ("klanten") when talking about the residents. In addition to



supervision, a host is also employed at Intermezzo. This person helps with cooking and other communal tasks but does not take on counseling or safety duties. Currently, this is someone who has lived experience himself.

Relational security measures are supplemented by measures of static security. Static security is not strongly present in Intermezzo. At the entrance to the facility, there is a sign indicating surveillance cameras but they are only present in the entrance hall and stairs. Residents can go outside and inside with a key. There is always some degree of supervision at night in the form of a physically present security guard and a telephone backup.

Finally, procedural security measures are present. For example, residents must wake up at 7 am and be back in the house by 11 pm. Residents are not responsible for their own finances. They receive food money

¹TBS with mandatory treatment is the most severe measure as part of a sentence that can be imposed in the Netherlands. Treatment focuses on the safe return of people in detention to society. A judge determines whether a convicted person receives TBS if there is a serious crime, mental illness and risk of recidivism.

per week with which, if necessary, they can buy groceries. However, other procedural security measures are largely dependent on the resident. The facility takes advantage of variations in autonomy and responsibility. Thus, depending on the support needed, a resident has more or less autonomy and this may vary throughout the program. On the other hand, there may also be imposed conditions determined by the probation department for each individual.

Activities:



There is no standardized daily schedule for all residents at Intermezzo. The daily schedule is tailored to the individual needs of the resident. At the core of Intermezzo's approach are meaningful day activities, ranging from work and volunteer work to leisure activities and therapy. The facility offers minimal in-house activities. Intermezzo provides supervision within the facility and oversees daily supervision, weekly scheduling and follow-up appointments. However, the majority of activities occur outside the facility, unless specific rules apply to an individual. External agencies are also permitted to enter the facility if necessary.

Intermezzo collaborates with several local healthcare providers when additional supervision is needed for residents engaging in outside activities, such as work or school. This collaboration aims to encourage residents to engage in meaningful daytime activities immediately upon admission, promote independence, sharpen skills, increase self-esteem and encourage a meaningful connection to the community.

Community-integration

Location and architecture:

Intermezzo is located in an apartment complex, located in the Gestel district of Eindhoven. Eindhoven is the fifth biggest city in the Netherlands with approximately 243 710 inhabitants (2023). The Gestel district is known as a neighbourhood with several healthcare institutions. This is because the municipality primarily provides permits for such facilities within this district. Intermezzo is located in the middle of a residential area, surrounded by several squares, in close proximity to schools and other services. This strategic location emphasizes Intermezzo's integration into the local community, where the aim is to make a valuable contribution to the well-being of residents and the neighbourhood as a whole.

This location was not chosen by chance. Previously, the Salvation Army housed the facility “Vast en Verder” here, but it was not running well. Akeem, the founder of Intermezzo, already worked at this location for the Salvation Army and then decided to start a Doorpakkers facility here. His existing connections in the neighbourhood, built up during his time with the Salvation Army, helped create a solid network within the area.



Intermezzo consists of several apartments, all housed in the same apartment complex. There are five apartments and four residents live in each apartment. Each apartment consists of individual bedrooms, a shared toilet and shower and a shared kitchen. In addition, there is another apartment that is used by everyone. This apartment contains the staff office, a shared living room and a shared kitchen. At the entrance hall of the apartment complex, there is

also a bicycle shed. The facility has no private outdoor space but is surrounded by several public squares.

Interaction with the community:

Much interaction takes place between Intermezzo and the community. This is partly due to not offering activities themselves and residents largely using the services already present in the community, such as work, leisure activities, health organisations, supermarkets etc. On the other hand, Intermezzo undertakes various initiatives to promote community-integration. A focus group, closely associated with stakeholders, residents, police and local organizations, facilitates involvement in joint events such as barbecues. Furthermore, the facility has clear living and house rules, which were prepared in collaboration with the client council and other relevant partners. The facility maintains a positive relationship with the neighbourhood agent. For example, residents will report perceived neighbourhood nuisances. In addition, Intermezzo encourages open communication by providing a 24/7 contact option for neighbours. This ensures that neighbours can report concerns day and night so that the facility can immediately take the necessary steps to address problems.

Intermezzo

Founded: 2019

Capacity: 23

Security level: Low

Nearest city/town: Eindhoven
(The Netherlands)

Nature of interaction: Visited
by RJN (19/10/2023)

Publicity/ read more

- About Intermezzo at the official website of Doorpakkers:

DOORPAKKERS: Welzijn, Gezondheid & Forensische zorg. (2021, December 3). *Forensisch beschermd wonen* / DOORPAKKERS. Retrieved November 3rd, 2023, from <https://doorpakkers.com/services/forensisch-beschermd-wonen/>