

Peer-to-Peer Visit Report

Treball Solidari visited Adie on 11 and 12 June 2018

Background of the meeting and the visiting delegation

Adie has more than 30 years of experience providing microfinance and business development services (BDS), and it is for this reason why Treball Solidari chose to visit and learn from them.

Both organisations have several similarities:

- **Users or customers.** We serve a similar profile of people: vulnerable groups. Those in a situation of social and financial exclusion, of mostly immigrant origin.
- **Goals.** We work for the social and work integration of these groups, supporting them in self-employment or entrepreneurship.
- **Economic model.** Both organisations have a mixed economic model based on credit income, private support and public subsidies.

Treball Solidari wanted to learn from the experience and knowledge that Adie has developed, with a particular focus on:

- The methodology and models of relationships with immigrant communities.
- Non-financial services offered by Adie.
- Financing and access to public funds.
- Adie's social-economic impact measurement studies with a particular focus on the Social Return on Investment (SROI).

Lessons learnt during the visit:

During the visit we had meetings with different departments at Adie on the above topics and explored them in more detail:

- Economic model and access to structural funds: more than 65% of Adie's income is from public funds. Adie's operative sustainability is not based on the rates of interest that customers pay, as it is in Treball Solidari.
- Relation with the banks: 98% of Adie's funds for lending comes from the banks. We also exchanged experience on how to negotiate with the banks and how to obtain the best business financing options.

- Volunteer programme: the volunteers take over the follow-up and support of customers. Adie has developed a very extensive network of volunteers, which allows them to offer a variety of services to them.
- Social Impact: Adie's social return of the funds received is between 1€ and 2.38€. It's very important and necessary to show the social return both to the financiers and to the society.
- Field experiences: Field technicians have certain techniques to conduct field interviews of the customers to analyse their credit requests. We also learn how the IT application, that the field staff use to manage credit portfolio, works; and how a disbursement of a microcredit loan is carried out.

The visiting organisation's plans to adapt some key lessons to its own organisation:

Treball Solidari will explore the following options and plans on adapting them to the organisation:

- Creating a new product: credits to improve the client's employability, for mobility and training.
- Searching for financing from banks to expand on credit funds.
- Starting a volunteer programme and creating a specific area for it.
- Investigating how to access European grant funds (ERDF and FSE).
- Developing an IT application adapted to Treball Solidari's methodology.
- Developing a study on the social impact of microcredits in Treball Solidari.